

# UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Advanced Level

## MARK SCHEME for the 2004 question paper

### CAMBRIDGE INTERNATIONAL DIPLOMA

5243 Office Administration (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

**CAMBRIDGE INTERNATIONAL DIPLOMA**  
**Advanced Level**

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5243/A

Office Administration (Office Procedures)

<b>Page 1</b>	<b>Mark Scheme</b>	<b>Paper</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5243/A</b>

**TASK 1 (34 marks)**

- Prepare a clear and well displayed Notice for the mailroom, using the heading 'Mailroom Security Suspicious Envelopes and Packages'. The notice should include six danger signs to look for when suspicious of an envelope or package.

**Notice. (2.1, 2.2 - 7 marks)**

clearly worded .....	2
simply worded .....	2
concise points .....	2
no ambiguous words .....	2
heading of 'Mailroom Security — Suspicious Envelopes and Packages' used .....	1

**Effective display using any of the following or alternative techniques. (2.1, 2.2 - 4 marks)**

boxed text .....	2
bullet points .....	2
shading .....	2
capital letters .....	2
spaced capital letters .....	2
short headings, if used .....	2
varied line lengths .....	2
varied line spacing .....	2
highlighting .....	2
spaced capitals .....	2
underlining .....	2
italics .....	2

- Give six danger signs to look for when suspicious of an envelope or package. (2.2, 3.1 - 18 marks)

a smell of marzipan or almonds .....	3
greasy marks on envelope or wrapping .....	3
wiring or tin foil (especially if the package is damaged) .....	3
if the item is unusually heavy for its size .....	3
delivery by hand from an unknown source .....	3
excessive wrapping .....	3
incorrect address .....	3
foreign postmark .....	3
too many stamps for the weight of the item .....	3
poor handwriting, spelling or typing .....	3
rigid contents on a flexible envelope .....	3
uneven weight distribution in the package .....	3

<b>Page 2</b>	<b>Mark Scheme</b>	<b>Paper</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5243/A</b>

A telephone should not be used in the same area as a suspicious packet because **(2.1 — 5 marks)**

some devices can be activated when a nearby telephone is used.....

**TASK 2 (34 marks)**

- **Give four reasons why meetings are called. (5.1 - 8 marks)**

- identify a problem .....2
- discuss a problem .....2
- find a solution to a problem .....2
- to brief staff on new procedures .....2
- to brief staff on new methods .....2
- to brief staff on new policies .....2
- to assess progress .....2
- to discuss/negotiate agreement towards a joint decision .....2
- for disciplinary proceedings .....2

- **Briefly explain the purpose of a notice, agenda, chairperson's agenda, minutes (5.1 — 20 marks)**

- *Notice*

tells everyone concerned when and where the meeting will be held .....5

*Agenda*

programme of items of business to be dealt with at a meeting in the order in which they will be dealt with

*.5 Chairperson's agenda*

lists the main items of the agenda on the left hand side with space alongside for comments which the

Chairperson makes during the meeting ..... 5 Minutes

record of the proceedings of a meeting. They record decisions and identify actions being taken. Written in

the past tense in the third party .....5

- **State the purpose of an AGM and an EGM. (5.1 - 6 marks)**

*Annual General Meeting*

an annual meeting which all public companies must hold and to which shareholders are invited .....3

*Extraordinary General Meeting*

to deal with business that cannot be held over until the next Annual General Meeting .....3

<b>Page 3</b>	<b>Mark Scheme</b>	<b>Paper</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5243/A</b>

**TASK 3 (32 marks)**

- Mrs Nukuru will be travelling to England next month. Prepare a checklist of travel requirements for Mrs Nukuru. (6.1 – 32 marks)

Heading – to include name, travelling to and month .....	5
<i>Checklist should have</i>	
Current passport .....	2
Valid visa .....	2
Certificates of vaccination (if required) .....	2
International driving licence .....	2
Flight tickets .....	2
Travel arrangements to and from airport .....	2
Hotel reservation details .....	2
Itinerary .....	2
Business cards .....	2
Business files .....	2
Laptop .....	2
Fax, telephone and e-mail numbers of business contacts .....	2
Travel guides and leaflets .....	2
Details on political and social practices of the country .....	2
Foreign currency .....	2
Credit cards .....	2
Bankers' drafts .....	2
Phrase book/dictionary .....	2
First aid kit .....	2

2004

**CAMBRIDGE INTERNATIONAL DIPLOMA**

**Advanced Level**

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5243/B

Office Administration (Office Procedures)

<b>Page 1</b>	<b>Mark Scheme</b>	<b>Paper</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5243/B</b>

## **MARKING**

### **TASK 1 (32 marks)**

- **Give four actions you would take when planning your work. (1.1 – 16 marks)**
  - prepare an Action Plan or checklist of tasks to be done .....4
  - prioritise tasks in order of priority and any deadline given .....4
  - consider which staff to delegate tasks to .....4
  - prepare work requisition forms .....4
  - analyse resource needs .....4
- **Give four ways in which you could monitor work in progress. (1.1 - 12 marks)**
- *using and regularly updating a*
  - checklist .....3
  - bar chart .....3
  - planning chart/board .....3
  - bring forward system .....3
  - paper based diary .....3
  - electronic diary .....3
- **Give one guideline you would use to ensure that each task was completed satisfactorily. (1.1 - 4 marks)**
  - concentrate on one task at a time .....4
  - complete one task before starting another .....4

### **TASK 2 (18 marks)**

- **Mr Lee has asked you to review the administrative procedures. As part of this work you will consult staff, identify costs and seek specialist advice. Give two reasons why each of these is important. (3.2 – 18 marks)**
  - Consult staff*
    - part of planning .....3
    - staff may identify helpful points .....3
    - gets staff on side of managers .....3
  - Identify costs*
    - keep to budget .....3
    - identifies if procedures are too expensive .....3
  - Seek specialist advice*
    - get new ideas .....3
    - independent organisation .....3
    - new ideas .....3
    - technical expertise .....3

<b>Page 2</b>	<b>Mark Scheme</b>	<b>Paper</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5243/B</b>

**TASK 3 (30 marks)**

- Prepare a checklist of **six** risks to health and safety that may be found in the workplace. (2.1 – 18 marks)  
(accept sensible alternative answers)

gangways and corridors are blocked .....	3
floors and stairways are cluttered .....	3
boxes, parcels or other items are lying around .....	3
no warning notices on/near any temporary or permanent hazard .....	3
no prominent warning notices on all clear-glass doors .....	3
items have been placed at heights which are difficult to reach .....	3
records of all machines and equipment are out-of-date .....	3
Fault Book records are up-to-date .....	3
power points have not been professionally checked for safety .....	3
step stools or ladders are not used to reach things positioned high up .....	3
filing cabinets are overloaded .....	3
flammable liquids and other substances are lying around .....	3
the first aid box is empty and inaccessible .....	3
fire evacuation procedure notices are not displayed .....	3
fire extinguishers have been not been regularly serviced .....	3
staff are not familiar with all safety procedures .....	3

- Briefly describe **four** methods of ensuring a healthy and safe workplace is maintained. (2.1 – 12 marks)

regular risk assessment procedures .....	3
regular risk assessment checklists .....	3
encourage the use of RSI (repetitive strain injury) aids .....	3
monitoring the implementation of organisation's safety policy .....	3
regularly updating codes of practice .....	3
ensure staff undergo an induction programme .....	3
clearly display safety signs and notices .....	3
safety signs and notices .....	3
clearly display emergency procedures .....	3
clearly display emergency procedures .....	3
regularly checklisting emergency equipment .....	3
regularly organising the servicing of emergency equipment .....	3



<b>Page 3</b>	<b>Mark Scheme</b>	<b>Paper</b>
	<b>CAMBRIDGE INTERNATIONAL DIPLOMA – 2004</b>	<b>5243/B</b>

**TASK 4 (20 marks)**

- Prepare a notice showing **seven** sources of reference you might use when planning travel. (6.1 - 20 marks)

notice, using suitable design/layout .....	6
timetables .....	2
guides .....	2
brochures .....	2
maps .....	2
business diaries .....	2
internet, intranet .....	2
CD-ROMs .....	2
government and information services .....	2
telephone and view data services .....	2
sources of information on local business conditions overseas .....	2