

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Foundation Level

MARK SCHEME for the 2005 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5223 Office Procedures, maximum mark 100

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2005

CAMBRIDGE INTERNATIONAL DIPLOMA
Foundation Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5223/A

Office Administration (Office Procedures)

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Task 1 (24 MARKS)

- Name the equipment (4.1 – 24 marks)
(accept alternative descriptive names)

(a) Rotary file index	3
(b) Wallet/document folder	3
(c) Stapler	3
(d) Vertical filing cabinet	3
(e) Hole punch	3
(f) Lever arch files	3
(g) Box file	3
(h) Horizontal filing cabinet	3

TASK 2 (40 MARKS)

- Prepare a list of eleven items of stationery that your department will need (4.3 - 22 marks)
(accept other stationery items)

Printing paper	2
Stapler	2
Staples	2
Post-it notes	2
Rubber bands	2
Correction fluid	2
Highlighters	2
Print cartridges	2
Hole punch	2
Lined paper	2
String	2
Scissors	2
Blue tac	2
Cellotape	2

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- Design a stationery requisition form (4.3 - 18 marks)

Note: Marks should be awarded for inclusion of the following points. Other suitable alternative answers can be accepted

Heading	2
Name	2
Date	2
Department	2
Item	2
Colour	2
Size..	2
Quantity	2
Signed	2
Authorised by	2

EXAMPLE OF A STATIONERY REQUISITION FORM

<u>STATIONERY REQUISITION</u>	
From:	Date:
Department:	
<u>Item</u>	<u>Quantity</u>
<u>Size</u>	<u>Colour</u>
Signed.....	
Authorised by.....	

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TASK 3 (5.1 - 20 marks)

- **List four pieces of information when taking details of a customer’s complaint (12 marks)**

ACCEPT OTHER SUITABLE ANSWERS

Date the order was placed	3
Delivery note number	3
Customer name	3
Order number	3
Name of person calling	3
Telephone number	3
Description of goods	3

- **Two ways to ensure the customer’s order is delivered immediately (8 marks)**

ACCEPT OTHER SUITABLE ANSWERS

Contact the Despatch Department to check if the goods left your premises	4
Contact the manager in charge of the Despatch Department giving details	4
Inform your supervisor giving all the details you have taken	4
If outside carrier has been used check if goods have been delivered	4

TASK 4 (3.1 - 16 Marks)

- **Notice giving 4 points of procedures to follow when the photocopier breaks down**

Turn off the electricity supply to the machine	4
Inform your supervisor	4
If you are trained remove the jam	4
Inform the technician	4
Inform the supplier	4
Notice on machine to indicate it is not working	4
Do not try to repair the machine if you have not been trained	4

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MARKING

TASK 1 (12 marks)

- **Two** examples of how a photocopier’s glass can become scratched and damaged. **(3.1 – 6 marks)**

Because the following items were left in documents when they were photocopied:

staples.....	3
paper clips	3
other metal objects	3

- How should you clean the glass on a photocopier to make sure that copies are clean and unmarked? **(3.1 – 6 marks)**
cleaning the glass surface with a soft cloth, using white spirit or glass cleaner and then wiping it with a soft dry cloth6

TASK 2 (45 marks)

- **Four** guidelines on how to prepare a recorded message on the answer machine ready to receive incoming calls. **(5.1 – 20 marks)**

think carefully about what you want to say and write the message down, before you begin to record the message.....5

INCLUDE

the name of the department or organisation.....	5
when the office will be open again, or when someone will be available to deal with the call.....	5
what action you will take, e.g. ‘Someone will call you back’	5
remind the caller to leave his or her name and telephone number after the tone	5
try to sound as natural as possible, speak clearly and not too quickly.....	5
before you leave the recording to play, check it and make sure that the wording is appropriate, clear and accurate.....	5

- **Five** guidelines on how to leave a clear message on another person’s answering machine. **(5.1 – 25 marks)**
listen carefully to the answering machine.....5
do not speak until after the tone.....5
speak clearly and not too quickly.....5
if it is a business line remember to say who the message is for.....5
give your name and telephone number if you would like someone to call you back.....5
if necessary, spell out difficult names or repeat procedures and long numbers

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TASK 3 (43 marks)

Part 1 (16 marks)

- Give **two** ways of classifying files. **(4.1 – 4 marks)**
NB Accept any of the following methods even though only 2 are covered in the syllabus.
 - numerical2
 - geographical2
 - subject2
 - chronological2

- Give **one** reason for cross-referencing. **(4.1 – 3 marks)**
 - help people find information quickly3

- Give **three** reasons why it is important to remove unnecessary staples or paper clips from papers when filing. **(2.1, 4.1 - 9 marks)**
 - Because
 - they make files bulky3
 - fingers get hurt3
 - paper clips can collect other papers3
 - paper clips can cause documents to be filed incorrectly3
 - paper clips can lead to filing errors3
 - paper clips can lead to lost/mislaid papers3

Part 2 (27 marks)

- Re-arrange the order of names given ready for filing. **(4.1 – 9 marks)**
 - Abri, N.H.1
 - Chhavekuth, V.1
 - Nalene, Un.....1
 - Phalla, B.1
 - Rany, C.....1
 - Ravuthea, B.....1
 - Skhan, N.....1
 - Sovanny, K.1
 - Wathana, K.1

- The ‘number’ files should be filed under the following index letters. **(4.1 – 9 marks)**
 - T for 22nd Street Club under3
 - N for 1930’s Boutique under3
 - E for 80’s Service Station under3

- The files names should be listed as follows: **(4.1 – 9 marks)**
 - Club, The3
 - Fox Hotel, The3
 - Nineties Club Experience, The3