

CAMBRIDGE
INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN
OFFICE ADMINISTRATION**

OFFICE PROCEDURES

FOUNDATION LEVEL

5223/A A2002

PRACTICAL ASSESSMENT SET

(5 pages including this cover)

This set comprises:

For the Tutor

- Tutor Guidelines (1 page)

For the Candidate

- Practical Assessment Task Sheets, including Guidelines to Candidates (3 pages)

Please ensure that you have read the Tutor Instructions for Practical Assessments in Office Administration, and the Tutor Guidelines for this particular assessment, understand all the requirements of this assessment, and make the necessary preparations before arranging for your candidates to be assessed.



UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

These Tutor Guidelines consist of 2 printed pages.

TUTOR GUIDELINES

This sheet is for tutor reference only and is not to be distributed to candidates.

Time Allowed: 1½ hours, including 10 minutes reading and preparation time.

Please ensure you are familiar with all the details contained within the Guidelines to Candidates.

- 1 This practical assessment has a scenario, setting the context in which tasks are to be achieved, followed by **four** work-related tasks.
- 2 Candidates must place their name, Centre number and task number at the top right-hand corner of each answer sheet.
- 3 Before the assessment begins candidates should be provided with planning paper and either plain white paper or templates for retrieval. Where templates are supplied candidates must be provided with the relevant information for retrieval.
- 4 Ensure that candidates have several black or blue pens or biros available (**not** red or pale blue), together with a soft rubber, pencil, pair of compasses and ruler, before entering the examination room.

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INSTRUCTIONS TO CANDIDATES

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Ensure that your name, Centre number and candidate number are written or typed at the top of each separate piece of paper used.

You must attempt all tasks.

Hand in all your work at the end of the assessment.

If you use more than one sheet of paper, fasten the sheets together.

You may use calculators, calendars, pairs of compasses, rulers, English and mother-tongue dictionaries, thesauruses, spell checkers and manufacturers' manuals during the assessment.



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SCENARIO

As a junior administrator in a medium-sized mail order publishing organisation, your duties include word processing, answering the telephone, and acting as relief receptionist. As you will be going on holiday in 6 weeks' time, Yasmin Suki, your supervisor, has asked you to prepare notes for the relief junior administrator.

TASK 1

- List 5 typical duties carried out in Reception.
- Give 5 guidelines (or rules) for dealing with a first time visitor in Reception.
- Which 3 procedures would you follow if a visitor wishes to see someone who is not free?

TASK 2

- Give 2 ways of preventing unauthorised access to computerised data.
- Give 1 reason why it is essential that back-up copies of computerised data are made regularly and stored securely.
- List 5 examples of how computerised data can be 'lost'.

TASK 3

- List 7 points of the procedure you would follow when sending a fax.

TASK 4

- When preparing to make a telephone call to give information to a customer, how do you make sure that you do not make a mistake in the information you give, or forget to say something important?
- When you are speaking to a customer who you are calling what 3 things do you make sure you do?

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SCENARIO

You work in the Advertising Department of a large marketing company. Your duties include computer work and related printouts, filing, transcribing answer machine messages, and e-mailing between departments.

TASK 1

Your supervisor is concerned about the amount of time spent reprinting documents unnecessarily, and the amount of paper in your waste paper bin.

- Which 2 good work practices could you use to avoid wasting time and paper?
- List 3 actions you would carry out when proof reading a document.
- If you find proof reading the screen difficult, how could you solve this problem?
- Instead of throwing away A4 paper which has only been printed on one side, what further use could be made of it?

TASK 2

- Give 3 features that most answering machines have, and describe the purpose of these features.
- Give 4 rules for dealing with e-mail.

TASK 3

- Name 2 types of filing storage cabinets and describe how files are stored in each type.

TASK 4

- Give 5 items that a first aid box generally contains.
- Why should a first aid box not contain drugs of any kind?
- Why should First Aiders not give drugs, e.g. painkillers?

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SCENARIO

As a junior administrator in the legal department of a large insurance company your duties include responsibility for stationery supplies to staff, taking messages, and filing.

Today the following tasks have been left in your in-tray.

TASK 1

- Which 3 points should you remember when representing your company on the telephone?
- What 2 things should you prepare in advance when planning to make a telephone call?

TASK 2

- 1 A recent order of stationery has just arrived.
 - How will you check the accuracy of the delivery?
 - How will you record the new stock?
- 2 Your stationery delivery consisted of:
 - 20 reams of A4 headed paper
 - 144 A4 brown manila envelopes
 - 100 manila folders
 - Pencils, pens, rubber bands, paper clips, and treasury tags
 - Where would you store these items in a **Stationery Cupboard**, taking into account safety considerations? Give reasons for your answer.
- 3 Which document should you receive from staff for a stationery request?
- 4 What does FIFO stand for, and why is this procedure used?
- 5 When your stock reaches the minimum stock level what should you do?

TASK 3

List 7 general rules of filing.