

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Standard Level

MARK SCHEME for the 2004 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5233 Office Procedures, maximum mark 100

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were initially instructed to award marks. They do not indicate the details of the discussions that took place at an Examiners' meeting before marking began. Any substantial changes to the mark scheme that arose from these discussions will be recorded in the published *Report on the Examination*.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers and the *Report on the Examination*.

- CIE will not enter into discussion or correspondence in connection with these mark schemes.

2004

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MAXIMUM MARK: 100

PAPER: 5233/A

Office Administration (Office Procedures)

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MARKING

TASK 1 (32 marks)

Part 1

- List six points for dealing with outgoing mail. (3.1 - 18 marks) (accept logical international variation)
 - check to see that enclosures are attached, where necessary 3
 - check the address on the envelope with the address of the sender 3
 - fold the letter no more than is necessary to fit into the envelope 3
 - place the letter in the envelope and seal it securely 3
 - weigh and stamp the envelope or frank it by machine 3
 - separate first class letters from second class letters 3
 - tie the envelopes in bundles with all addresses facing in one direction 3
 - keep special post apart from the rest of the mail (i.e. registered, recorded delivery, airmail, etc which require labels or forms and have to be handed over the counter of the post office) 3
 - complete the day's entries on the franking machine control card (and if it is the end of the week send it to the post office) 3
 - arrange for the mail to be delivered to the post office 3

 - complete any necessary forms and collect the receipts 3

Part 2

- Correctly address the envelope to C D Singh plc, Unit 20, Howda Industrial Estate, Kallang, Singapore and mark it for the attention of Mr J Chow. Use standard business layout. (3.1 - 14 marks)
 - correct use of envelope 1
 - typing, or writing, begins approximately a third of the way across the envelope 2
 - typing, or writing, begins approximately half-way down the envelope 2
 - name and address 5
 - special instruction (i.e. For the attention of Mr J Chow) typed two single line spaces above the name of the addressee (either capitals or underlined lower case acceptable) 2

 - there are no spelling errors 2

TASK 2 (27 marks)

- List four stages for preparing a recorded message on an office telephone answering machine to receive incoming calls. (4.1 - 12 marks)
 - work out what you want to say 3
 - write the message down before you begin 3
 - try to sound natural 3
 - speak clearly and not too quickly 3
 - check the recording to make sure that it is clear and accurate 3

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Give **two** items that should be included in your pre-recorded message. (4.1 - 6 marks)

- the name of the department or organisation 3
- when someone will be available to deal with the call 3
- what action you will take, i.e. will you ask someone to call back later 3
- ask the caller to leave his or her name and telephone number after the tone 3

• Give **three** guidelines for leaving a message on an answering machine. (4.1 – 9 marks)

- listen carefully to the answering message 3
- do not speak until after the tone 3
- speak clearly but not too quickly 3
- remember to say who the message is for 3
- give your name and telephone number if you would like someone to call you back 3

TASK 3 (24 marks)

• Give **six** possible health and safety hazards when working with VDUs. (2.1 - 24 marks) (accept sensible alternatives)

- unshielded fluorescent lights 4
- glaring screen 4
- flickering screen 4
- dirty screen 4
- copy holder not used (if available) 4
- wrist pads not used (if available) 4
- work area untidy and cluttered 4
- food and drink on desks 4
- no planning for work breaks or change of activity 4
- chairs not adjusted appropriately 4

TASK 4 (17 marks)

• Give **two** reasons for installing security systems. (2.2 – 8 marks)

- to prevent buildings being entered by unauthorised persons 4
- to prevent buildings being vandalised 4
- to prevent employees from personal attack 4
- to minimise theft from employees 4
- to minimise burglaries and theft from employers 4
- to minimise theft and misuse of information 4

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• **Three ways in which equipment can be protected from theft. (2.2 - 9 marks)**

- fixing alarms which sound if the equipment is moved any distance 3
- siting valuable equipment away from public areas, where possible 3
- marking the equipment with a special security tag to show the rightful owner 3
- marking the equipment with an ultraviolet pen to show the rightful owner 3

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MARKING

TASK 1 (26 marks)

- Briefly describe what voicemail is. (4.1 – 6 marks)

telephone system for storing messages received in a Voice Mailbox when the person is not available	2
computerised telephone system	2
telephone system for recording messages	2
telephone system for storing messages	2
telephone system for retrieving messages	2

- Give five advantages of voicemail. (4.1 - 20 marks)

if the person is not available spoken messages are left in a 'Voice Mailbox'	4
it is secure because a PIN is needed to retrieve the message	4
the message can be rerouted to someone else	4
some systems deliver the message at a preset time, according to the sender's instructions	4
the same message can be sent simultaneously to several subscribers	4
messages can be deleted	4
messages can be saved	4

TASK 2 (38 marks)

- Complete the attached reception register for three business cards and other information given. (3.5 — 18 marks)

RECEPTION REGISTER				
DATE				
Name of visitor	Company	To see/position	Arrival Time	Departure Time
Mr Gerald Jones	Office Supplies Ltd	Miss Lee, Marketing Manager	0930	1030
Mrs Susan Khan	Cleaning-4-You plc	Mr Paulov, General Manager	0945	1100
Miss Amy Javaid	Trio Publicity Group	Mrs Lau, Public Relations Department	1000	1130

1 mark per correct entry (15 entries to make) plus 3 marks for correct date (date of the examination).

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- State five actions you would take, apart from completing the Reception Register, when Mrs Khan arrived for her appointment. (3.5 – 20 marks)
 - greet her cheerfully and warmly, putting her at ease 4
 - offer her a seat 4
 - let Mr Paulov know Mrs Khan has arrived 4
 - offer her refreshments if there is time 4
 - issue a security badge to her (if applicable) 4
 - escort Mrs Khan to Mr Paulov's office (if applicable) 4
 - ask her if she has parked in the organisation's car park (security reasons) 4
 - contact Security/Gatehouse (if Mrs Khan has driven her car) with details 4
 - offer her something to read (if time), perhaps the organisation's brochure 4
 - possibly inform her of any fire alarm drill which may be taking place 4

TASK 3 (36 marks)

Give **three** advantages and **three** disadvantages of computerised filing systems. (3.2 – 24 marks)

ADVANTAGES

- space efficient 4
- easy to access 4
- records can be sorted, displayed on screen, printed 4
- records can be linked with word processing applications and merged with electronic mail 4
- can use search facilities to find information 4
- mathematical calculations can be performed on information held on record 4
- quick to access 4

DISADVANTAGES

- files can get corrupted (viruses) 4
- disk space may be costly 4
- can't access files during computer down time 4

- Give **three** reasons why you might have a password on your computer. (3.2 – 9 marks)

- to protect confidential files 3
- so no one else can access your files 3
- so no one else can send information from your computer 3
- ensures you are the only person who can receive information 3
- helps to keep a trace of the work done on the computer if you know that only one person has access to the computer 3

- Why should you keep your password private. (3.2 – 3 marks)

- to avoid unauthorised access 3