

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

COMMUNICATION AND TASK MANAGEMENT

5242/A

Core Module: Practical Assessment

2006

2 hours

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 all 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 as a Senior Administrator in the Finance Department. Mrs Ram is the Finance Manager and she has asked you to complete the following tasks.

Task 1

You use **email, fax, letters, telephone** and **reports** as means of communication to contact your customers.

- Give **one** reason why email has become an important means of communication.
- Give **two** advantages of using a fax machine as a means of communication.
- Why would a letter be used instead of the other four means of communication?
- Give an example of when the telephone would have an advantage over other means of communication.
- State **one** difference between a meetings report and a committee report.

Task 2

Note

Your three newly appointed team leaders will shortly be undergoing training. The induction will include responsibilities of team leaders in your Department and what they should expect from their team members. As you will be unavailable to present some of this training please provide this information so that it can be added to our presentation.

Personnel Department

- List **four** responsibilities of a team leader.
- What **three** qualities are expected from all team members?

Task 3

Mrs Ram has prepared a list of tasks she needs to complete today. By the end of the day she has only completed some of the tasks.

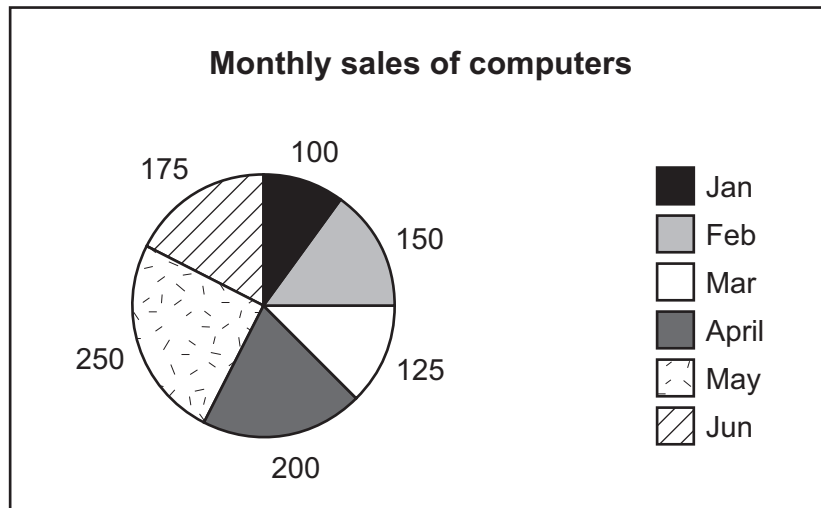
- Identify **two** things which might have prevented Mrs Ram from completing all of the tasks.
- Identify **two** ways to ensure the **important** tasks were completed.
- Identify **one** way you might have helped her avoid the situation had she consulted you.

Task 4

Note

The statistical data took so long to collect and I am not happy with its presentation as a pie chart. Can you look at other ways of presenting this data.

Mrs Ram



- Give **two** reasons why charts and graphs are used to present information.
- Name **two** other types of charts or graphs which could have been used to display this information.
- Use **one** of the charts or graphs you have named and present the same information which is in the pie chart given above.

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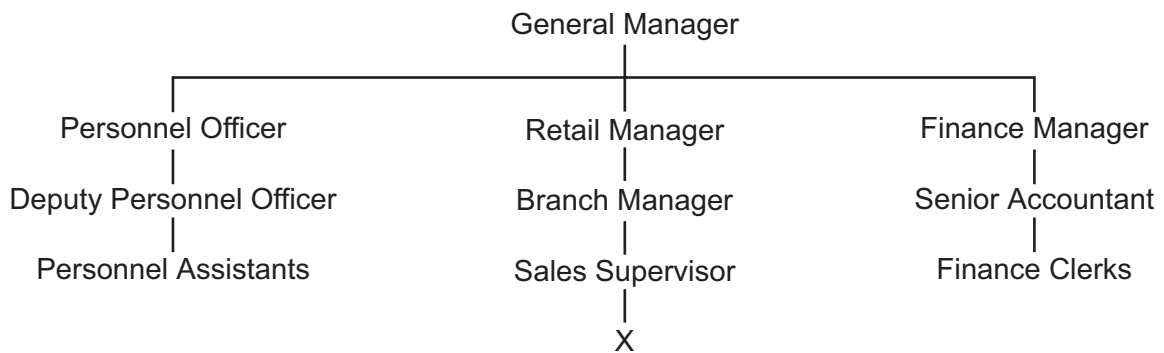
SCENARIO

You work as a Senior Administrator in the Personnel Department. You have been asked to complete the following tasks.

Task 1

- State **four** factors to be considered when allocating work to team members.
- What **four** factors would you consider if a member of your team decides she wants to transfer to another team in the middle of an important project?

Task 2



- What is the name of this type of diagram?
- Who has overall control of the business?
- Who line manages the Personnel Assistants?
- What is the designation of the people (marked x) who would be responsible to the Sales Supervisor?

Task 3

Your department will shortly be changing premises and will have a general office.

- Describe **five** ways in which the workspace in this general office could be organised effectively to ensure deadlines are met.

Task 4**Note**

We have recently lost a contract because a document was not properly checked before being sent to a customer. Staff need some guidelines on what they should be looking for when checking documents. *Manager*

- What **five** items would you include in guidelines for checking a document?

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