

MARK SCHEME for the October 2007 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5231 Text Processing, 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.

- CIE will not enter into discussions or correspondence in connection with these mark schemes.

CIE is publishing the mark schemes for the October/November 2007 question papers for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.

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Section A

TASK NO	NUMBER OF WORDS
2	116
3	298
4	169
5	106
TOTAL	689

FOR A **DISTINCTION** – NO MORE THAN **5** FAULTS

FOR A **PASS** – NO MORE THAN **9** FAULTS

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TASK 2

MEMO

TO Gregor Georgiou

FROM Nancy Choo

REF NC/PP

DATE Day Month Year

TRAVEL PACKS

I have just received a fax from Mr Kingston. He will be leaving for South Africa on Tuesday. Mr Kingston's wife will be accompanying him.

He is anxious to have further information to help with the organisation of his trip, particularly about the use of credit cards. Tips on driving in the Kruger National Park would also be appreciated.

I know that you are currently revising our travel pack on South Africa and that you hope to have this ready by Friday. Would it be possible to send a copy immediately to him?

I should be grateful if you would give this matter your urgent attention.

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TASK 3

TRAVEL TIPS

SOUTH AFRICA

Money

For security reasons it is advisable to take travellers' cheques with you. They can be exchanged at the airport on arrival or at banks and large hotels.

International credit cards can be used in most shops, restaurants and hotels. However, you should ensure that you have sufficient cash with you to buy petrol, just in case credit cards are not acceptable.

Climate

The best weather is from December to March. In the winter months of July and August the mornings and evenings can be very cool, with the occasional ground frost. Warm clothing is essential. Dress is mainly casual although more formal wear is usual when dining out.

Food and Drink

Seafood is plentiful, especially in the coastal resorts. South Africans enjoy eating outside so barbecues are very popular. Eating out is both pleasurable and inexpensive. A large variety of meat is eaten including ostrich and kudu. Buffet breakfasts are often provided with a range of cold and hot foods to choose from.

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Conservation

All tourists visiting South Africa will wish to experience the wide range of flora and fauna it has to offer. Nature reserves and national parks are sited in many parts of the country and are well frequented.

There are also many private game reserves where safaris in open vehicles are a speciality. Separate brochures on these are available on request.

The Kruger National Park consists of approximately 7,500 square miles of protected land and is well worth a visit. Here tourists are able to view wildlife close by.

If you are driving, great care must be taken as a speed limit of 25 mph is imposed throughout the park. With patience, most game can be spotted but sightings are more likely in the early morning and towards sunset.

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TASK 4

ROCHFORD TRAVEL AGENCY

Prince Street

Kowloon

Hong Kong

Our ref JC/MK

Day Month Year

URGENT

Mr Richard Cox
14 Plainain Close
Kowloon
Hong Kong

Dear Mr Cox

Holiday to South Africa

We have pleasure in enclosing the itinerary for your forthcoming holiday to South Africa. We look forward to receiving the balance of your account, which is now due.

Enclosed are the vouchers for your guest farm and rest camp accommodation. These should be handed in when you arrive.

It would be wise to check with your doctor regarding inoculations. All major tourist resorts now have safe drinking water. Protection against cholera and typhoid is therefore no longer necessary. As you are planning to visit the Kruger National Park in the north, you should protect yourself against malaria.

Our travel pack is at present being revised and will be sent to you very soon. If the information in the pack does not answer all your queries, please contact me again.

Yours sincerely

Jaki Chiou
Tour Organiser

Encs

URGENT

Mr Richard Cox
14 Plainain Close
Kowloon
Hong Kong

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TASK 5

KRUGER NATIONAL PARK

South Africa

Early morning safaris
The sound of lions calling
Bush walks with a tracker
Off road driving
Night drives
Early morning game drives
Some of the best photographic opportunities in Africa

The wildlife in the Park is amazing
We guarantee you will see

Elephant
Lion
Hyena
Rhino
Cheetah
Giraffe
Hippo
Buffalo
The highest concentration of leopards in the world
Ostrich
Variety of birds
and so much more

Why not visit Victoria Falls?

On the journey to the Falls you will see elephants and buffalo as they come to drink at numerous watering holes

More details can be obtained by visiting website www.safari-kruger.com

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Section B

TASK NO	NUMBER OF WORDS
2	118
3	296
4	169
5	108
TOTAL	691

FOR A **DISTINCTION** – NO MORE THAN **5** FAULTS

FOR A **PASS** – NO MORE THAN **9** FAULTS

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TASK 2

MEMO

TO All Staff
FROM Faye Suliman
REF FS/245
DATE Day Month Year

NEW PROJECTS

I am delighted to welcome six new members of staff. Three of our new colleagues have agreed to research their particular speciality. For example, Pedro Todorov has agreed to set up a course on advanced driving techniques.

We would like to hear from any members of staff who have new proposals for future projects. In the first instance, please speak to your team leaders.

I would like to take this opportunity to remind you that Alyson Nisbet is leaving next week. She has worked for the company for over 10 years. Contributions to Alyson's leaving present should be sent to Dmytro in the accounts office before next Monday.

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TASK 3

TRAINING AND DEVELOPMENT

CAREER PLANNING

Our training company is pleased to offer careers guidance to those wishing to evaluate their skills and knowledge and take action to achieve their potential.

We are able to help you to record strengths and weaknesses. We help you identify your leadership style, learn how to contribute to a team session, communicate and resolve conflict. Guidance is offered to help you re-evaluate your current job and be more effective.

Our staff are here to assist you to be more skillful in finding your new position.

PROGRAMMES OF TRAINING

These fall into two categories. Our standard format programmes are based on professional standards. Tailored programmes can be structured in response to all clients' diverse requirements.

Trainees are not required to sit any tests or submit any essays. They must demonstrate their competence where it counts – in their place of work. The academic content of the award takes second place to their ability to prove that they can apply what they know.

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An assessment of your knowledge and ability is the first stage in the process. From that an action plan can either be designed or put forward to address those areas in which you may have demonstrated a lack of knowledge, experience or skill.

Flexibility is very important in programme design. We recognise the difficulty of having key staff absent from the workplace. The delivery is structured in such a way that it can be tailored to satisfy the requirements of the individual and the organisation.

It is not necessary to attend all of the sessions in every case. Some clients may require only specific set modules. Each of these modules is designed to stand alone.

Training sessions can be in our own training rooms or at the customers' premises.

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TASK 4

HOBSON TRAINING

Hobson House
Jakarta 12181
Indonesia

Our ref TT/jt

Day Month Year

URGENT

Mr Graeme Mendieta
Personnel Director
Scimeca Manufacturing
Jalan Jendral Sudirman 71
Jakarta 12176
Indonesia

Dear Mr Mendieta

Staff Training

Thank you for your letter received today asking for information on our training services. We design flexible programmes to meet the growing demands of our clients. We ensure that the training we devise meets the needs of the organisation as well as the individual.

Each one of the programmes includes advice and guidance sessions that will allow staff to receive full recognition of their abilities.

We require staff to attend activities and we also consider the needs of the company. We design programmes in such a way that any interruption to operational activities is kept to a minimum.

I will contact you in a few days when you have had some time to look at the sample programmes which are enclosed.

Yours sincerely

Tina Tebily
Training Manager

Encs

URGENT

Mr Graeme Mendieta
Personnel Director
Scimeca Manufacturing
Jalan Jendral Sudirman 71
Jakarta 12176
Indonesia

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TASK 5

TEAM MEETING

All Training Section Staff
are asked to attend
on Wednesday 28 November 2007
at 1630 hours
in the Conference Centre

Please do your best to be punctual

Topics to be discussed include:

GUIDANCE AVAILABLE ON JOBS AND CAREERS
INTERVIEWS WITH CAREER GUIDANCE SPECIALISTS
DETERMINING PLANS OF ACTION
DETAILS ON TRAINING OPPORTUNITIES
ASSESSING YOUR OWN CAREER OPTIONS
UNDERSTANDING THE RESULTS OF OBJECTIVE TESTS
HELP WITH IDENTIFYING YOUR CAPABILITIES,
SKILLS AND PERSONALITY TYPE

*For more details ask your Team Leader or telephone the Human
Resource Team on
Extension 225 at any time*

Help and advice is available during working hours
and on Saturday mornings,
every week throughout the year