



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

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**COMMUNICATION AND TASK MANAGEMENT**

**5222/A**

Core Module: Practical Assessment

**2007**

**1 hour 30 minutes**

Additional Materials:      Answer Booklet/Paper  
   Typing Paper

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**READ THESE INSTRUCTIONS FIRST**

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

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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 are a Junior Administrator in a Personnel Department. You have been asked to complete the following tasks.

**Task 1***Note*

I will not be in the office until later. Please complete the work I have left.

The work is:

- (a) make corrections to letter for despatch today
  - (b) book hospitality for meeting this afternoon
  - (c) deliver mail to other departments
  - (d) make back-up copies of work completed yesterday.
- List the order in which you should complete the work.
  - Give reasons for the order you have chosen.

**Task 2**

You have been asked to prepare an agenda for a meeting.

- List 2 reasons why agendas are used at meetings.
- Who should receive a copy of an agenda?

**Task 3**

Your Team Leader gives you work to be completed. Recently other members of staff keep asking you to do additional work.

- Give 3 reasons why you need to inform your Team Leader about this additional work.
- Give 1 reason why you would choose a memorandum to communicate this information to your Team Leader.

**Task 4***Note*

All team members to attend meeting at 2.00 pm today to discuss new project. *Team Leader*

- Give 2 reasons why you might find it difficult to listen to everything that is happening at the meeting.
- Give 1 action you could take in the meeting if you have not understood your part of the project.
- Give 1 reason why the Team Leader would avoid asking closed questions.

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