

MARK SCHEME for the 2006 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5223 Office Procedures, 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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Page 2	Mark Scheme	Syllabus
	Cambridge International Diploma – 2006	5223A

5223A

Task 1 (24 marks – 4.3)

ACCEPT OTHER SUITABLE ANSWERS

Three ways of organising stationery cupboard to ensure items are easily found. (18 marks)

- Use stock/record card showing place in cupboard [6]
- Have large, heavy items at the bottom of the cupboard so that smaller items can be seen more easily [6]
- Have shelves marked alphabetically and place stock on appropriate shelf [6]
- Have one person responsible for the stationery cupboard [6]
- The cupboard should be lockable [6]
- All staff should present a requisition to the person responsible for stationery cupboard [6]

One way in which stationery in the cupboard will always be in good condition. (6 marks)

- Use a FIFO (first in first out) system [6]
- Items which are used infrequently should only be ordered when a requisition is presented [6]
- Do regular stock checks [6]

Task 2 (30 Marks – 2.2)

ACCEPT OTHER SUITABLE ANSWERS

Five methods of security to prevent theft happening again.

- Equipment security marked [6]
- Security locks on doors [6]
- Security guards [6]
- Visitors to have passes [6]
- Staff to wear identity badges [6]
- Security cameras [6]
- Equipment to be signed for by staff when taking and returning to building [6]
- Laptops secured to desks [6]

Task 3 (24 marks – 2.1, 2.4, 3.1)

ACCEPT OTHER SUITABLE ANSWERS

Notice with four points showing why photocopying room must be kept tidy.

- Could be a fire hazard [6]
- To prevent documents getting lost [6]
- To prevent paper wastage [6]
- To prevent confidential materials getting into the wrong hands [6]
- To avoid accidents [6]
- To avoid the payment to a cleaner [6]

Page 3	Mark Scheme	Syllabus
	Cambridge International Diploma – 2006	5223A

Task 4 (22 marks – 5.1)

ACCEPT OTHER SUITABLE ANSWERS

Three advantages of using a pager. (18 marks)

- Will not be concerned to leave desk/office [6]
- Will not miss urgent telephone calls [6]
- Can be contacted if an appointment has been forgotten [6]
- In an emergency can be contacted [6]

One disadvantage of using a pager. (4 marks)

- May be too far away from a telephone [4]
- Sometimes person may not wish to be contacted [4]
- Can be an interruption when in a meeting [4]
- Limited in use [4]

Page 4	Mark Scheme	Syllabus
	Cambridge International Diploma – 2006	5223B

5223B

Task 1 (34 marks – 2.1)

Identify two hazards in each picture. (16 marks)

Picture 1

Fire door wedged open [4]
 Female carrying too many files [4]

Picture 2

Emergency exit blocked [4]
 Wires trailing across the floor [4]

ACCEPT OTHER SUITABLE ANSWERS

Three actions to be taken if fire alarm sounds. (18 marks)

Do not use the lift [6]
 Leave belongings [6]
 Do not panic [6]
 Leave the building by the named fire exit [6]
 Do not attempt to move any persons with disabilities [6]

Task 2 (10 marks – 1.1)

ACCEPT OTHER SUITABLE DEPARTMENTS

Five main departments requiring administrative support.

Personnel/Human Resources Department [2]
 Accounts/Finance Department [2]
 Sales Department [2]
 Purchasing Department [2]
 Transport Department [2]
 Production Department [2]
 Health and Safety Department [2]
 Training Department [2]

Task 3 (18 marks – 3.1)

Identifying computer equipment.

1 – VDU/Monitor [3]
 2 – Keyboard [3]
 3 – Printer [3]
 4 – CPU/Processor [6]
 5 – Mouse [3]

Page 5	Mark Scheme	Syllabus
	Cambridge International Diploma – 2006	5223B

Task 4 (15 marks 4.1)

Three ways of taking care of floppy disks.

- Store in protective sleeves or containers [5]
- Keep away from sunlight [5]
- Do not touch the metallic strip [5]
- Keep away from drinks [5]

Task 5 (23 marks – 5.1)

Three advantages of text messaging. (18 marks)

- Can be used when a person does not answer their mobile phone [6]
- Texting is low cost [6]
- Thought can be given to what you want to say before sending [6]
- Texting is fun [6]
- Texting is not as intrusive [6]
- Can obtain receipt to know that text has been received [6]

One disadvantage of text messaging. (5 marks)

- One way communication [5]
- Might not know it has been received [5]
- Very brief [5]
- Can take a long time to put in a message [5]