

**CAMBRIDGE**  
INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN**  
**OFFICE ADMINISTRATION**  
**COMMUNICATION AND TASK MANAGEMENT**  
**STANDARD LEVEL**  
**5232/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

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**These Tutor Guidelines consist of 2 printed pages.**

## **TUTOR GUIDELINES**

***This sheet is for tutor reference only and should not 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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**STANDARD LEVEL**

**PRACTICAL ASSESSMENT:** 5232/A A2002

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## **INSTRUCTIONS TO CANDIDATES**

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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

The new Junior Administrator is very unsure of herself at the moment, and frequently requires your support. Today she has asked you the following questions.

### TASK 1

"Why does everybody use so much e-mail?" "Why is it better than other forms of communications?" To answer these questions:

- Give 5 reasons why e-mail has advantages over other forms of communications.

### TASK 2

"When I was speaking to the receptionist, she smiled and told me I was very non-verbal!"

- List the 5 main forms of non-verbal behaviour.
- Give 14 examples of non-verbal behaviour.
- Give 5 examples of situations when you have used non-verbal behaviour in your day-to-day work.

### TASK 3

"My supervisor tells me that I will be drafting some letters to suppliers for her next week."

- Write a checklist which identifies 7 principles of written communication to be used when writing business letters.
- Give 3 ways by which you could check the correct name, title and address of a recipient.

### TASK 4

"You always seem to get everything done when you should."

- Give 3 rules you use when planning your priorities for the day.

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**5232/B B2002**

**PRACTICAL ASSESSMENT SET**

**(6 pages including this cover)**

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## SCENARIO

You have been with your company for several years now and your supervisor has asked you to give advice to new junior members of staff about the following aspects of their work.

### TASK 1

- Give 6 advantages of facsimile transmission.

### TASK 2

- List 3 activities which can have a negative effect on time management.
- Give 3 techniques for handling interruptions.
- Give 4 reasons why it might be difficult to manage time effectively.

### TASK 3

- Give 6 mistakes the telephonist made in the following telephone conversation:

*TELEPHONIST:* "Hello!"

*CALLER:* "Is that Paper Service Supplies?"

*TELEPHONIST:* "Yes, love."

*CALLER:* "Put me through to Mr Butuka, please."

*TELEPHONIST:* "Umm, who is speaking?"

*CALLER:* "Mr Ling of Ling Publishing Services wishes to speak to Mr Butuka."

*TELEPHONIST:* "He's with an important customer and can't be disturbed."

*CALLER:* "Oh! Then perhaps I can speak to his secretary instead?"

A long heavy sigh comes from the telephonist over the telephone and then:

*TELEPHONIST:* "She must be out. She's not answering."

"I don't know who you can speak to."

"I haven't been told to put calls through to anyone else, love."

*CALLER:* "Mr Ling does want to speak to Mr Butuka urgently."

"I'll telephone again in a little while."

*TELEPHONIST:* "O.K.!" and cuts the caller off.

**TASK 4**

1. Give 2 reasons for using memorandums.
2. Write a memo to your Senior Administrator telling her that you have prepared a folder of possible questions and answers for new juniors.

Ensure that you use 6 principles of structure for memorandums, 3 principles of style, and an appropriate tone for your memo.

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## SCENARIO

You are an Administrator in a busy Personnel Department. Your Senior Administrator has asked you to prepare notes on the following topics:

### TASK 1

New administrators are finding it difficult to deal with the occasional criticism given by other members of staff.

- Give 4 examples of how you deal with criticism in the office situation.

### TASK 2

- Give 2 reasons why you should ask effective questions.
- Which type of questioning would you use to probe for more information, or to ask for facts?
- When would you use:
  - (a) a hypothetical question?
  - (b) a leading question?

### TASK 3

Most people forget what they hear very quickly, but effective listening habits are essential in all jobs.

- Give 4 rules for listening effectively.
- Give 3 benefits which can be gained by improving listening techniques.

### TASK 4

- Write a memo to your Senior Administrator, outlining 7 rules you should follow when writing reports.

Ensure that your memo is correctly structured and has an appropriate tone and style.