

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Advanced Level

MARK SCHEME for the 2005 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5242 Communication and Task Management, maximum mark 100

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2005

CAMBRIDGE INTERNATIONAL DIPLOMA

Advanced Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5242/A

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

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Task 1 - 1.2, 1.3 - 28 marks

▪ **TASKS TO BE DELEGATED (12 marks)**

JUNIOR ADMINISTRATOR

Confirm re-arranged appointment for next Monday with dentist	2
File documents now completed	2
Photocopy extra papers for meeting	2

SENIOR ADMINISTRATOR

Prepare agenda from items received	2
Key in report on Centralised Services	2
Research statistical information to find yearly sales	2

▪ **REASON FOR EACH OF THE 4 REMAINING TASKS TO BE COMPLETED BY MRS LAU (16 marks)**

ACCEPT OTHER SUITABLE ANSWERS

See staff regarding personal problem -

Staff who have personal problems and who have requested an appointment with their manager would not wish to discuss with others who may be junior to themselves	4
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Read papers for Health and Safety Meeting –

Mrs Lau would be unable to delegate this task since she needs to know the contents of the paper in order to be able to take an active role in the meeting	..	4
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Attend retirement award –

Mrs Lau would have received a personal invitation to attend this retirement ceremony which would be for senior personnel only	4
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Visit factory to see machine involved in Health and Safety accident –

feedback will be given by Mrs Lau at the meeting held the next day and to do this properly Mrs Lau will need to have been to the scene of the accident	4
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TASK 2 – 2.2, 2.3, 2.4, 4.1 - 31 marks

▪ **Prepare two open questions Mrs Lau could use when interviewing the team leader (8 marks)**

ACCEPT ANY REASONABLE QUESTIONS

Why do you think there is a problem between you and the junior administrator?	..	4
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How do you think you can resolve this personality clash between you and the junior administrator?	4
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Give an example of an incident which happened in which you could not come to an amicable solution?	4
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- Prepare two open questions Mrs Lau could use when interviewing the junior administrator (8 marks)

ACCEPT ANY REASONABLE ANSWERS

Why do you think there is a personality clash between your team leader and yourself?	4
Give an example of a suggestion you made and how/why it was rejected?	4
How do you think individual team members can make an effective contribution to discussion?	4

- Suggest three ways that may help to resolve the difficulties (15 marks)

ACCEPT OTHER SUITABLE ANSWERS

Team meetings to be structured	5
Items to be discussed to be given to team leader before meeting so that they form part of the agenda	5
Team member/team leader to have full discussion on ways in which they can improve their working relationship. Independent person in attendance.	5
Manager to occasionally attend team meetings unannounced	5

Task 3 – 3.1, 3.3 - 24 marks

ACCEPT OTHER SUITABLE ANSWERS

- List eight points detailing how the letter gives the wrong impression of the Company to the person receiving it.

Not on letter headed paper – no address, telephone number etc	3
No reference	3
Not addressed to a particular person	3
No date	3
No introductory paragraph	3
Letter is too brief	3
No job title/role	3
Not possible to confirm the date and time since no contact name	3
Spelling errors in the body of the letter	3
Grammatical errors in the body of the letter	3
No name of person signing letter	3

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Task 4 – 3.3, 4.3 - 17 marks

- Prepare a memorandum to staff giving three reasons why staff who take telephone calls should not pass information to their colleagues

ACCEPT OTHER SUITABLE ANSWERS

Preparation of memorandum using the correct style	2
Information may be personal	5
May influence a claim	5
Can be an embarrassment to the person/persons involved	5
Spreading rumours	5
All calls should be treated as confidential	5
Against company policy	5

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Office Administration (Communication and Task Management)

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MARKING

TASK 1 (39 marks)

- **Six advantages of written communication. (1.2, 3.2 -18 marks)**
(Reasonable alternatives accepted)
 - it provides a written record for filing purposes 3
 - mistakes can be corrected prior to despatch 3
 - it can be planned beforehand, at the writer’s convenience 3
 - it is more helpful than oral communication for facts and figures 3
 - it reinforces the spoken word 3
 - can be used help understanding 3
 - it can be copied for other people 3
 - the recipient can study it at their leisure 3

- **Three advantages of using overhead projector transparencies. (4.2 - 9 marks)**
 - once prepared can be used again 3
 - more interesting than using handouts 3
 - a group of people can see and discuss information together 3
 - understand more easily 3

- **Four reasons why a visual aid could be helpful in an induction workshop. (1.2, 3.2, 3.3 - 12 marks)**
 - to gain attention, if it is well done 3
 - to relieve the monotony of ‘wordy’ explanations 3
 - to reinforce the verbal message 3
 - to speed comprehension 3
 - to highlight key points 3

TASK 2 (37 marks)

- **Give three results of effective listening. (3.1, 3.2, 4.2 – 9 marks)**
 - improved relationships 3
 - problems being resolved 3
 - problems being identified 3
 - encouraging the speaker 3
 - receiving necessary information 3
 - understanding people better 3

- **List six aids to good listening. (2.3, 3.2, 4.2 – 12 marks)**
 - listening willingly 2
 - listening carefully 2
 - resisting distractions 2
 - holding back, when appropriate 2
 - helping the speaker 2
 - thinking back about what was said 2
 - keeping an open mind 2
 - being interested 2
 - making notes 2

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- List **four** benefits of listening aids in order of priority. **(16 marks)**

by listening carefully and noting the main ideas

ensures that the complete 'picture' is received 2
enables you to formulate your own ideas 2

by making notes

a record is provided 2
they act as a memory jogger..... 2

by keeping an open mind

understanding is benefited 2
own thoughts avoid becoming fogged by selective listening 2

by being interested in the topic and speaker

benefits own background knowledge and expertise, and the organisation's objectives 2
encourages a good relationship and motivates the speaker..... 2

TASK 3 (16 marks)

Your previous experience tells you that the induction workshop would benefit from a short session on the subject of acceptable and unacceptable behaviour. List **five** examples of unacceptable behaviour and **three** examples of acceptable behaviour. **(2.1, 2.2, 2.3 – 16 marks)**

- Five** examples of unacceptable behaviour. **(10 marks)**

Acting aggressively, e.g.

blaming or criticising others 2
being hostile to the team or an individual..... 2
too argumentative 2
mentioning experiences which are unrelated to the problem..... 2
rejecting other members ideas without any thought 2
using the group as a sounding board for their own ego 2
expressing non-team orientated points of view..... 2
trying to gain favour with the leader 2
talking too much 2
trying to compete to produce the best ideas 2
horsing around, i.e. acting the clown, joking, mimicking 2
disrupting the work of the group..... 2
attempting to call attention to yourself by loud talking, extreme ideas, unusual behaviour 2

- Three** examples of acceptable and desirable behaviour. **(6 marks)**

being friendly, warm and responsive to others 2
thoughtfully considering the ideas of others 2
having consideration for other people involved 2
recognising that interaction must be 2-way, flexible and tolerant 2
being co-operative in achieving group goals 2
willingly and actively taking part in team activities 2
a sense of proper timing, i.e. knowing when and how to speak 2

TASK 4 (8 marks)

- Give **four** examples of behaviour to avoid when answering the telephone. **(4.3 – 8 marks)**

not answering quickly 2
not keeping callers periodically informed when holding on..... 2
not identifying yourself 2
transferring callers without an explanation 2
continuing a conversation after picking up the telephone 2
speaking unclearly 2