

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

OFFICE PROCEDURES

5233/A

Core Module: Practical Assessment

2004

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper
Envelope

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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UNIVERSITY of CAMBRIDGE
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

In your role as administrator you provide support notes for new members of staff. Today you are required to complete the following tasks.

TASK 1

Part 1

- List **six** points for dealing with outgoing mail.

Part 2

- Correctly address an 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.

TASK 2

- List **four** stages for preparing a recorded message on an office telephone answering machine to **receive** incoming calls.
- Give **two** items that should be included in your pre-recorded message.
- Give **three** guidelines for leaving a message on an answering machine.

TASK 3

- Give **six** possible health and safety hazards when working with VDUs.

TASK 4

- Give **two** reasons for installing security systems.
- Give **three** ways in which equipment can be protected from theft.

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TUTORS' NOTES

READ THESE INSTRUCTIONS FIRST

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 **four** 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.

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

OFFICE PROCEDURES

5233/B

Core Module: Practical Assessment

2004

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper

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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.

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GUIDELINES TO CANDIDATES

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SCENARIO

You work as a junior administrator in a multinational organisation. Your duties also include helping colleagues on the reception desk.

TASK 1

- Briefly describe what voicemail is.
- Give **five** advantages of voicemail.

TASK 2

- Complete the attached reception register for three customers who arrive at reception **today**. Their business cards and other information are given below.
- State **five** actions you would take, apart from completing the Reception Register, when Mrs Khan arrived for her appointment.

Jones and Son
452 Mill Street
Singapore 569024

OFFICE SUPPLIES LTD

Gerald Jones Tel 35743214

Mr Jones called at 0930 hours to see Miss Lee, the Marketing Manager.
Mr Jones left at 1030 hours

Cleaning-4-You plc
5 Park Street
Singapore 4592132

THE TOP FIRM FOR CLEANING

Susan Khan Tel 56789321

Mrs Khan called at 0945 hours to keep an appointment with Mr Paulov, the General Manager. Mrs Khan left at 1100 hours

TRIO PUBLICITY GROUP
643 Bideford Road
Singapore 524590

Miss Amy Javaid

Tel 25467829 Fax 25467830

Miss Javaid called at 1000 hours to discuss business with Mrs Lau of the Public Relations Department. Miss Javaid left the building at 1130 hours

TASK 3

- Give **three** advantages and **three** disadvantages of computerised filing systems.
- Give **three** reasons why you might have a password on your computer.
- Why should you keep your password private?

RECEPTION REGISTER

DATE

Name of visitor	Company	To see/position	Arrival Time	Departure Time

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