

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

OFFICE PROCEDURES

5223/A

Core Module: Practical Assessment

2006

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper

READ THESE INSTRUCTIONS FIRST

Type or write your Centre number, candidate number and name on all the work you hand in.
If you use handwriting for your answers, write in dark blue or black pen.
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.
You must attempt all tasks.
All printouts must be submitted at the end of the assessment.
At the end of the examination, fasten your work securely together.
The number of marks is given in brackets [] at the end of each question or part question.

This document consists of **3** 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 work in the Administration Department and have been asked to complete the following tasks.

Task 1

NOTE
The stationery cupboard is very untidy.
It has taken me a long time to find
several items. Some items appear to
have been there far too long.
MANAGER

- Suggest **three** ways the stationery cupboard could be organised so that items are easily found.
- Suggest **one way** in which stationery in the cupboard will always be in good condition.

Task 2

Two laptops and a digital camera have recently been stolen.

- Name **five** methods of security that could be used to prevent this happening again.

Task 3

NOTE
I recently visited the
photocopying room and
found that it was very untidy.
Manager

- Prepare a notice showing **four** points to say why this work area must be kept tidy.

Task 4

Some staff will shortly be given electronic pagers.

- List **three** advantages of using a pager.
- List **one** disadvantage of using a pager.

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

OFFICE PROCEDURES

5223/B

Core Module: Practical Assessment

2006

1 hour 30 minutes

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Answer Booklet/Paper

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GUIDELINES TO CANDIDATES

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SCENARIO

You work in the Health and Safety Department and have been asked to complete the following tasks.

Task 1



picture 1



picture 2

- State the **two** hazards in **each** picture.
- List **three** actions you should take if the fire alarm sounds.

Task 2

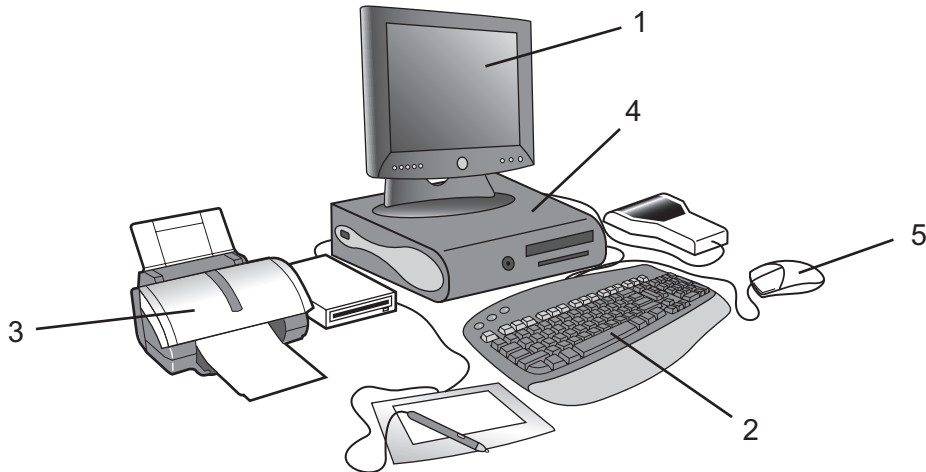
- List **five** main departments in any large organisation which would need administrative support.

Task 3

Note

Computer equipment is needed for a new member of staff. The diagram shows the items that we need to order.

Manager



- Name the numbered items in the diagram above.

Task 4

- List **three** ways in which you should take care of floppy disks.

Task 5

- Give **three** advantages of text messaging.
- Give **one** disadvantage of text messaging.

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