

**CAMBRIDGE**  
INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN  
OFFICE ADMINISTRATION**

**TEXT PROCESSING**

**ADVANCED LEVEL**

**5241/A A2002**

**PRACTICAL ASSESSMENT SET**

**(12 pages including this cover)**

This set comprises:

*For the Tutor*

- Tutor Guidelines (1 page)

*For the Candidate*

- Instructions to Candidates (1 page)
- Guidelines to Candidates (1 page)
- Task 1 (1 page)
- Tasks 2-5 (7 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: 1¾ hours (including 5-minute Speed Test)**

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

- 1 Candidates must use a typewriter or a word processor to complete this assessment. If they use a typewriter, the memory facility available on it may be used, but this must be cleared before keying starts.
- 2 Give each candidate a copy of the Instructions and the Guidelines to Candidates.
- 3 **Task 1 – Speed Test:** Allow candidates **5 minutes only** to complete the Speed Test.
- 4 At the start of the assessment, hand out **Task 1 only** – candidates must begin this assessment with the Speed Test. Give candidates **one minute** to scan the text before timing begins. Ensure candidates know when timing is to begin. Candidates must submit a printed copy of their speed tests immediately on completion. Speed tests must be collected during the 10-minute reading time allowed **before** candidates commence keying of Tasks 2 – 5.
- 5 As soon as the Speed Test has been completed, hand out the draft for **Tasks 2 – 5**. Candidates should be given **10 minutes** to read through the draft and may make notes and highlight any detail they wish. They may not key anything during this time.
- 6 Letters must be produced on letterheads (either pre-printed or by use of a template). Memos must be produced on pre-printed memo forms, by keying in the entry details or by use of a template. Candidates must be told what stationery is available. Templates for use by word processor operators will need to be prepared before the assessment and candidates will need to know how to access these.
- 7 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used during the assessment.
- 8 If candidates use a word processor, each document should be saved as a separate file. The printing of the tasks must be carried out by the candidates. Printing may be done after the time allowed for the assessment, but no changes whatsoever may be made to the text after the time allowed.
- 9 If any symbol (including currency) is not available, please use a suitable substitute. Please make sure UCLES is notified of any substitutions.
- 10 Where candidates are required to produce extra copies, these may be in the form of photocopies, extra printouts or carbon copies and candidates should be told which of these methods they may use.
- 11 Task 5 only –

**word processor operators:** hand out the draft of the table only

**users of typewriters:** hand out copies of the printed form and the draft. You must ensure that each candidate using a typewriter has at least two copies of the printed form for use during the assessment.

**CAMBRIDGE**  
INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN**  
**OFFICE ADMINISTRATION**  
**TEXT PROCESSING**  
**ADVANCED LEVEL**

**PRACTICAL ASSESSMENT:** 5241/A A2002  
**TIME ALLOWED:** 1¾ 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 printouts at the end of the assessment.

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



UNIVERSITY of CAMBRIDGE  
Local Examinations Syndicate

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**This question paper consists of 10 printed pages.**

**GUIDELINES TO CANDIDATES**

**Time Allowed: 1¾ hours**

***Please read the following instructions carefully.***

- 1 You must read, and listen to, all instructions carefully.
- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy-typing test – the speed will be calculated up to and including the 6<sup>th</sup> error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the speed test must be carried out immediately the test finishes.
- 4 You will be given **10 minutes' reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 5 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.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used.
- 7 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.
- 8 Correct any typographical, spelling and punctuation errors and any errors of agreement which may appear in any task. Errors will NOT be indicated in any way.
- 9 **Task 5:** word processor operators should produce the table; users of typewriters should complete the printed form.
- 10 Number second and subsequent pages of any document.
- 11 Insert today's date on letters and memos.
- 12 Where you are required to produce extra copies, these may be in the form of photocopies, extra printouts or carbon copies. Your tutor will advise you as to which of these you should use.
- 13 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 14 Assemble your completed work in task order.

**TASK 1**

Some things may have changed about job hunting, but how you present yourself at an interview is not one of them. You are probably not going to be hired until a company has a conversation with you and decides that you are the best person for the job. Interviews can be especially critical when you are up against someone with similar credentials and background, or when the qualifications for the job have more to do with interpersonal and communication skills than with technical or professional qualifications.	69 145 219 296 368 443 517
It is vital that you prepare for an interview. Make sure you are familiar with the prospective employer's job requirements, company history and industry. You will make a much better impression during your interview if you have done your homework thoroughly.	598 664 739 780
Be prepared to explain why you want the job and why you think you would do it well. Your goal should be to convince the interviewer you have what it takes to do the job. Be an active participant in the interview. Prepare some relevant questions beforehand. Try to ensure that some of these are based on the research you have carried out.	854 929 1006 1080 1125
Always ensure you make the best first impression. Remember, the interview begins as soon as you arrive at their offices.	1202 1250

TASK 2

Memo from Aditya Patraik to Parbati Patankar  
Ref AP/283 Use the heading Coaching Matters

Mark this PERSONAL

Please arrange a meeting of all our current coaching staff. I would also like you to write to prospective coaches for the coming season.

As you are now responsible for personnel records of coaching staff, I would like you to update our record system on the new database.

I suggest that you send a copy of our current information to all members of staff and ask them to confirm these details. We should take this opp of collecting the nevy information about prospective coaches. Once this is done you can arrange for a mailshot to be sent out.

I shall be away for 10 day but we need to have a meeting as soon as poss after my return. I will ask my sec to contact you this week to confirm a convenient date. I enclose a copy of the programme leaflet we disscussed on Thursday, which is now with the printers and will be available shortly.

TASK 3

IMPROVE YOUR CRICKET

TAMIL NADU CRICKET CENTRE

Double linespacing, except where indicated

Use left and right margins of 30mm throughout

We are pleased to be able to provide info

The committee is delighted to present this report to our members about the coaching sessions for next year. Interest in youth cricket has increased over the last three years in particular and this could be attributed to the renewed success of the local and district teams in recent seasons.

MEMBERSHIP

Subscriptions are available for membership. These include squad, supporters, family and social.

If payment causes any difficulty please contact the secretary of your local centre, in confidence, for further details.

There are a number of membership categories.

SOCIAL

There is an active social committee responsible for ~~each club~~ <sup>the centre</sup> and events are arranged for players, their families and friends. Support for these events are encouraged. They have the advantage of providing much needed funds. ~~Players must supply at least one~~

~~helper for every home game.~~ Parents are expected to assist in providing refreshments

for home matches. Donations of items of food, or help to clear away after matches, would be appreciated. If you can help in any way at all, please contact your local club secretary.

This paragraph in single linespacing

## TRAINING

*duration of the courses and*

The programme of training to be held at Nilgiri are now available. Details of the */costs* are shown in the programme.

Please contact your local cricket co-ordinator to receive sufficient copies for distribution among your own players.

*As a result of the feedback from coaches and players,*  
~~Our players and supporters have asked us to provide training in individual skills and~~  
~~so~~ the range of skills available this year will be much broader. It was felt that positive improvements would be seen if specific skills were taught at individual sessions. **B**owling will incorporate medium and fast bowling as well as spin bowling skills. Wicket keeping and fielding will either be separate activities or may be combined with spin bowling.

*, for the first time,*  
This year *the club* will be paying for outside coaches' to work with our *more talented* ~~most promising~~ <sup>①</sup> players. ~~We do not consider that we have sufficient staff to do this,~~ We are confident that this will be seen as a demonstration of our commitment to youth cricket.

*Inset this paragraph 40 mm from left margin*

*In order to improve opps for young players, we gntee to arrange courses so that those who will be taking part in league or representative cricket, can enrol on consecutive courses.*

There is a 10% discount for all players enrolling on two or more courses. This is in addition to any other discount to which they may be entitled



Some courses are booked up quickly and are very popular. Please send your completed application form to your local club secretary as soon as possible.

Emphasise this sentence

, together with a cheque for the correct fee,

#### EQUIPMENT

We can now supply all your sports equipment needs. We are currently negotiating a discount for club members with Choudhury Sports Equipment, the manufacturer and sponsor with whom we have had links over a number of years. ~~Please co-operate by buying all your sports needs from us.~~ Each purchase will generate bonus points for the centre and we are hoping to purchase a bowling machine through this and other fundraising.

A special price list is available from centre managers.

#### NEXT SEASON'S SQUADS

*Those players who had a successful past season*

~~All cricketers who achieved good scores and hence excellent results last year will~~

automatically be offered places in the new seasons' squads. Trials will also be held and these will provide new talent within each squad to enhance the breadth of skill.

all players can benefit from further coaching sessions, both throughout the season and between seasons, as preparation.

#### INSURANCE

Personal accident cover for individual players, however, is not provided but is highly recommended.

*who work at the centre*

All coaches have public liability insurance.

TASK 4

Letter to Choudhury Sports Equipment 120 DP Sasmal Rd  
Calcutta 700 033 India Our ref AP/286 Use the  
heading CRICKET EQUIPMENT

Mark this FOR THE ATTENTION OF MS GITA MEHTA

Dear Sirs

Further to our correspondance last year, I am writing to bring you up to date with the recent developments in our coaching programmes.

We have reorganised the cricket coaching within the whole district and are now in the process of writing to all players and prospective players. The new cricket courses are intended to develop specific skills.

Please let me have copies of your most recent cats and price lists. We wish to place an order for new equipment within the next five weeks. We are hoping to be able to purchase a bowling machine if we are fortunate enough to raise sufficient funds.

TOP + 2 copies please - one for Parbati Patankar and one for the file

I hope that we can repeat the previous arrangements whereby we were able to accumulate bonus points for the centre as a result of members purchases. I enclose a copy of last year's contract for your info. You will see that we already have 3,500 bonus points carried forward from last season.

Yours *flly*

Aditya Patraik  
District Manager

TASK 5

FOR COMPLETION BY  
WORD PROCESSOR  
OPERATORS ONLY

Please key in the following table and print one copy.  
You may include lines of ruling if you wish.

FIXTURE LIST

MATCH DETAILS	OPPONENTS	VENUE	
<u>Date</u>	<u>Time</u>		
Saturday 4 May	1430	Khunti	Home
Wednesday 15 May	1800	Rajgir	Away
Saturday 1 June	1730	Daitari	Home
Wednesday 19 June	1400	Joshiapur	Away
Saturday 6 July	1030	Daitari	Away
Wednesday 10 July	1200	Rajgir	Home
Saturday 20 July	1530	Joshiapur	Home
Saturday 3 August	1100	Khunti	Away

TASK 5

FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY

Please complete all sections of the attached form

Pepita Seth wishes to join. His address is Eagle Hall,  
Ootacamund 63491, Nilgiri, Tamil Nadu

His playing experience is -

- |      |             |  |
|------|-------------|--|
| 2001 | School Team | Slow spin bowler<br>Third in batting order |
| 2002 | School Team | Medium spin bowler<br>Opening batsman      |

His date of birth is 12.8.87 and telephone number 423 2689

His parents are Mr & Mrs G Seth, address as above and the  
emergency contact telephone number is 423 2611

Pepita's school is Hebron International School,  
Ootacamund 65261, Nilgiri, Tamil Nadu

He does have personal insurance cover

**TASK 5**

**FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY**

FULL NAME .....

ADDRESS .....

.....

.....

DATE OF BIRTH ..... TEL NO: .....

SCHOOL (give address) .....

.....

.....

**PLAYING EXPERIENCE:**

DATES	TEAM	POSITION

**DETAILS OF PARENT/GUARDIAN**

NAME AND ADDRESS .....

.....

EMERGENCY CONTACT TELEPHONE NUMBER

.....

I do/do not\* have my own personal insurance cover.

DATE .....

\* Delete as appropriate

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**TASK 1**

The main purpose of your insurance cover is to pay for repairs which occur 76  
during the life of the equipment which is insured. If the goods are found to 154  
be beyond repair, the cost of replacement will be met. The payments will 228  
be on a scale which depends on the age of the items being replaced. The 301  
damaged goods then become the property of our company and cannot be 369  
disposed of without our consent. We reserve the right to replace 435  
equipment with a product of the same specification. 488

In the event of a claim, there is a procedure which has to be followed. If 565  
the insured item breaks down, the client must contact us on the special 637  
telephone number given. Please note that this telephone number is a 706  
special help line. It is staffed by experts who will advise on the best action 786  
to be taken in any emergency. 817

The repair bill is paid directly by the client and the invoice sent to us 892  
immediately. This must show the work carried out and any parts which 962  
have been supplied. Clients are advised to read the exclusions which are 1037  
printed on the back of the policy schedule. If the loss or damage has been 1113  
caused by theft, the police must be notified without delay. We must 1182  
receive written notification, including the allocated crime number. 1250

TASK 2

Memo from Natasha Ching to Sumita Khatri  
Ref NC/CR/2002 Use the heading Induction Course

Mark this URGENT

Louise Wong has now been appointed as the new senior secretary in the Sales Dept. Please ask Kelvin Weng to deal with the letters to the unsuccessful candidates. I enclose a copy of the interview schedule which lists full particulars of each candidate. please ensure that the letters leave here before Wednesday. As decided at our meeting last week, the wording recommended should be used for these letters. If you have any doubts at all, please contact me. Travelling expenses should be reimbursed at the same time. All candidates completed a claim form at the interviews. I am confident that Crystine Lee has all the correspondence. Please check with her.

I understand that Louise intend to start work at the beginning of next month. Please contact her today to arrange the precise date. It will also be necy for her induction course to be arranged. Please see to this immed.

TASK 3

Double linespacing, except where indicated

A WARM WELCOME

CARIBBEAN LUXURY CRUISE

Use left and right margins of 40 mm throughout

We have great pleasure in announcing that our company has now bought its own cruise ship. The Ocean Voyager was built for long-distance cruising and is one of the most spacious ships afloat. *There are large, elegant public rooms and spacious cabins.*

The Ocean Voyager also has a host of amenities. *Full details of these* ~~Detailed descriptions of the huge array of the ship's facilities~~ can be found in our brochure which is full of colour pictures of the ship as well as the various ports of call that we shall make.

*Inset this paragraph 50 mm from left margin*

On 20 October the Ocean Voyager will set off on a Caribbean cruise. Given below is brief details of the itinerary for the trip. It is possible, however, that the details may have to be changed. *for reasons beyond our control*

*Emphasise this sentence*

✓ We will arrange first-class air travel ~~by the latest supersonic jet aircraft~~ from your nearest international air[port] ~~London Heathrow~~ Gatwick Airport. A luxury train will then await you to take you to Southampton Docks where your luxury cruise will commence.

*There is plenty of open deck space.*

We will sail at approx 1100 hours and will spend the first three days at sea. You will be able to experience all our amenities.

You may take part in any of the activities we have to offer or you may prefer to <sup>spend</sup> be more ~~leisurely and possibly take the opportunity to rest and sleep.~~  
**a very lazy, relaxing time**

This paragraph in single linespacing

On the fourth day we will arrive in the Azores. We will spend a day in this beautiful island archipelago which is claimed by some to be the remains of legendary Atlantis.

There will be an optional excursion to see the extinct volcano. This has two lakes in its crater, one deep blue and the other jade green.

We will spend the next four days at sea. This will be another opp to try out various leisure pursuits or to spend time simply doing nothing.

On 28 October we will arrive in the West Indies at Barbados. We will be here for about 11 hours to explore the excellent gardens ~~to see a host of wildlife and unbelievable~~ ~~flowers~~ and countryside. If you are more adventurous, you may like to take to the skies for a thrilling helicopter ride across the island.

The following day we arrive in Grenada. This offers a spectacular blend of volcanic mountains, green valleys and superb beaches. Grenada's capital, St George, is the main port. Its blue lagoon and protected harbour are complemented by the towns' pastel warehouses and gabled buildings. If you wish to sightsee, there are rainforests, spice plantations and waterfalls to visit.

You may decide to take a sightseeing trip.

The next day will be an opportunity for you to rest before our next port of call which will be Dominica. We shall spend 10 hours here. Dominica claims to have a beach for every day of the year and is a lush, green, volcanic island.

Our journey continues to St Lucia. We stay here for ~~twelve hours~~ <sup>two days</sup> to enjoy the beautiful <sup>orchids, hibiscus and</sup> gardens. Here we will see valleys of bougainvillea. ✓

Our last port of call will be Funchal on ~~the less well known and beautiful island of~~

Madeira. We shall stay here for two days. Visit the floral splendours or take an optional <sup>a traditional market or</sup> excursion to see an embroidery factory. <sup>There will also be a chance for</sup> you to taste <sup>some Madeira wine.</sup> ~~beverages which are available.~~ You must sample the wonderful wines and ~~beverages which are available.~~ We then make our way back to England where you will

be met by luxury train to Heathrow airport and home.

TASK 4

Letter to Mr Lee Hyun Woo PO Box 63 Pasir Panjang 9111  
Singapore Our ref 04/LHW/2002 Use the heading  
LUXURY CRUISE

Mark this  
PERSONAL

TOP + 2 copies please - one for  
Sashim Parmanand and one for  
the file

Dear Mr Woo

Thank you for your fax message received today. We are pleased to be able to send you info on a special tour.

Our Caribbean cruise offers the opportunity to cruise in luxury at a very affordable price. If you would like to take advantage of this tour, please telephone our Customer Services Department immediately. If you prefer, you may also use email or fax, details of which can be found on the back page of our brochure, which is enclosed.

We are delighted that our co has now bought its own ship. The Ocean Voyager is a beautiful, gracious ship. It offers high standards of service and an array of amenities. All cruises offer unbeatable value with



many extras included in the price, such as insurance and travel to and from Southampton, England, by air and rail. We believe our prices are lower than any of our competitors.

If you have any queries, please contact Sashim Parmarand, our Customer Services Manager.

Yrs sruly

Oscar Udeski  
Chief Executive

TASK 5

FOR COMPLETION BY  
WORD PROCESSOR  
OPERATORS ONLY

Please key in the following table and print one copy.  
You may include lines of ruling if you wish.

OCTOBER INDUCTION COURSE

NEW EMPLOYEES		MENTOR	DEPARTMENT
<u>Name</u>	<u>Position</u>		
Louise Wong	Senior Secretary	S Khatri	Sales
Lata Kundamal	Clerk	C Lee	Accounts
Sreya Patri	Typist	S Khatri	Sales
Jonathan Chan	Security Guard	S Pandya	Guardhouse
Anita Ko	Data Clerk	C Lee	Accounts
Uzma Parveen	Nurse	T Wozniak	Personnel
Alwyn Jenkins	Receptionist	S Pandya	Guardhouse

TASK 5

FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY

Please complete all sections of the attached form

Lata Kundamal is applying for a job as Accounts Clerk

She is female and was born on 24.1.84. Her address is  
PO Box 938 Pasir Panjang 9111 Singapore and her  
telephone number is 7 569 0120 She does not smoke

Previous work experience -

September 2001 to present	SPC Chemicals Pte Ltd Informatics Building 62 International Business Park Singapore	Receptionist
---------------------------------	---	--------------

Next of kin details - Mother: Mrs P Kundamal;  
Emergency contact number is 65 568 8593

**TASK 5**

**FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY**

NAME .....

ADDRESS .....

.....

.....

DATE OF BIRTH ..... SEX .....

TELEPHONE NUMBER .....

POSITION APPLIED FOR .....

**PREVIOUS WORK EXPERIENCE**

DATES	EMPLOYER	POST HELD

NEXT OF KIN .....

EMERGENCY CONTACT NUMBER .....

SMOKER/NON-SMOKER\*

DATE .....

\* Delete as appropriate

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- Task 1 (1 page)
- Tasks 2-5 (7 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.**



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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: 1¾ hours (including 5-minute Speed Test)**

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

- 1 Candidates must use a typewriter or a word processor to complete this assessment. If they use a typewriter, the memory facility available on it may be used, but this must be cleared before keying starts.
- 2 Give each candidate a copy of the Instructions and the Guidelines to Candidates.
- 3 **Task 1 – Speed Test:** Allow candidates **5 minutes only** to complete the Speed Test.
- 4 At the start of the assessment, hand out **Task 1 only** – candidates must begin this assessment with the Speed Test. Give candidates **one minute** to scan the text before timing begins. Ensure candidates know when timing is to begin. Candidates must submit a printed copy of their speed tests immediately on completion. Speed tests must be collected during the 10-minute reading time allowed **before** candidates commence keying of Tasks 2 – 5.
- 5 As soon as the Speed Test has been completed, hand out the draft for **Tasks 2 – 5**. Candidates should be given **10 minutes** to read through the draft and may make notes and highlight any detail they wish. They may not key anything during this time.
- 6 Letters must be produced on letterheads (either pre-printed or by use of a template). Memos must be produced on pre-printed memo forms, by keying in the entry details or by use of a template. Candidates must be told what stationery is available. Templates for use by word processor operators will need to be prepared before the assessment and candidates will need to know how to access these.
- 7 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used during the assessment.
- 8 If candidates use a word processor, each document should be saved as a separate file. The printing of the tasks must be carried out by the candidates. Printing may be done after the time allowed for the assessment, but no changes whatsoever may be made to the text after the time allowed.
- 9 If any symbol (including currency) is not available, please use a suitable substitute. Please make sure UCLES is notified of any substitutions.
- 10 Where candidates are required to produce extra copies, these may be in the form of photocopies, extra printouts or carbon copies and candidates should be told which of these methods they may use.
- 11 Task 5 only –

**word processor operators:** hand out the draft of the table only

**users of typewriters:** hand out copies of the printed form and the draft. You must ensure that each candidate using a typewriter has at least two copies of the printed form for use during the assessment.

# **CAMBRIDGE**

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INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN**  
**OFFICE ADMINISTRATION**

**TEXT PROCESSING**

**ADVANCED LEVEL**

**PRACTICAL ASSESSMENT:** 5241/C C2002  
**TIME ALLOWED:** 1¾ 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 printouts at the end of the assessment.

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



UNIVERSITY of CAMBRIDGE  
Local Examinations Syndicate

**This question paper consists of 10 printed pages.**

**GUIDELINES TO CANDIDATES**

**Time Allowed: 1¾ hours**

*Please read the following instructions carefully.*

- 1 You must read, and listen to, all instructions carefully.
- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy-typing test – the speed will be calculated up to and including the 6<sup>th</sup> error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the speed test must be carried out immediately the test finishes.
- 4 You will be given **10 minutes' reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 5 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.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used.
- 7 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.
- 8 Correct any typographical, spelling and punctuation errors and any errors of agreement which may appear in any task. Errors will NOT be indicated in any way.
- 9 **Task 5:** word processor operators should produce the table; users of typewriters should complete the printed form.
- 10 Number second and subsequent pages of any document.
- 11 Insert today's date on letters and memos.
- 12 Where you are required to produce extra copies, these may be in the form of photocopies, extra printouts or carbon copies. Your tutor will advise you as to which of these you should use.
- 13 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 14 Assemble your completed work in task order.



**TASK 1**

Once you have looked around your garden plot, you should begin to	67
formulate some ideas that you wish to include in your design.	130
Then it is time to begin some of the construction work. You should begin	205
with the laying of your patio area and main pathways. Did you know that	279
the word “patio” comes from Spain and refers to an area with walls on at	355
least three sides?	375
First of all you need to measure the area, making sure it is adequate to	449
accommodate tables and chairs for you and your guests. Depending on the	523
size of your plot, you may decide on a number of paved areas in different	597
locations giving full sun for sunbathing or shady areas for eating and	668
relaxing.	679
If the patio is to be quite large it can become much more of a feature by	754
using different textures in the media chosen. You may wish to use smooth	830
pavers of different colours. Manmade and natural materials laid in patterns	909
can be quite dramatic. Remember, however, that darker colours or natural	985
stones will absorb and retain the sun’s heat. This surface can be much	1060
more uncomfortable to walk on if you are not wearing shoes. Smooth	1130
surfaced light colours may be more reflective and produce glare. These	1204
points highlight how important it is to choose the position carefully.	1275

Mark this URGENT

TASK 2

Memo from Marie Saich to Marcelle Letacq  
Ref MS/298 Use the heading New Training Courses

I have received a letter from Mr Jonathan Brewer who wishes to offer training to some of his staff. His company is expanding in all depts.

We should devise a package based on their list of objectives and business targets. The list are enclosed for your info.

I should be pleased if we could meet tomorrow at 1400 hours in my office. We will need to carry out an initial audit immed and draw up an action plan based on their findings. We must ensure that opps are offered so that staff can record their own strengths and weaknesses. Staff must be managed and motivated to make the best contribution to the company.

A process to monitor and review outcomes against intentions must be carried out throughout the programmes. This will help to maximise the capacity of the company to meet its current and projected business needs.

TASK 3

Double linespacing, except where indicated

CAREER GUIDANCE

TRAINING AND DEVELOPMENT

Use left and right margins  
of 35 mm throughout

As a training consultancy organisation one of our principal services is in career guidance. This is offered to those wishing to look in great detail at ways to evaluate their skills and knowledge. They are then able to take action to achieve their potential and personal goals

We are able to help you to record  
~~Our programmes are designed specifically to help you to recognise your strengths and weaknesses.~~

We help you to identify your leadership style, learn how to contribute to a team session, communicate and resolve conflict.

Our staff are able to assist you to be more skilful in finding ~~a new~~ <sup>your next</sup> position. ✓

Guidance is offered to help you re-evaluate your current job. It is hoped that as a result you will be more effective.

Costs

Costs are ~~kept to a minimum as far as possible and are~~ calculated on the basis of \$350 per consultant per day, plus expenses and reimbursement of each consultants' travelling costs.

These fall into two broad categories.

### Programmes of Training

▼ Our standard format programmes are based on national vocational standards. Tailored programmes are always structured in direct response to clients' measured requirements.

Emphasise this sentence

▶ Trainees are not required to sit any tests. ~~The use of essays is prohibited.~~ 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.

Inset this paragraph 40mm from left margin

↳ An assessment of a clients existing 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 a client demonstrates a lack of <sup>knowledge, experience or</sup> skill.

There will be misc workshops and individual guidance sessions. The aim of these sessions are to show how knowledge and theory from the workshops can be translated and put to practical use.

Staff are trained to put the new ideas into real use in the workplace and improve their standards of work. Our trainers in the workplace also offer support.

The topic for each workshop is selected in direct response to the perceived need.

There are a number of subjects that form a fairly standard list of items. These include marketing, communication, health and safety, problem solving and decision making.

*from which workshop topics can be chosen*

✓

the topics

All ~~training subjects~~ we offer are structured to suit your exact requirements. Flexibility is crucial when designing programmes. We recognise the difficulty of ~~Our programmes are designed to try to avoid~~

~~as far as possible~~ having key staff absent from the workplace. The delivery is structured individual and the in such a way that it can be tailored to satisfy the requirements of the organisation.

*in every case*

It is not necessary to attend all of the sessions. ~~Some clients may require only specific~~ set modules. each of these modules is designed to stand alone.

*produced by Eastern Eye Business Television*

Training sessions can be organised in-house, at our own offices or at other premises.

A video ~~showing our work~~ is available. However, we would ask that you treat this with total confidentiality and return it to us when you have finished with it.

*If you would like*

~~Please contact us at any time for more help but for~~ more detailed information on what we have to offer, please contact our colleague, Josseline Bayliss. She will be pleased to help you in any way and can organise an initial meeting at your offices should this be of assistance to you. This would be entirely free of charge and without committing yourself in any way.

*This section in single linespacing*

TASK 4

Letter to Mr Jonathan Brewer Chief Executive Johnson &  
Brewer Ltd PO Box HM 0214 Hamilton HM JX  
Bermuda Our ref MS/299 Use the heading  
TRAINING AND CONSULTANCY SUPPORT

TOP + 2 copies please -  
one for Josseline Bayliss  
and one for the file

Mark this URGENT

Dr Mr Brewer

Thank you for your letter which we received yesterday. We have designed, developed and supported flexible programmes to meet the standards of nationally recognised qualifications. All sessions are linked to support staff in the workplace. We ensure that training meets the needs of the org as well as the individual.

Each one of the programmes include advice and guidance sessions that will allow staff to receive full recognition of their abilities. Sessions may be carried out either in-house or you can choose to use one of our training rooms.

It is our experience that some of the skills and knowledge used in the programmes will already be possessed by members of your staff. Whenever that is the case it will not be necessary to attend that module.

We would like the opportunity of meeting you to discuss your company's requirements in more detail. We will contact you in a few days when you have had time to look at the sample programmes which are enclosed.

Yrs sincerely

Marie Saich  
Training Director

TASK 5

FOR COMPLETION BY  
WORD PROCESSOR  
OPERATORS ONLY

Please key in the following table and print one copy.  
You may include lines of ruling if you wish.

SOCIAL CLUB CALENDAR

EVENT	WHEN AND WHAT TIME		COST PER PERSON \$
	<u>Date</u>	<u>Time</u>	
Charity coffee morning and bring and buy sale	15 February	0930	Donation to charity
Spring day trip by luxury coach	29 April	0900	56
Family barbecue	11 June	1700	10
Steam traction rally	20 July	1130	8
Shopping trip	19 November	0700	18



TASK 5

FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY

Please complete all sections of the attached form

Matthew Barnaby Epp has joined the Social Club.  
He lives at 68 Ried Street Hamilton HM 12  
Bermuda, telephone number 298 5734

He started work on the 1 February 2002 and his  
date of birth is 12.11.49

<u>Job Title</u>	<u>Department</u>	<u>Interests</u>
Word processor operator	Human Resources	Golf, squash, amateur dramatics, cricket, rugby, chess

Emergency name is Barnaby Epp (Father) - tel no  
298 9364

Referee: Mrs Angela Clibborn-Dyer Human Resources  
Director PO Box HM278 Hamilton HM 58

Matthew does not wish to receive mailing  
information

**TASK 5**

**FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY**

FULL NAME .....

ADDRESS .....

.....

.....

DATE OF BIRTH ..... TEL NO .....

DATE EMPLOYMENT COMMENCED .....

JOB TITLE	DEPARTMENT	INTERESTS

NAME AND ADDRESS OF REFEREE .....

.....

.....

EMERGENCY CONTACT NAME AND TELEPHONE NUMBER

.....

I WISH/DO NOT WISH\* to receive mailing information.

DATE .....

\* Delete as appropriate