

MARK SCHEME for the October 2007 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 candidates, 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.

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Section A

TASK 1 (24 marks) 4.1

ACCEPT OTHER SUITABLE ANSWERS

One method to show that a file has been removed		[6]
Use an outguide	(6)	
Use a register to record what is missing and who has got the file	(6)	
One way to ensure only authorised persons have access to documents		[6]
Lock the filing cabinets	(6)	
One person in charge of filing removes any documents	(6)	
One reason why it is important that files are kept secure		[6]
They may contain confidential information	(6)	
Staff may take away files and not return them	(6)	
One reason to use computerised filing		[6]
More secure	(6)	
More than one person may have access to files at the same time	(6)	

TASK 2 (25 marks) 2.1

ACCEPT OTHER SUITABLE ANSWERS

Three ways in which people working with VDUs can ensure their own health and safety		[15]
Have regular breaks from the computer	(5)	
Have regular eye tests	(5)	
Ask employer to provide tilting screen	(5)	
Ask employer to provide wrist support	(5)	
Ask employer to provide chair with good support	(5)	
Ask employer to provide adjustable chair	(5)	
Check that VDU has regular electrical tests	(5)	
Good lighting should be provided	(5)	
Two actions to take when the fire alarm is sounded		[10]
Make way to check point	(5)	
Do not panic	(5)	
Do not stop to collect belongings	(5)	
Use stairs not lifts	(5)	

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TASK 3 (30 marks) 2.2

ACCEPT OTHER SUITABLE ANSWERS

One reason for completion of a visitors' book		[6]
Permanent record of visitors to premises for security reasons	(6)	
Know who is on the premises if a fire starts	(6)	
One reason why receptionists ask for a business card		[6]
Details may be required in the future	(6)	
Information can be copied into the visitors' book	(6)	
Two reasons why the reception area should have security cameras		[12]
Make the building more secure	(6)	
Can be checked if there is a breach of security	(6)	
People less likely to be abusive etc if they see security cameras	(6)	
One reason for receptionist to be on duty at all times		[6]
So that no-one can enter the premises without their details being recorded	(6)	
No person is left unattended in the reception area	(6)	
Parcels are not left without signatures	(6)	
Deter people from entering	(6)	

TASK 4 (21 marks) 1.1

Name the diagram		[7]
Organisation Chart	(7)	
Name two other departments which could be included in the diagram		[14]

ACCEPT OTHER SUITABLE ANSWERS

Finance/Accounts Department	(7)
Sales Department	(7)
Wages/Salaries Department	(7)
Production Department	(7)

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Section B

TASK 1 (30 marks) 1.1

ACCEPT OTHER SUITABLE ANSWERS

Two functions of Personnel Department		[10]
To hire staff	(5)	
To terminate employment of staff	(5)	
To discipline staff	(5)	
To liaise with unions	(5)	
To organise staff training	(5)	
Two functions of the Administration Department		[10]
Organising meetings	(5)	
To provide photocopying services	(5)	
To provide word processing services	(5)	
To distribute mail	(5)	
Filing	(5)	
Two functions of the Finance Department		[10]
Produce financial documents	(5)	
To prepare company accounts	(5)	
To receive payments	(5)	
Prepare and monitor budgets	(5)	

TASK 2 (20 marks) 2.2, 3.1

ACCEPT OTHER SUITABLE ANSWERS

Two actions if printer jams		[10]
Remove the obstruction only if you have been trained	(5)	
Inform supervisor	(5)	
Inform Technical Support Department	(5)	
Two reasons for using a password on compute		[10]
So that unauthorised people cannot gain access to your work	(5)	
For security reasons	(5)	
So that other people cannot delete any of your work	(5)	
Some of the work may be confidential	(5)	

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TASK 3 (18 marks) 4.3

ACCEPT OTHER SUITABLE ANSWERS

Three reasons for completing a stationery requisition form

To prevent misuse of stock	(6)
To ensure budget is not over spent	(6)
For auditing purposes	(6)
Know that stock is authorised by manager	(6)

TASK 4 (32 marks) 3.1, 5.1

Name equipment [17]

(a) laptop/portable computer	(2)
(b) printer	(3)
(c) mobile/cellphone	(3)
(d) fax/answering machine	(3)
(e) photocopier/laser printer	(3)
(f) flash/pen drive, memory stick	(3)

Equipment used in situations [15]

Completing work away from office – laptop computer or pen drive	(5)
Send a text message – mobile phone, or fax/answer phone or laptop computer	(5)
Hard copy of work completed on computer – printer	(5)