

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

COMMUNICATION AND TASK MANAGEMENT

5242/A

Core Module: Practical Assessment

2005

2 hours

Additional Materials: Typing Paper
Answer Booklet/Paper

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 a senior administrator who works for Mrs Paula Lau, Health and Safety Manager of a multi-national company.

TASK 1

Mrs Lau has prepared the following list of tasks which need to be completed. She is unable to do them all herself.

- Which **three** tasks could she delegate to you and which **three** tasks could she delegate to the Office Junior.

TO DO LIST

- 1 Confirm re-arranged appointment for next Monday with dentist
- 2 Prepare Agenda from items received
- 3 See Julie Prescott, Health and Safety Training Officer – personal problem
- 4 Read papers for Health and Safety meeting tomorrow
- 5 File documents now completed
- 6 Photocopy extra papers for Health and Safety meeting
- 7 Key-in finalised version of report on Centralised Services for Chief Executive
- 8 Attend retirement award for Chief Engineer
- 9 Research statistical information for production of graph showing sales for year
- 10 Visit factory to look at the machine which was involved in the accident last week to give report at tomorrow's Health and Safety meeting

Mrs Lau will complete the **four** remaining tasks.

- Consider each of these tasks. For **each task** state **one** reason why it should be completed by Mrs. Lau.

TASK 2

A junior administrator and his team leader don't seem able to work together in harmony. The junior feels that his suggestions are always rejected with no reason given.

- Prepare **two** open questions Mrs Lau could use when interviewing the team leader
- Prepare **two** open questions Mrs Lau could use when interviewing the junior administrator
- Suggest **three** ways that may help to resolve the difficulties

TASK 3

The letter typed below was prepared by an office junior.

John Smith International

Singapore

Dear Sirs

We are prepared to meet you next Wednesday at 0900 at our Head Office when we can discuss your problem. Will you confirm that this is a convenient date & time.

Yours faithfully

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

TASK 4

Confidential details of a recent accident on our premises has become generally known to staff.

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

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SCENARIO

As a senior administrator, you are responsible for providing induction workshops for new staff. Today you need to plan a workshop for new administrators.

TASK 1

- Give **six** advantages of written communication.
- Give **three** advantages of using overhead projector transparencies.
- Give **four** reasons why a visual aid could be helpful at an induction workshop.

TASK 2

- Give **three** results of effective listening.
- List **six** aids to good listening.
- List **four** benefits of listening aids in order of priority.

TASK 3

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.
- List **three** examples of desirable and acceptable behaviour.

TASK 4

- Give **four** examples of behaviour to avoid when answering the telephone.

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