

## **OFFICE ADMINISTRATION**

#### **SHORTHAND**

### **FOUNDATION LEVEL**

#### 5224/A A2002

#### PRACTICAL ASSESSMENT SET

(9 pages including this cover)

This set comprises:

For the Tutor

• Tutor Guidelines (1 page)

Dictation Sheets (4 pages)

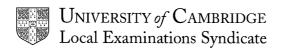
For the Candidate

• Instructions to Candidates (1 page)

Guidelines to Candidates (1 page)

Candidate Information Sheet (1 page)

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 <u>before</u> arranging for your candidates to be assessed.



## **TUTOR GUIDELINES**

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

#### Total Time Allowed: 11/4 hours

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

- 1 Give each candidate a copy of the Guidelines to Candidates and a Candidate Information Sheet.
- 2 Candidates must be given **5** minutes to read the Candidate Information Sheet and to make any notes they wish. They will need to refer to this Sheet throughout the assessment.
- 3 **Three** passages must be dictated at **60 wpm** and these are attached.
- 4 To assist the reader, passages are presented with commas indicated. These must not be read.
- Each passage is counted into  $\frac{1}{4}$  minute,  $\frac{1}{2}$  minute,  $\frac{3}{4}$  minute and 1 minute sections, indicated by  $(\frac{1}{4})$   $(\frac{1}{2})$   $(\frac{3}{4})$  (1) etc.
- 6 A one-minute break should be allowed between passages and at the end of the dictation.
- 7 Clearly indicate to candidates when you are ready to start the dictation.
- 8 An invigilator should be present to check all timings and words dictated.
- 9 Candidates must transcribe all **three** passages within **1 hour** the time allowed for transcription.

### **DICTATION SHEETS**

### **TIME ALLOWED FOR TRANSCRIPTION - 1 HOUR**

## THIS IS THE DICTATION FOR ASSESSMENT OF SHORTHAND FOUNDATION LEVEL (60 wpm)

- The assessment consists of **three** passages.
- Each passage will be dictated at 60 wpm.
- The first passage is 2 minutes long and is a letter.
- There will be a pause of 1 minute before the second passage. The second passage is 2 minutes long and is a memo.
- There will be another pause of **1 minute** before the final passage. The final passage is **2 minutes** long and is a *report*.

Task 1 - Letter. The full address is given on the Candidate Information Sheet.

Dear Mrs Owen

Thank you for your letter which we received this morning. (full stop) (1/4) We were sorry to hear

that the chairs we sent to you recently arrived in (1/2) a damaged state. (paragraph)

The chairs were in perfect condition when they left our factory. (3/4) (full stop) We have been in

touch with our delivery company. (full stop) They are (1) looking into this matter. (full stop) We

will contact you again as soon as we (11/4) receive their report. (paragraph)

In the meantime we have arranged for replacement chairs to be (1½) sent to you. (full stop)

These are entirely free of charge. (full stop) The damaged (1¾) chairs will be collected from you

at this time. (full stop)

Yours sincerely

Chief Executive (2)

[ ONE MINUTE BREAK ]

Page 4 of 6

Task 2 - Memo to Rupert Marin from Verona Polzone

I refer to our telephone conversation of today. (full stop) Please arrange for replacement chairs

(1/4) to be sent to Mrs Owen immediately. (full stop) It is important that the damaged (1/2) chairs

are collected by our delivery company. (full stop) This should be done at that (3/4) time.

(paragraph)

I would be grateful if you could let me know as soon as (1) the damaged chairs arrive. (full stop)

They should be returned to our warehouse at Head (11/4) Office. (full stop) We will then be able to

find out what happened. (full stop) (11/2) It may be possible for us to make a claim against the

delivery company. (full (13/4) stop) Please leave a message with my secretary if I am not

available. (full stop) (2)

[ ONE MINUTE BREAK ]

Page 5 of 6

Task 3 - Report headed DAMAGED GOODS

We have recently received several complaints regarding damaged goods. (full stop) It is

important that (1/4) all staff are aware of what to do in these cases. (paragraph)

Our delivery company (1/2) has been asked to ensure that the original packing material is still in

place. (full (3/4) stop) This will help us to discover whether the goods were properly packed. (full

stop) (1) It is possible that the goods have not been handled correctly. (full stop) It may (11/4) be

that the goods have been damaged in transit. (paragraph)

Please ensure that returned goods (1½) are stored carefully in the warehouse. (full stop) The

area at the rear is to (134) be used. (full stop) An inspection of damaged goods should then be

possible. (full stop) (2)

That is the end of the dictation.

Page 6 of 6



## **OFFICE ADMINISTRATION**

#### **SHORTHAND**

#### **FOUNDATION LEVEL**

PRACTICAL ASSESSMENT: 5224/A A2002 TIME ALLOWED: 1½ hours

#### **INSTRUCTIONS TO CANDIDATES**

Read the Guidelines to Candidates carefully before starting work on the tasks.

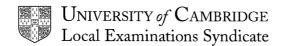
Make sure that your name, Centre number and candidate number are written or typed at the top of every piece of paper used.

You must try to do all tasks.

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

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

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



This question paper consists of 3 printed pages

## SHORTHAND (FOUNDATION) CANDIDATE SHEETS 5224/A **A**2002

## **GUIDELINES TO CANDIDATES**

Total Time Allowed: 11/4 hours

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- You will be required to complete **three** assessment tasks: **three** passages will be dictated at **60 wpm**. You must then transcribe all three passages **within 1 hour**.
- You must use a typewriter or a word processor to complete the transcripts. If you are using a typewriter, any memory facility must be cleared before you start typing.
- 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.
- 5 The Candidate Information Sheet attached contains important detail which you will need to include in your transcript. Make sure that you refer to this during the assessment.
- 6 Correct any errors of agreement which may appear in any document.
- You will be given **5 minutes** to read the Candidate Information Sheet and to make any notes you wish.
- 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.
- 9 You may use calculators, calendars, English, mother-tongue and shorthand dictionaries, thesauruses, spell-checkers and manufacturers' manuals.
- 10 Insert today's date on letters and memos.
- 11 Please insert your name, Centre number and task number at the top right-hand corner on each piece of work.
- 12 Assemble your completed work in task order.

## SHORTHAND (FOUNDATION) CANDIDATE SHEETS 5224/A **A**2002

## **CANDIDATE INFORMATION SHEET**

You have **5 minutes** in which to study this paper before the start of the dictation. During this time you may make notes.

Please refer to this Sheet throughout the assessment. It includes the names, addresses, job titles and headings you need to include in your transcription.

Three passages will be dictated at 60 words per minute:

- 1 a **letter** of **2 minutes**:
- 2 a memo of 2 minutes;
- 3 a **report** of **2 minutes**.

You must transcribe all three passages.

Please use a new sheet of paper for each passage.

#### Task 1 - Letter

To Mrs K P Owen, Box 5916, Limbe, Malawi, Central Africa

From Chief Executive

Our ref VP/TM

Proper Names None

#### Task 2 - Memo

To Rupert Marin

From Verona Polzone

Ref VP/TM

Subject Heading Damaged Furniture

Proper Names Mrs Owen, Head Office

## Task 3 - Report. Use double linespacing

Heading DAMAGED GOODS

Proper Names None

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## **OFFICE ADMINISTRATION**

#### **SHORTHAND**

### **FOUNDATION LEVEL**

#### 5224/B B2002

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Dictation Sheets (4 pages)

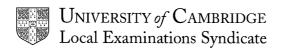
For the Candidate

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- 3 **Three** passages must be dictated at **60 wpm** and these are attached.
- 4 To assist the reader, passages are presented with commas indicated. These must not be read.
- 5 Each passage is counted into ¼ minute, ½ minute, ¾ minute and 1 minute sections, indicated by (¼) (½) (¾) (1) etc.
- 6 A one-minute break should be allowed between passages and at the end of the dictation.
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### **DICTATION SHEETS**

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- There will be another pause of 1 minute before the final passage. The final passage is 2 minutes long and is a report.

Task 1 - Letter. The full address is given on the Candidate Information Sheet.

Dear Miss Soo

Thank you for your enquiry about courses at this College. (full stop) (1/4) Our prospectus is at

present being updated. (full stop) I will ensure that one is (1/2) sent to you as soon as we receive

copies from our printers. (paragraph)

From the (3/4) information you have given in your letter, I would suggest that our Secretarial Skills

Course (1) would be most suitable for you. (full stop) This covers all the areas of training (11/4) in

which you have expressed an interest. (full stop) It is a full time course. (11/2) (full stop) At the

end of the course you should have reached a high standard. (13/4) (full stop) You should have no

difficulty in obtaining employment. (full stop)

Yours sincerely

Principal (2)

[ ONE MINUTE BREAK ]

Page 4 of 6

Task 2 - Memo to Lee Hyun Woo from J A Harper

I have today received a letter of enquiry from Miss Soo. (full stop) She is (1/4) very interested in

gaining secretarial qualifications. (paragraph)

Our prospectus is at present being updated and (1/2) the final draft is due to be sent to the printers

tomorrow. (full stop) They (3/4) have promised to send copies to us by the end of next week.

(paragraph)

It (1) is very important that we receive copies of the prospectus very soon. (full stop) If (11/4)

necessary I would appreciate it if you could chase the printers on my behalf. (full (1½) stop) As

soon as we receive copies, please send one to Miss Soo. (full stop) (13/4) I would be grateful if

you could also send her an application form. (full stop) (2)

[ ONE MINUTE BREAK ]

Page 5 of 6

Task 3 - Report headed CRIME PREVENTION

It is a very sad fact that crime is on the increase. (full stop) We (1/4) must all take care of our

property. (full stop) Students as well as staff are (1/2) reminded to keep their bags with them at all

times. (full stop) There have been (3/4) too many reports recently of the theft of purses and bags.

(full stop) The College (1) is doing all it can to protect property. (paragraph)

We have recently been visited by (11/4) local police officers. (full stop) They have advised us on a

new alarm system. (full (1½) stop) This is due to be fitted within the next few weeks. (full stop)

Notice (13/4) will be given well in advance when alarms are likely to be tested. (full stop) (2)

That is the end of the dictation.

Page 6 of 6



## **OFFICE ADMINISTRATION**

#### **SHORTHAND**

### **FOUNDATION LEVEL**

PRACTICAL ASSESSMENT: 5224/B B2002 TIME ALLOWED: 1½ hours

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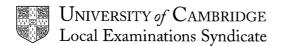
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Hand in all your work at the end of the assessment.

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## SHORTHAND (FOUNDATION) CANDIDATE SHEETS 5224/B **B**2002

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#### Task 1 - Letter

To Miss Catherine Soo, Flat 3, Beacon Hill Road, Kowloon Tong, Kowloon,

Hong Kong

From Principal

Our ref JAH/296

Proper Names College, Secretarial Skills Course

### Task 2 - Memo

To Lee Hyun Woo

From J A Harper

Ref JAH/297

Subject Heading NEW PROSPECTUS

Proper Names Miss Soo

## Task 3 - Report. Use double linespacing

Heading CRIME PREVENTION

Proper Names College



## OFFICE ADMINISTRATION

#### SHORTHAND

#### **FOUNDATION LEVEL**

## 5224/C C2002

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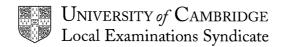
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These Tutor Guidelines and Dictation Sheets consist of 6 printed pages

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Task 1 - Letter. The full address is given on the Candidate Information Sheet.

Dear Mr Salama

I regret that I have to cancel our meeting. (full stop) This (1/4) was due to take place at the

Hotel Royal next week. (paragraph)

You may remember (1/2) that I have been waiting to go into hospital. (full stop) I have now

received (3/4) a letter asking me to go in for my operation on Monday. (full stop) I (1) am

sorry for the inconvenience this will cause you. (paragraph)

I would be grateful if (11/4) our meeting could be held next month. (full stop) Please

contact my secretary as she (11/2) keeps my diary. (full stop) She will be happy to help you.

(full stop) | (13/4) expect to be away from work for a few weeks. (paragraph)

Yours sincerely

Service Director (2)

[ ONE MINUTE BREAK ]

Page 4 of 6

Task 2 - Memo to Salman Zaidi from Eon Brendell

You may remember that I have been waiting to go into hospital. (full stop) I (1/4) have now

heard that my operation will go ahead on Monday. (full stop) I realise (1/2) that the timing is

not good. (full stop) However I am not prepared to cancel. (3/4) (paragraph)

I would be grateful if you could take over my work for the next (1) few weeks. (full stop) I

expect to be back at work within a month. (full (11/4) stop) Angelika is my secretary and

she will be happy to help you. (full stop) (11/2) She has worked with me for many years and

keeps my diary in good order. (13/4) (paragraph)

Our Managing Director is to hold a meeting of all staff tomorrow. (full stop) (2)

[ ONE MINUTE BREAK ]

Task 3 - Report headed STAFF MEETING

The Managing Director has asked that all service staff attend a meeting tomorrow. (full

stop) (1/4) This will be held in the Conference Room during the morning break. (full stop)

Please (1/2) make every effort to attend. (paragraph)

The Service Director is due to go into hospital (3/4) for a minor operation next week. (full

stop) Full details will be given on how (1) the service department will be organised in his

absence. (full stop) The next few weeks (11/4) are likely to be very difficult for us. (full

stop) It is important that all (11/2) staff attend. (paragraph)

Anyone who has already booked a day off may be excused. (full (13/4) stop) They should

contact their line manager if they are unable to attend. (full stop) (2)

That is the end of the dictation.

Page 6 of 6



## **OFFICE ADMINISTRATION**

#### **SHORTHAND**

### **FOUNDATION LEVEL**

PRACTICAL ASSESSMENT: 5224/C C2002 TIME ALLOWED: 1½ hours

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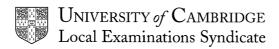
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## SHORTHAND (FOUNDATION) CANDIDATE SHEETS 5224/C C2002

## **GUIDELINES TO CANDIDATES**

#### Total Time Allowed: 11/4 hours

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You must transcribe *all three passages*.

Please use a new sheet of paper for each passage.

#### Task 1 - Letter

To Mr Ahmed Salama, PO Box 2261, West King Fahd Road, Riyadh 11426,

Saudi Arabia

From Service Director

Our ref SER/NA65

Proper Names Hotel Royal, Monday

Task 2 - Memo

To Salman Zaidi

From Eon Brendell

Ref SER/NA66

Subject Heading SERVICE MANAGER ABSENCE

Proper Names Monday, Angelika, Managing Director

### Task 3 - Report. Use double linespacing

Heading STAFF MEETING

Proper Names Managing Director, Conference Room, Service Director