

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge International Diploma in Office Administration
Standard Level

COMMUNICATION AND TASK MANAGEMENT

5232/A

Core Module: Practical Assessment

2004

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper

READ THESE INSTRUCTIONS FIRST

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.
Type or write your Centre number, candidate number and name at the top of each separate piece of paper used.

You must attempt all tasks.

All printouts must be submitted at the end of the assessment.

If you use more than one sheet of paper, fasten the sheets together.

This document consists of **3** printed pages.

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International Examinations

GUIDELINES TO CANDIDATES

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

SCENARIO

Your administrator would like you to provide the following information for the new office junior.

TASK 1

- Give **seven** advantages of using the telephone as a method of communication.
- Give **five** disadvantages of using the telephone.

TASK 2Part 1

- List **six** rules for written communication.

Part 2

- What is meant by the word 'slang'?
- Why should slang **not** be used in business communication?

TASK 3

- Give **four** reasons why objectives should be set when undertaking a task.
- Name **two** visual aids that could be used to show what the department has achieved.

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TUTORS' NOTES

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This set comprises:

For the Tutor
Tutor Guidelines

For the Candidate
Instructions to Candidates
Guidelines to Candidates

Please ensure that you have read the Tutor Instructions for Practical Assessments in Office Administration, and the Tutor Guidelines for this particular assessment, understand all the requirements of this assessment, and make the necessary preparations **before** arranging for your candidates to be assessed.

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TUTOR GUIDELINES

This sheet is for tutor reference only and should not be distributed to candidates.

Time Allowed: 1½ hours, including 10 minutes' reading and preparation time.

Please ensure you are familiar with all the details contained within the Guidelines to Candidates.

- 1 This practical assessment has a scenario, setting the context in which tasks are to be achieved, followed by **three** work-related tasks.
- 2 Candidates must place their name, Centre number and task number at the top right-hand corner of each answer sheet.
- 3 Before the assessment begins candidates should be provided with planning paper and either plain white paper or templates for retrieval. Where templates are supplied candidates must be provided with the relevant information for retrieval.
- 4 Ensure that candidates have several black or blue pens or biro's available (**not** red or pale blue), together with a soft rubber, pencil, pair of compasses and ruler, before entering the examination room.

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SCENARIO

You are an administrator responsible for a busy team. Your manager has asked you to deal with the following tasks.

TASK 1

Gerald Moatshe has asked for advice on how to deal with criticism by another team member.

- Prepare a memo giving him **four** suggestions for dealing with this.

TASK 2

- State and describe **three** personal qualities of a successful team member.
- Give **two** rules for dealing with problems within a team.

TASK 3

- List **six** things you should do before making a telephone call.
- State what you would do if the person is unavailable. Explain your answer.
- What should you say when the person you wish to speak to answers the phone?
- Give **two** ways of ending a call.
- Who should end the call?

TASK 4

- List **six** things that can stop you doing what you had planned for the day.

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