



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

TEXT PROCESSING

5221/A

Core Module: Practical Assessment

2007

1 hour 45 minutes

Additional Materials: Letterhead A4 paper
Memo paper
Plain A4 paper



READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.

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.

This document consists of **7** printed pages.



GUIDELINES TO CANDIDATES

Time Allowed: 1¾ hours

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy typing test – the speed will be calculated up to and including the 6th error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the Speed Test must be carried out immediately when the test finishes.
- 4 You will be given **10 minutes' reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 5 Your tutor will tell you what stationery is available for you to use. If you are using a word processor, your tutor may provide you with templates for letters and memos.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used.
- 7 If you are using a word processor, save each document as a separate file. You must carry out all printing yourself. Your tutor will tell you the exact printing details.
- 8 Correct errors within the words which have been circled.
- 9 Insert today's date on letters and memos.
- 10 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 11 Assemble your completed work in task order.

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TASK 1

Team building can be very rewarding. Sessions to help people to work	70
well together as a team are often held away from their place of work. It	144
is felt that doing so can be more effective than sessions held at work.	215
Our hotel has been offering accommodation and facilities to	276
organisations running team building sessions for over fifteen years. We	349
are happy to help you arrange the training or you may use your own	416
specialists. We can also provide facilitators to lead discussions and a	489
variety of exercises.	510
Many of the companies that use our facilities have been coming to us for	584
many years and return on a regular basis.	625

TASK 2

Type this memo. Correct the errors within the circled words.

To All Staff

From Puja Heung

Ref PH/DK

APPRAISAL

It has come to my notice that some (members) of staff may be anxious about the new system of appraisal the company has devised and which is due to start next month.

I (has) asked Sophy Sulvinder to produce an info sheet and this will be sent to all staff soon. It has been (developped) in an effort to reduce any fears that people may have.

If you have any concerns, please raise these with your line manager in the first instance.

TASK 3

Type this report in double line spacing. Correct errors within the circled words.

APPRAISALS

Appraisal schemes ~~are held~~ ^{now take place} in most companies. The aim is to help improve the performance of staff.

All members of staff are interviewed, normally by their line managers. The purpose is to discuss what progress has ~~been~~ ^{or has not} made since the last fromal review.

It is an opportunity to set new goals for the coming year.

Both parties should make sure that they have plenty of time to prepare for the review. All documents should be well prepared in advance. When preparing for the meeting it is useful to make notes of any ~~grievances, problems and~~ items that need to be discussed. These should include the responsibilities and tasks that have been performed well. Training that might help performance would also be discussed. [The meeting should take place in private. It is ~~vital~~ ^{important} to ensure that there are no interruption's from routine daily buisness. The time and date of the meting should be agreed in advance between those taking part.]

TASK 4

Type this letter

Our ref AM/243

Miss Yukai Lee
15 Chung-Shiao W Road
Taipei 100
Taiwan

Dear Miss Lee

With ref to your recent letter, I enclose our cat, from which you will see that our basic courses are free. To be accepted you need to enrol at least seven days before a course is due to start. However, you will need to buy a computer with specific software.

Before you buy your computer, we recommend that you take advice from one of our consultants. They could visit you in your home. They will have full details of the hardware and software that will be required.

Please contact me again if you would like to take up this opp.

Yours sincerely

Angelika Moyo
Course Organiser

TASK 5

Display this notice, using different forms of emphasis, eg centring, font style/size, italics, bold, underlining, capitalisation etc

Karina Computer Training

Our basic computer course includes:

- Charts and graphs
- Computer basics
- Databases
- Disk management
- Desktop publishing
- Electronic communication
- Word processing
- Spreadsheets

All basic courses are free

Our rooms have natural daylight, air conditioning and good, spacious work areas for your use

Free car parking is available

Why not call in today?