

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

**TEXT PROCESSING**

**5221/A**

Core Module: Practical Assessment

2005

**1 hour 45 minutes**

Additional Materials: Letterheaded A4 paper  
Memo paper  
Plain A4 paper

**READ THESE INSTRUCTIONS FIRST**

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 7 printed pages.

IB05 01\_5221\_A/FP  
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UNIVERSITY of CAMBRIDGE  
International Examinations

**GUIDELINES TO CANDIDATES**

**Time Allowed: 1¾ hours**

***Please read the following instructions carefully.***

- 1 You must read, and listen to, all instructions carefully.
- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy typing test – the speed will be calculated up to and including the 6<sup>th</sup> error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the Speed Test must be carried out immediately when the test finishes.
- 4 You will be given **10 minutes' reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 5 Your tutor will tell you what stationery is available for you to use. If you are using a word processor, your tutor may provide you with templates for letters and memos.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used.
- 7 If you are using a word processor, save each document as a separate file. You must carry out all printing yourself. Your tutor will tell you the exact printing details.
- 8 Correct errors within the words which have been circled.
- 9 Insert today's date on letters and memos.
- 10 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 11 Assemble your completed work in task order.

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University of Cambridge International Examinations is part of the University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.

**TASK 1**

Your computer is an expensive piece of equipment so you should	63
always use a surge protector in order to prevent power surges. If an	133
overload of electricity should occur the protector will prevent any	201
damage occurring to your computer. Your modem will be protected if	269
lightning should strike.	294
The best way to safeguard your files is to back them up onto a floppy	365
disk. If your hard disk fails, at least you will not lose all your files and the	447
information contained within them, if you have a separate back up copy.	520
You should make copies of the files on the hard disk at regular intervals.	595
Protect your computer always.	625

## TASK 2

Type this memo - correct errors within circled words

From Angela Lara

To Sara Thomas

Ref AL/jct

### Induction Training

With ref to our discussion last week, I now propose to introduce induction training for all new employees as soon as poss. The training should take approx 3 hours to complete and should include all aspects of the company including customer service standards. All employees' job roles and responsibilities should also be covered.

I would be grateful if you could (developp) the materials required for this training. I would like to see a draft copy before the end of next week.

## TASK 3

Type this report in double line spacing, except where indicated.  
Correct errors within circled words

## CLERICAL OFFICER SCALE 1

\$6,500 to \$10,000 per annum

The major function of a Scale 1 Clerical Officer is to perform a variety of basic

administrative tasks.

The work requires a need to meet strict time deadlines and <sup>an ability</sup> to concentrate for long periods of time, even when ~~everything is very busy and everyone~~ under pressure. [The more difficult work will be performed under close supervision. Advice will be given on important or matters complex by senior clerks and junior managers.

This paragraph in single line spacing

Evaluation of work is a continuous process and is carried out by the employee's immediate line manager. There are <sup>many opps</sup> ~~lots of chances~~ for promotion and these are open to all clerical officers.

Senior clerical officers check the work of other employees. They may also help in the training of new staff.

✓

A good knowledge of <sup>arithmetic</sup> ~~mathematics~~ and modern office practices, business procedures and equipment is required. An ability to enter data into a computer at a minimum speed of 25 wpm is essential.

and assist with routine matters

## TASK 4

Type this letter - correct errors within circled words

Our ref AL/jct

Miss Anna Brolin  
Apartment 4  
Bukit Batok Street 12  
Singapore 650210

Dear Miss Brolin

Thank you for coming to see me today. I am writing to confirm your appt as a clerical officer with our company. As agreed, you will commence work with us on the first of next month.

Sara Thomas will be contacting you within the next few (days) to confirm your rate of pay. This will depend on her (receiving) confirmation of your length of service from your previous employer.

Please remember that your induction course will take place on your first day. An information sheet giving full details is enclosed.

We look forward to welcoming you to the company.

Yours sincerely

Angela Lara  
Personnel Officer

## TASK 5

Display this notice, using different forms of emphasis; eg centring, font style/size, italics, bold, underlining, capitalisation etc.

Induction Training  
Draft Programme

Company Structure, Philosophy  
and Health & Safety Policy

Customer Service Standards  
Employee Job Descriptions and Responsibilities  
Company Rules and Guidelines  
Company Benefits and Pensions

Course duration: 3 hours

Certification: Company Certificate of Attendance

Who will benefit: All new employees

Group size: Minimum 2, maximum 10

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
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2005

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**TASK 1**

When a car engine is running, the charging system provides electrical energy for the operation of the vehicle components. It must also maintain the battery in a fully charged state.	70 138 185
To fulfil these duties the generator of the charging system must convert mechanical energy to electrical energy.	259 299
There are two types of generator. The first is a dynamo that is only found on older vehicles. The second type is an alternator that is now favoured on modern vehicles.	371 443 472
The alternator is driven by a belt at a speed higher than the crankshaft so it produces a good output even when the engine speed is comparatively low.	547 606 625

## TASK 2

Type this memo - correct errors within circled words

From Annete Dack

To Salman Zaidi

Ref AD/247

MISS NAFISA SHAH

I have recieved a letter from Mr Mohamed Shah. His daughter, Nafisa, is very interested in gaining employment with us. I have informed him that we have no suitable vacancies at present.

However I know that we plan to recruit new staff within the next few months. Please let me know immed you place the advertisements so that I may contact Mr Shah.

Nafisa's qualifications are quite impressive and I beleive she would certainly be worth short listing.

## TASK 3

Type this report in double linespacing. Correct errors within words which have been circled.

### THE ISLAND OF CEBU

Cebu is a province

tropical

~~This island is part~~ of the Philippines. It is blessed year round with clement, /

weather. This makes it particularly acceptable for tourists to enjoy its pristine

sun drenched beaches, washed by the Cebu and Tanon Straits. Cebu is

aproximately one hour flying time from Manila and there are daily flights. there

are also many ferry dep;artures each day.

balmly blue water of the

### Mactan Island

This is a coral island and is famous as a scuba diving ~~resort~~ <sup>area</sup>, where beach

resorts of international standard are located.

### Bolok-Bolok Mineral Spring

This Spring emits sulphuric water that is said to ~~ameliorate rashes and to~~ cure

skin ailments. It is located at Barili which is 61 km south of Cebu City.

### Kawasan Falls

You can feel the coolness of the surrounding lush greenery of this panoramic waterfall.

### Guitar Factories

You actually can see how guitars are made here.

All the materials are shipped from Mindanao as they cannot be found anywhere on the island of Cebu.

Type this letter - correct errors within words which have been circled

Our ref AD/248

Mr Mohamed Shah  
PO Box 5403  
Al-Sharai Old Taif Rd  
Makkah  
Saudi Arabia

Dear Mr Shah

I was very interested to hear that your daughter is planning a visit to Cebu in the Philippines. I am enclosing an information sheet which I hope will be of help.

You also mentioned that your daughter is looking for employment as a tourist representative. I regret to inform you that we have no suitable vacancies at the present time. I will of course let you know if a vacancy occurs.

With ref to your query concerning currency, I would recommend that you contact your local bank to ensures that no regulations are broken in the countries visited.

Yours srclly

Annete Dack  
Manager

## TASK 5

Display this notice, using different forms of emphasis; eg centring, font style/size, italics, bold, underlining, capitalisation etc

Hot Air Balloon Flights

Five to eight passengers can fly together

Plenty of room to absorb the views and take photographs

Fly at dawn

Drift effortlessly over the world as it awakens

Our crews will follow you throughout your flight and meet the balloon on landing

Contact Sobia Gharib on 966 1 824 9989 for more details