CAMBRIDGE
INTERNATIONAL EXAMINATIONS

CAREER AWARD IN

OFFICE ADMINISTRATION

OFFICE PROCEDURES (5233)

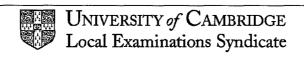**STANDARD LEVEL**

A2002

MARK SCHEME

These mark schemes are published as an aid to teachers and students, to indicate the requirements of the examination. They show the basis on which Examiners were initially instructed to award marks. They do 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.

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

MARKING

TASK 1 - 33 marks

1.1   Types of job roles in the office (receptionist)
2.1   Recognition of H & S legislation
2.1   Employee's responsibilities
3.5   Maintaining the Reception area

1.   3 items of desirable Company knowledge that receptionists should know to enable them to deal with a series of requests from members of staff and visitors **(6 marks)**

A reliable knowledge of the organisation's work 2

Knowledge of the organisation's personnel 2

A good knowledge of the organisation's layout 2

Knowledge of individuals, offices and departments 2

A reliable knowledge of new products or services
which are in the planning stage 2

2 desirable professional abilities **(4 marks)**

The ability to understand and apply the organisation's confidentiality protocol 2

The ability to maintain an up-to-date client and customer telephone and fax numbers list 2

The ability to maintain an up-to-date client and customer address list 2

The ability to dress appropriately for the reception area 2

2.   The reception area is particularly important to the organisation because **(3 marks)**

it is usually the first part of a firm they see and should create a good impression 3

if the reception area is not welcoming and comfortable clients will not be encouraged
to visit the Company 3

3.   10 ways in which a Receptionist can help to make the reception area pleasant
and businesslike by **(20 marks)**

ensuring that the area is adequately ventilated 2

ensuring that it is neither too cold or too warm 2

ensuring that the area is fresh and clean looking 2

having a ready smile 2

having a friendly but businesslike attitude 2

being dressed appropriately for a reception area 2

TASK 2 (34 marks)

2.1 Emergency procedures
2.1 Employee's responsibilities
2.2 Reporting procedures

- <u>3 causes of medical emergencies within the workplace **(18 marks)**</u>

  Fire 6

  Electrical equipment 6

  Hazardous substances 6

  Employee's failure to comply with legislation 6

  Management's failure to comply with legislation 6

  Badly handled machinery 6

- <u>Are reporting procedures the same in every organisation. If they are, why?</u>
  <u>If they are not, why? **(4 marks)**</u>

  Emergency reporting procedures vary from organisation to organisation 4

  In *some* companies there will be specific organisational reporting procedures 4

  In *some* companies there will be no specific organisational reporting procedures 4

- <u>4 items which can help to protect the workplace from fire **(12 marks)**</u>:

  Fire extinguishers 3

  Fire alarms 3

  Sprinklers 3

  Smoke detectors 3

TASK 3 (33 marks)

3.2 Benefits of computerised filing

- <u>5 advantages of computerised filing **(15 marks)**</u>

  It is space saving 3

  Over 10,000 A4 documents can be stored on an optical disk 3

  Documents can be scanned - saving manual filing space 3

  No need to borrow files because different staff can access a networked computer
  at the same time as each other 3

- 4 disadvantages of computerised filing **(12 marks)**

- Computerised filing is a system into which documents, information, etc. can be stored into a centralised filing system by **(6 marks)**

www.xtremepapers.net

CAMBRIDGE

INTERNATIONAL EXAMINATIONS

CAREER AWARD IN

OFFICE ADMINISTRATION

OFFICE PROCEDURES (5233)

STANDARD LEVEL

B2002

MARK SCHEME

These mark schemes are published as an aid to teachers and students, to indicate the requirements of the examination. They show the basis on which Examiners were initially instructed to award marks. They do 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.

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

MARKING

TASK 1 (36 marks)

1.1 Model of information flow within an administrative environment.

- <u>Step-by-step listing illustrating the flow of information within an organisation, and the methods of communication used:</u>

  <u>Step1</u>   <u>Information is</u>

  received...2

  and collected 2

  by word of mouth... 2

  by telephone... 2

  by internal written communication... 2

  by external written communication.. 2

  <u>Step 2</u>   <u>Information is</u>

  sorted...2

  and classified 2

  by analysing its content.. 2

  and systematically arranging it for further processing and distribution 2

  <u>Step 3</u>   <u>Information is</u>

  processed..2

  interpreted 2

  by following the organisation's standardised procedures 2

  and using staff expertise 2

<u>Step 4</u>   <u>information should then be</u>

  communicated effectively.. 2

  internally and externally; as appropriate 2

Step 5   Once steps 2 - 4 have been completed the information is

recorded for future reference 2

by storing the information in a systematic record system 2

TASK 2 (28 marks)

2.1 Security in the workplace: potential physical and personal hazards; employee's responsibilities; evacuation procedure.

1   3 incidents which could lead to evacuation of a building **(12 marks)**

Fire4

Bomb threats 4

Gas leaks 4

Severe flooding 4

Building collapse 4

Earth tremor 4

2   Do all organisations have regular evacuation drills **(4 marks)**

NO 2

Because regular evacuation drills vary according to the organisation 2

3   4 procedures staff should follow in the event of fire **(8 marks)**

Leave the building immediately, leaving personal belongings behind 2

Only use the stairways - lifts must not be used once the fire alarm has sounded 2

Follow the Fire Exit notices 2

Do not deviate from following from the Fire Exit notices unless the route is blocked 2

Meet at the Assembly Point (outside of the building) 2

4   All doors should be shut behind you in the event of a fire to **(4 marks)**

  indicate that a room has been cleared...2

  stop the fire from spreading 2

TASK 3 (30 marks)

2.2 Security in the workplace: security measures for accessing data (passwords, confidentiality codes)
4.1 Electronic mail

- 2 factors affecting the cost of facsimile transmissions **(8 marks)**

  the time the document is sent 4

  the telephone charges involved 4

  the transmission speed 4

  the length or complexity of the document 4

- 2 factors that determines the speed of facsimile transmissions **(8 marks)**

  the type of machine used..4

  the resolution used 4

  the length of the message...4

  the amount of detail and the density of the message 4

  its destination 4

  the resolution mode (standard mode is more rapid than fine or superfine mode)............4

- The type of document that takes the longest time to transmit by fax is **(2 marks)**

  a very dark or intricate drawing, or one with a lot of solid text.......................................2

- A large fax machine is likely to have the following security features **(4 marks)**

  passwords or pass codes to control access to the machine 2

  the facility to hold a confidential fax in its memory until a special password is used
  for readingand printing a confidential fax...2

- 2 factors affecting the cost of e-mailing over a large area **(6 marks)**

  1   The telephone provider's Message Switching or Mailbox Service charges 3

  2   The 2 bills payable each time the system is accessed
      (i.e. one for the telephone call, and one for the connection time and any additional
      charges each time the system is accessed). 3

- E-mail security facilities **(2 marks)**

  E-mail can be kept secure by keying-in a second password to access own e-mail
  in addition to the one used to log on to the network 2

TASK 4 (6 marks)

5.1 Use of Planning Aids: use of action plans

The purpose of an Action Plan is to **(6 marks)**

clearly state what action you hope to achieve in the future 3

state the target date for each goal 3

CAMBRIDGE
INTERNATIONAL EXAMINATIONS

CAREER AWARD IN

OFFICE ADMINISTRATION

OFFICE PROCEDURES (5233)

STANDARD LEVEL

C2002

MARK SCHEME

These mark schemes are published as an aid to teachers and students, to indicate the requirements of the examination. They show the basis on which Examiners were initially instructed to award marks. They do 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.

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

MARKING

TASK 1 (34 marks)

4.0 Use and evaluate a range of office technology and communications systems; fax.
4.1 Describe the effectiveness of the main telecommunication systems available.

Administrator's responses to junior's questions concerning faxes and fax machines

1. a)   A fax header is the information which is automatically printed on the
            top of all documents, i.e. company name, fax number, date and time,
            and page number 3

            A fax header is used to give the recipient relevant information about the sender 3

    b)   A verification mark is a small mark printed at the bottom of each fax page 3

            A verification mark indicates that a document has been faxed 3

2. a)   Poor or dull display may indicate that batteries need changing 3

            A 'low battery' message may be shown on the display screen 3

    b)   Fax messages may be unreadable because of the poor quality of the original.......................3

            Unreadable fax messages can be improved by photocopying with the
            ink density set higher and/or enlarging it and trying to fax it again 3

    c)   Dirty marks on messages indicates that the machine needs cleaning 3

            To remedy: clean the fax machine, particularly the rollers 3

    d)   Methylated spirits are used to clean the rollers of the fax machine. 3

3   1 reason why outgoing faxes should be blemish free (alternative answers acceptable)
    (1 mark)

    BECAUSE

    they represent the company 1

    the company is judged by its image 1

    it is courteous to the recipient 1

    It is good business practice 1

TASK 2 (40 marks)

2.1 Emergency procedures
2.2 Security in the workplace: people, equipment, buildings

<u>8 'Emergencies' which could occur in a business organisation</u> **(40 marks)**

Visitors and staff could be jammed in the lift between floors 5

A visitor might have his/her car stolen from the street (or car park) 5

A member of staff might have appointments arranged for the day but
be called away urgently...5

A visitor attacks a member of staff 5

The relief receptionist might be taken ill 5

The building might have to be evacuated immediately but no one knows the
emergency procedures..5

The lifts may have stopped but there is a wheelchair visitor on the 4th floor who wishes
to leave the building 5

An urgent message may have been left for a visitor who has departed from the building 5

No one may be available to cover reception when a member of staff is taken ill 5

The Visitor's Register may disappear or cannot be found 5

The Appointments Book containing the appointments may be mislaid 5

A visitor may have an epileptic fit in reception 5

A non-English speaking person may try to explain an emergency situation..5

TASK 3 (26 marks)

3.1 Handling incoming mail: sorting and distributing incoming mail

<u>4 standard procedures to be followed when dealing with incoming mail</u> **(16 marks)**

- Pre-sort mail into different categories 4

- Check enclosures and staple or clip them to the main document 4

- Note any omissions of enclosure on the main document after the envelope has
  been checked...4

- Date stamp documents (if this is Company procedure) except financial documents or
  legal documents (e.g. cheques, postal orders, contracts, etc.) 4

- Sort documents into departments and place in mail baskets ready for distribution
  or collection 4

<u>Once sorted, documents should be placed in the following order</u> **(10 marks)**

- urgent documents on top 2

  FOLLOWED BY

- private and confidential or personal letters 2

- first class mail 2

- second class mail 2

- circulars and magazines 2