

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

OFFICE PROCEDURES

5233/A

Core Module: Practical Assessment

2005

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 **4** 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

You are an administrator in a Sales Department. You have a new Manager who has asked you to perform the following tasks.

TASK 1

Your manager has received this memorandum.

MEMORANDUM

From: Technical Manager

To: Sales Manager

Subject : VOICEMAIL

I have arranged that from next week all telephones in the Sales Department will have Voicemail service.

- Give **two** advantages and **two** disadvantages for the department of this service.

TASK 2**Note from Ken**

I saw John fall over in the warehouse. The floor was wet at the time. He hurt himself.

The information that Ken has given is not enough for our records.

- Prepare a form for reporting accidents in the workplace.

TASK 3

You have been asked to help arrange a Sales Conference which is in two months' time.

- Name **three** planning/memory aids you would use to ensure every task has been completed.
- For **each** of the aids you have chosen give **one** reason why you think it would be useful to you in your planning.

TASK 4

Email
from Showroom Manager

Several people have been seen around the showroom who are not interested in buying goods and the staff are feeling rather frightened since there is little security on the site.

- List **six** ways in which security could be improved.

TASK 5

Order	Statement	Enquiry	Payment
Invoice	Delivery Note	Quotation	Credit Note

A **new** member of staff has been given the above slip of paper showing the Business Documents used in Sales Department. This is not very helpful to her.

- Prepare a simple flow chart showing the correct order the documents would be used.
- Give **two** reasons for the use of a credit note.

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SCENARIO

You work for a large organisation and your duties include assisting the senior administrator.

Today you have the following tasks to complete.

TASK 1

- Which **four** things should all staff know about their organisation to enable them to deal effectively with enquiries from other members of staff and visitors?

TASK 2

- List **four** advantages of computerised filing.

TASK 3

- Give **three** reasons why it is important to use safe working practices.

TASK 4

- List the **three** main sources available for researching and supplying information.
- Give **five** ways in which you can keep waste to the minimum when photocopying research documents.
- What should you do with the original copy of confidential research material when you have finished with it?

TASK 5

- Who has exclusive legal rights to copyright material?
- Briefly explain why you are not allowed to photocopy as much as you like of copyright material.

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