

## **MARK SCHEME for the 2006 question paper**

### **CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION**

**5222      Communication and Task Management, Maximum mark 100**

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers and the report on the examination.

The grade thresholds for various grades are published in the report on the examination for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses.

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**5222A**

**Task 1 (28 marks – 2.1)**

**Notice of Meeting. (7 marks)**

Sentence format	[1]
Date	[2]
Time	[1]
Place	[1]
Name of Meeting	[2]

**Agenda. (21 marks)**

Heading Agenda	[3]
Apologies for absence	[2]
Minutes of last meeting	[2]
Matters arising from minutes	[2]
Accident Report Forms	[2]
Driving Licences for Fork Lift Truck Drivers	[2]
Eye Tests for Computer Users	[2]
Any Other Business	[2]
Date and Time of Next Meeting	[2]
Items numbered	[2]

NB Accident Report Forms, Driving Licences for Fork Lift Truck Drivers and Eye Tests for Computer Users can be in any order.

**Task 2 (12 marks – 3.3)**

**Two reasons for method of communication chosen.**

ACCEPT OTHER SUITABLE REASONS

Noticeboard –	Everyone usually reads the noticeboard	[6]
	The notice can be made eye catching	[6]
	The information will be spread around by the staff	[6]
Memorandum –	Each person will have a copy	[6]
	The memorandum is informal	[6]
	Can be distributed in the internal mail	[6]
Letter –	Each person will have a copy	[6]
	It will be sent to their home address	[6]
	It can be referred to at any time	[6]
Telephone –	Each person will have a verbal invitation	[6]
	Know that each person has been contacted	[6]
	Internal telephone lines will be used so no cost involved	[6]
Email –	It is a fast method	[6]
	It is a cheap method	[6]
	Only one email needs to be produced	[6]
Fax –	It will be sent to each office	[6]
	It can be referred to again	[6]
	Only one fax needs to be prepared	[6]

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**Task 3 (25 marks – 4.2)**

ACCEPT OTHER SUITABLE ANSWERS

**Five reasons why listening is difficult.**

- Surrounding noise [5]
- Distractions within the office [5]
- Finishing off another task [5]
- Concentrating too hard [5]
- Planning what to say next to the person [5]
- Don't like the subject [5]
- Don't like the person giving the message [5]

**Task 4 (35 marks – 3.1, 4.3)**

ACCEPT OTHER SUITABLE ANSWERS

**List three actions to make sure information is correct. (15 marks)**

- Repeat the order back to the customer [5]
- Telephone the customer back to check the order [5]
- Inform the supervisor [5]
- Inform the despatch department [5]

**Four things which might happen if you do nothing. (20 marks)**

- Your organisation may lose customer [5]
- The customer may complain [5]
- Waste time sending wrong order [5]
- Waste money sending the wrong order [5]
- Your supervisor will be annoyed [5]
- You may be dismissed [5]
- You may be disciplined [5]

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**5222B**

**Task 1 (24 marks – 2.2)**

**Four reasons why people like to work in teams.**

ACCEPT OTHER SUITABLE ANSWERS

- Can exchange ideas with each other [6]
- Can support each other [6]
- Work can be divided equally [6]
- Can share problems [6]
- Team members know each others strengths and weaknesses so work can be distributed accordingly [6]
- Some people work better when working with others [6]

**Task 2 (24 marks – 3.1)**

ACCEPT OTHER SUITABLE ANSWERS

**Four things which might happen as a result of a customer complaint about poor communication skills.**

- Retraining might be arranged [6]
- Correspondence checked before it is despatched [6]
- Interview with line manager [6]
- Removed from communicating with customers [6]
- Asked to apologise to customer [6]
- Dismissed from organisation [6]

**Task 3 (15 marks – 4.3)**

ACCEPT OTHER SUITABLE ANSWERS

**Three actions to take when receiving a call from a customer who is not speaking clearly or there is something wrong with the telephone line.**

- Inform the caller of the problem [5]
- Ask the caller to repeat the parts which are not clear [5]
- Telephone the caller back if the line is not clear [5]
- Ask a colleague if they can hear the caller any better [5]
- Ask for any noise around your work station to be reduced [5]

**Task 4 (37 marks – 1.1, 1.3)**

ACCEPT OTHER SUITABLE ANSWERS

**Five things which might have prevented you from completing the tasks for the day. (25 marks)**

- Interruptions by colleagues [5]
- Telephone calls [5]
- Unexpected meetings called [5]
- Tasks more complicated than expected [5]
- Line manager asked you to attend to other duties [5]
- Planning not done efficiently [5]

**Three actions to deal with the tasks not started. (12 marks)**

- Inform line manager [4]
- Ask colleagues for assistance [4]
- Ask line manager to delegate to other colleagues [4]
- Ask if any tasks could be left as priority for the next day [4]