

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Standard Level

MARK SCHEME for the 2005 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5232 Communication and Task Management, maximum mark 100

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2005

CAMBRIDGE INTERNATIONAL DIPLOMA

Standard Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5232/A

**Office Administration (Communication and Task
Management)**

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Task 1 (2.3, 3.2, 3.3 - 30 marks)

- **Compose a memorandum refusing a request for new computers (24 marks)**

Layout – Heading (1), From (1), To (1), Subject (1), Date (1) 5

Memo should include the following:

Refusing the request 4

Already have new computers 3

Issued after annual review of computers for organisation 3

Consideration of budget 3

Priority list 3

Request via manager 3

- **Describe two ways in which a memo and a business letter differ (6 marks)**

ACCEPT OTHER SUITABLE ANSWERS

Memo is informal, business note 3

Memo used internally within an organisation 3

No name, address, complimentary close, salutation needed in memo 3

Task 2 (2.3, 2.4, 4.2 - 20 marks)

- **Suggested questions to use when a junior administrator is interviewed concerning disruptive behaviour.**

Three open questions (15 marks)

ACCEPT ANY REASONABLE ANSWERS

Why did you disrupt the meeting?.. .. . 5

What problems are there within the team that you felt it necessary to disrupt the meeting? 5

How do you think the team leader felt when you interrupted the meeting? 5

What contributions could you have made to the meeting rather than disrupting it? 5

One closed question (5 marks)

ACCEPT ANY SUITABLE QUESTIONS

Do you still see yourself as a member of the team? 5

Do you enjoy being part of a team? 5

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Task 3 (1.3 - 30 marks)

- Six ways to ensure that interruptions at work are kept to a minimum so that deadlines are met.

ACCEPT OTHER SUITABLE ANSWERS

Body language used to colleagues	5
Prioritise work and keep to it	5
Use voicemail appropriately	5
Cancel routine meetings	5
Take no personal calls	5
Choose a quiet place to work	5
Leave all routine matters until you have met the deadline	5
Delegate appropriately	5

Task 4 (3.3, 4.3 - 20 marks)

- List five points showing how telephone calls can be planned

ACCEPT OTHER SUITABLE ANSWERS

Have correct number, dialling code	4
List of discussion points	4
Have reference files to hand	4
Short introduction	4
Overseas calls – consider time difference (staff there to answer calls)						4
Do not stay on line if caller is speaking to someone else, request they ring you back	..							4
If information not immediately available telephone again	4
Paper, pencil to make notes	4

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Office Administration (Communication and Task Management)

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MARKING

TASK 1 (28 marks)

- What is an Agenda? **(2.1 – 4 marks)**
An agenda is a programme of subjects to be discussed at a meeting in the order in which they will be taken 4
- Give **three** reasons for providing and using an agenda. **(2.1 – 12 marks)**
to help team members prepare for meetings, etc. and to remain on track 4
to use as a source of reference for action planning 4
to use as a source of reference for note taking 4
to use as a resource for note taking during the meeting 4
to monitor actions agreed at the meetings 4
to record individual accountability 4
to record team accountability 4
- Which is the last but one item on a meeting Agenda and what is its purpose? **(2.1 – 8 marks)**

Penultimate agenda item is
any other business (AOB) 4
its purpose is to allow members to raise matters which are not on the agenda 4
- What is the last agenda item? **(2.1 – 4 marks)**
time and date of next meeting 4
time and date of next meeting IF it has not been agreed earlier in the meeting 4

TASK 2 (39 marks)

- Compose a memo to your senior administrator, in standard business layout, which follows the rules for written communication; briefly explains the main role of a team negotiator; give a list of **eight** skills/talents required by a successful team negotiator.

Memorandum **(3.3 – allow 10 marks)**
sender's name 2
recipient's name 2
dated 2
subject heading 2
tone appropriate to the status of the sender and receiver 2
simple style 2
short sentences 2
no clichés or slang 2
concisely worded 2
easy to understand 2
layout helps understanding 2
- The main role of a negotiator is: **(2.2 – 5 marks)**
to get the best deal (good naturedly) through the bartering process 5

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List **eight** skills/talents a successful team negotiator should have. **(2.2 – 24 marks)**

He/she should have the ability to be level headed.....	3
an objective thinker	3
able to solve problems.....	3
able to suggest strategies to solve problems.....	3
good natured.....	3
able to good naturedly get the best deal they can through the negotiating process.....	3
able to maintain a co-operative attitude	3
able to look at both sides of the situation at all times	3
able to recognise the other person's position	3
able to respect the other person's viewpoint	3
able to recognise how to buy time when this is necessary	3

TASK 3 (33 marks)

- Give **three** guidelines for preparing a report. **(1.2, 3.3 - 9 marks)**

defining the aim of the report	3
deciding report type	3
deciding structure and style	3
selecting and discarding information for report and appendices	3
planning introduction.....	3
planning body	3
planning evaluation (if required)	3
planning conclusion	3
planning logical order and layout.....	3

- Give **five** guidelines for planning the structure of a report. **(1.2, 3.3 - 15 marks)**

A report should have

an introduction summarising the content.....	3
a conclusion	3
an evaluation, if required.....	3
page numbering.....	3
topic headings.....	3
sub-headings as appropriate	3
index of the report and appendices	3
be logically sequenced.....	3

- Give **three** guidelines for planning the style of a report. **(1.2, 3.3 – 9 marks)**

The style of a report should

be simple and varied.....	3
use varied sentence length	3
use layout to break up dense text.....	3
use charts and diagrams, as appropriate.....	3