

CAMBRIDGE
INTERNATIONAL EXAMINATIONS

**CAREER AWARD IN
OFFICE ADMINISTRATION**

OFFICE PROCEDURES

ADVANCED LEVEL

5243/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 should not be distributed to candidates.

Time Allowed: 2 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, pairs of compasses and rulers, before entering the examination room.

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PRACTICAL ASSESSMENT: 5243/A A2002
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INSTRUCTIONS TO CANDIDATES

Read the Guidelines to Candidates carefully before attempting any of the tasks.

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.



UNIVERSITY *of* CAMBRIDGE
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This question paper consists of 3 printed pages.

GUIDELINES TO CANDIDATES

The following guidelines will help you to be successful in your assessment:

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SCENARIO

In your role of senior administrator within a large organisation, Mrs Singh, your line manager, has asked you to re-organise the office layout, the aim being to improve the workflow. She is also seeking guidelines for effective booking of appointments and for document storage.

TASK 1

- Briefly state one advantage of an open plan office.
- What should be your main objective when organising the workplace to suit the workflow?
- List 5 principles you should keep in mind when planning or attempting to re-plan the positioning of furniture, fittings and equipment within the office area for which you are responsible.
- List 3 types of space required within the office environment.

TASK 2

Prepare a list of 10 key points you should keep in mind when scheduling appointments.

TASK 3

1. When planning the establishment of new procedures, give 3 reasons why it might be better to decide on procedures to be followed and then inform staff, rather than to consult staff first.
2. Give 3 rules to keep in mind when informing people about procedures to be followed.

TASK 4

Mrs Singh has left the following note in your in-tray:

LONG TERM KEEPING OF DOCUMENTS (DOCUMENT RETENTION)

1. The organisation intends to review its documentation storage procedures. Please give two guidelines as to how long a document should be kept.
2. What 3 things might happen to documents after a certain length of time, when a company retention policy is operated?

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SCENARIO

You are the Personal Assistant to Mr Jung, Senior Personnel Manager of a large organisation. Your duties include overseeing a variety of office procedures.

TASK 1

1. Prepare a simple 10-point checklist of procedures to be carried out by Reception Staff. Give it the title of 'Company Procedure for Greeting Visitors'.
2. When deciding to introduce any new office procedure, briefly state what your first consideration should be.
3. Give 8 methods you might use to introduce new office procedures.
4. Give 4 reasons why it is sometimes better to consult colleagues when planning the introduction of a new administrative procedure.

TASK 2

1. You have been asked by your boss to arrange a meeting for one week from today with the Senior Office Administrator, Accounts Manager, Sales Manager and I.T. Manager. He wants to discuss setting up a staff record system and customer database, and thinks the meeting should last about 1½ hours.

When considering the best time for the meeting, you collected the following information:

- (a) Your boss has an appointment between 1000 hours and 1200 hours.
- (b) The Personnel Manager is interviewing between 1400 hours and 1600 hours.
- (c) The Sales Manager has an appointment at 0900 hours and a lunchtime appointment, 1300 hours – 1400 hours.
- (d) The I.T. Manager will not be free until 1530 hours.

What time will you arrange the meeting for?

2. Give 5 factors which affected your choice in deciding the time of the meeting.
3. List 7 additional actions you will need to take, once you have decided the time of the meeting.

TASK 3

Mr Jung has left the following note in your in-tray:

SECURITY OF COMPUTER BASED INFORMATION

I am concerned about the lack of security for our computer based information. Please make **one recommendation** that you feel to be appropriate, and provide me with a **7 item Security Action/Checklist** for the Board Meeting next week.

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SCENARIO

As Personal Assistant to the Chairman of a large organisation, you are left a variety of tasks in your in-tray each day, including requests for material for executive training workshops, and requests or queries about travel.

Today you have the following tasks to attend to:

TASK 1

Consulting colleagues is often recommended when considering making changes to procedures.

- Please prepare an overhead transparency for the next Procedure Implementation Workshop. This should illustrate 3 problems which might occur when consulting colleagues.

TASK 2

Your organisation is planning a major international market research programme. You have been asked to provide the following information for next week's workshop:

1. Confidentiality of research material or information:
 - Give 5 main points which should be considered when dealing with confidential information.
2. Primary research:
 - What is primary research, and what other name is it known by?
 - Give 3 methods which could be used for primary research.
3. Secondary research:
 - What is secondary research, and what other name is it known by?
 - Which 5 sources of information could be used for secondary research?
4. Give 2 reasons for using objectives when starting to plan a research programme.

TASK 3

Your boss has asked you to find out the following information:

1. Give 3 ways to find out the current exchange rate for Japan.
2. Why is it usually more cost effective to buy on credit abroad rather than to pay cash?
3. Can an external agency obtain a travel visa on his behalf if you are unable to do so next week?
 - Which document would need to be handed over to the external agency for this purpose?
4. How is a travel visa recorded in the travel document?

TASK 4

Several senior members of staff frequently lose or mislay their credit cards when travelling abroad.

- Give 4 reasons why you would recommend that they should take out a card protection service policy for their credit cards.
- Do all credit card protection services offer the same facilities? Briefly explain your answer.

TASK 5

- Give 5 duties to be carried out by a chairperson when conducting a meeting.
- List 5 characteristics required of other participants at a meeting.