UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Advanced Level

MARK SCHEME for the 2006 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5243   Office Procedures, Maximum mark 100

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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.

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5243A

Task 1 (30 marks - 5.1,5.2)

Notice to include name of meeting (1 mark) date (1 mark), time (1 mark), place (1 mark). **[4]**

Agenda	[1]
Apologies	[1]
Minutes of Meeting	[1]
Matters Arising	[1]
Company Anniversary Dinner	[1]
New Year Party	[1]
Any Other Business	[1]
Date and time of next meeting	[1]
	[12 marks]

ACCEPT OTHER SUITABLE ANSWERS

One way to show difference between Agenda and Chairperson's Agenda. (3 marks)

Chairperson's Agenda has a space at the right hand side for making notes during meeting	[3]
May have additional information as prompts for Chairperson during meeting	[3]

Three points explaining the role of the Chairperson during the meeting. (15 marks)

To control the meeting	[5]
To ensure that the correct procedures are followed	[5]
To ensure that the items are discussed in order of the agenda	[5]
To check the draft minutes before distribution	[5]
To have the casting vote	[5]

Task 2 (30 marks – 6.1, 4.1)

ACCEPT OTHER SUITABLE ANSWERS

Four research sources which could help with the planning of the visit. (12 marks)

Internet	[3]
Travel Agents	[3]
Files for arrangements made for other trips	[3]
Travel Guides	[3]
Hotel and Restaurant Guides	[3]
Maps/Atlas	[3]
Flight Guides	[3]
Timetables	[3]

Describe one way to ensure contact with Mr Bah whilst he is away. (6 marks)

Always have mobile telephone switched on/messages can be left	[6]
Arrange a time when he will ring into the office each day	[6]
Have contact numbers at hotels, conference centres etc	[6]
Text to arrange time when to contact each other	[6]

Two things to avoid large amount of correspondence on Mr Bah's return. (12 marks)

Open mail and deal with general items	[6]
Make a list of most important items to be dealt with	[6]
Set aside time to assist/explain correspondence to Mr Bah on his return	[6]
Pass items which can be dealt with to deputy	[6]

Task 3 (23 marks – 2.2, 1.2)

Layout of memorandum, from, to, subject and date. **[5]**

ACCEPT OTHER SUITABLE ANSWERS

One reason explaining why staff should have their own password. (6 marks)

Access to data is limited [6]
Provides confidentiality of data [6]
Staff could give the password only to others who need access to their data [6]

One reason why passwords should be frequently changed (6 marks)

So that they do not become known to many people [6]
Staff may leave the organisation who know the password [6]
To help prevent hackers gaining access to data [6]

One reason for the use of a screensaver. (6 marks)

If computer is left unattended data will automatically be removed from screen [6]
If data is accidentally left on screen computer will automatically return to screen saver [6]
If computer not in use will return to screensaver after a set time [6]
Provides confidentiality of data [6]

Task 4 (17 marks –3.2)

ACCEPT OTHER SUITABLE ANSWERS

One reason questionnaires are used? (6 marks)

To indicate to staff that their opinion is valued [6]
To know staff views [6]

One way in which the HR Department would find this information useful. (5 marks)

You would know if open plan offices were favourable with staff [5]
You would know the percentage of people who did/did not want the change to take place [5]
You could take steps to deal with the opposition [5]

Briefly explain who could analyse the completed questionnaires. (6 marks)

Send the questionnaires to an agency for analysis [6]
Give staff time to do the analysis [6]
Bring in an analysis expert [6]

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Task 1 (16 marks) 2.2

ACCEPT OTHER SUITABLE ANSWERS

Four actions to take when fire alarm sounds (8 marks)

Leave personal belongings behind	[2]
Go to the designated assembly point	[2]
Do not use the lift	[2]
Report your arrival to the fire marshall	[2]
Do not panic	[2]

Four actions to take if a colleague you are working with has an accident (8 marks)

Call the trained first aid person	[2]
Inform your supervisor	[2]
Complete an accident report form	[2]
If serious call the emergency services	[2]
Remove any hazards which may cause another accident	[2]

Task 2 (29 marks) 1.1

ACCEPT OTHER SUITABLE ANSWERS

Give one advantage of a pending file. (5 marks)

All correspondence not answered is kept in one file	[5]
File is split into days of the month and can be referred to on that day	[5]

Give one disadvantage of a pending file. (5 marks)

May not check it every day	[5]
Other staff have access to the file	[5]

Describe one other system which could be used to ensure correspondence is answered on time. (7 marks)

Description of an index system, use of diaries (portable electronic or manual), wall charts etc

Two reasons for choosing the system (12 marks)

Index system –
No need to keep correspondence on desk	[6]
Cards can be easily checked on a daily basis	[6]

Portable electronic diaries –
Easily check on a regular basis	[6]
Easy to up date/delete	[6]
Available only to yourself	[6]

Wall charts –
See at a glance what has to be done each day	[6]
Easily up dated	[6]
Can be ticked off when task completed	[6]

Task 3 (25 marks) 3.1

Notice giving five rules for retention policy.

ACCEPT OTHER SUITABLE ANSWERS

Contents of filing cabinets should be reviewed at intervals	[5]
Documents removed from filing cabinets which need to be retained should be archived	[5]
There should be a system in archives to ensure that documents are easily located	[5]
Documents removed and archived should be clearly marked	[5]
If archiving is away from business there must be a system of quick means of retrieval if necessary	[5]
Microfilm as many documents as possible to save on storage costs	[5]
Documents no longer needed should be destroyed	[5]

Task 4 (30 marks) 5.1

Five tasks to be completed on day of meeting. (10 marks)

ACCEPT OTHER SUITABLE ANSWERS

Provide signing in book/attendance list	[2]
Check for any apologies for absence	[2]
Check that all documents for the meeting have been photocopied and placed in the room	[2]
If refreshments are to be provided check time of arrival	[2]
Ensure signs are in place so meeting is not interrupted	[2]
Make sure that Chairperson's Agenda is provided	[2]

Four tasks to be completed after meeting. (8 marks)

ACCEPT OTHER SUITABLE ANSWERS

Tidy room – return any belongings left by members	[2]
Return files to office	[2]
Prepare an action sheet	[2]
Draft minutes for approval by chairperson	[2]
Put the date of next meeting in appropriate diaries (manual and electronic)	[2]
Distribute minutes	[2]

Explain the difference between an AGM and an EGM. (6 marks)

Annual General Meeting is a meeting which is held once a year to which shareholders are invited to discuss events of the past year and proposals for the future. An EGM is called when shareholders are asked to attend to discuss a major problem e.g. takeover of organisation.

Two tasks to carry out for an AGM which you would not perform for an in-house meeting. (6 marks)

Book a venue larger enough to hold all the shareholders	[3]
Letter to invite shareholders	[3]
Announcement in the press	[3]