

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

OFFICE PROCEDURES

5233/A

Core Module: Practical Assessment

2006

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper
Envelope

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 **4** printed pages.



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 Reception as an administrator and have been asked to complete the following tasks.

TASK 1

Note
At a recent meeting it was suggested that the staff in Reception use an electronic diary system. I need to know if this system would be useful.
Head Receptionist

- Give **two** advantages to Reception staff of using an electronic diary.
- Give **two** disadvantages to Reception staff of using an electronic diary.

TASK 2

Note
A customer who visited our organisation without an appointment telephoned to complain that the service he received was unhelpful. He thought we should know about this. *Telephonist*

- Prepare a notice for Reception staff listing **five** points which state what should occur when visitors arrive at Reception with no appointment.

TASK 3

A new Receptionist will attend the next induction course. She will be asked to look at the picture below to find hazards, and to say how they could be prevented.



- Name **five** health and safety hazards in the picture.
- State **one** way in which each hazard could be prevented.

TASK 4

Part of your duties is to assist in the Mail Room during busy periods. The following incoming mail is received –

- Package with unusual smell
 - Letter to P. Smith marked personal
 - Letter addressed to organisation containing a payment
 - Letter addressed to organisation which needs to be seen by four different departments
- How would you deal with **each** of these items of mail?

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International Examinations

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Task 1

Note

A new member of staff has been appointed to help with general office duties. A list of those duties needs to be available before the new employee's commencement date.

Manager

- Prepare a list of **ten** general administrative duties for the new member of staff.

Task 2

Note

Stationery costs have been very high for the last 3 months. Staff are helping themselves to what they require and there is no record of what has been used. This needs to change.

Manager

- Produce a requisition form which staff must complete before they are issued with any stationery.

Task 3

Give **four** reasons why documents should be filed regularly.

Task 4

Give **four** advantages of using videoconferencing.

Task 5

Post is being received in the mail room from departments too late in the afternoon for despatch that day.

- List **three** ways in which this could be prevented.