

# OFFICE ADMINISTRATION

## **SHORTHAND**

# **ADVANCED LEVEL**

## 5244/A A2002

#### PRACTICAL ASSESSMENT SET

(9 pages including this cover)

This set comprises:

For the Tutor

• Tutor Guidelines (1 page)

Dictation Sheets (4 pages)

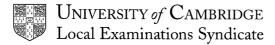
For the Candidate

• Instructions to Candidates (1 page)

Guidelines to Candidates (1 page)

• Candidate Information Sheet (1 page)

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# **TUTOR GUIDELINES**

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# **DICTATION SHEETS**

# TIME ALLOWED FOR TRANSCRIPTION - 11/2 HOURS

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- There will be a pause of **1 minute** before the second passage. The second passage is **2**½ **minutes** long and is a **memo**.
- There will be another pause of **1 minute** before the final passage. The final passage is **3 minutes** long and is a *report*.

Task 1 – Letter to Mrs Arunee Narula

Dear Madam

Thank you for your recent enquiry. (full stop) We are happy to confirm that we makes a range of

superb leather furniture. (full (1/4) stop) At the present time we sell most of our products by mail

order. (full stop) We are looking into setting up our own web (1/2) site on the World Wide Web.

(paragraph)

Our company's brochure is enclosed. (full stop) This contains colour pictures of our complete

range. (full stop) You (3/4) will see that our designs are a sensitive mixture of traditional and

modern. (full stop) We also offer a wide choice of colours. (full stop) (1) We are proud of our very

high standards and use materials of the best quality only. (paragraph)

We offer two guarantee. (full stop) Customers are (11/4) allowed up to four weeks from the receipt

of their furniture to change their minds. (full stop) This is especially helpful for those who do (11/2)

not make their purchases in one of our showrooms. (full stop) If for any reason they are not happy

with any item, we will collect (13/4) it from them. (full stop) We will make no charge for this. (full

stop) We will also refund the payment. (full stop) The second guarantee (2) covers any defects in

the materials used. (full stop) It also covers faulty manufacture. (full stop) We are so confident in

our products that we (21/4) feel able to offer this extra guarantee. (paragraph)

Please do not hesitate to contact us if you would like further information. (full stop)

Yours faithfully (2½)

[ ONE MINUTE BREAK ]

Page 4 of 6

Task 2 – Memo to Stephan Salamone from Ingrid Nukuru

We have received some enquiries regarding office furniture. (full stop) I feel that this might be an

appropriate time for us to explore the possibility (1/4) of selling leather chairs for the office. (full

**stop)** I enclose a report which states that many office workers now <u>suffers</u> back pain and tension.

(½) (full stop) It appears that most of these problems are caused by poor posture. (paragraph)

I would be grateful if you and your team would (3/4) look into the feasibility of our company

producing high quality office chairs. (full stop) It may be possible to produce other furniture in the

future. (1) (full stop) For example, a complete range of office desks and printer stands, as well as

other office furniture may be considered. (full stop) Our (11/4) first priority must be chairs for

computer operators and other office workers who may be seated for considerable periods of time.

(full stop) There has (11/2) been a great deal of research into the problems people experience

because of poor posture. (paragraph)

Your draft report should be on my desk before (13/4) the end of next month. (full stop) At the same

time I would like some rough sketches of the kind of chairs which your team (2) feel would be

suitable. (full stop) Of course the chairs must be adjustable so that they give proper support to

their users. (full stop) The (21/4) Board of Directors is due to meet in a few weeks and I need to

have some firm proposals to put before them. (full stop) (21/2)

[ ONE MINUTE BREAK]

Page 5 of 6

Task 3 – Report

The Sales Director has recently been looking into the possibility of selling our products to members

of the public over the Internet. (full stop) I (1/4) am happy to report that as a result of his hard work

our company now has its own web site. (full stop) More and more (1/2) people are choosing to buy

products electronically and we feel it is vital that we offer this facility. (paragraph)

Buying products electronically have become very (3/4) popular. (full stop) Buyers can save both

time and money. (full stop) We are also able to offer good discounts. (full stop) At present, none

(1) of our competitors are offering this facility. (full stop) We have every reason to believe that our

turnover will benefit and, as a result, our (11/4) profits should increase. (paragraph)

Operator: put the next paragraph only into single linespacing

Our company is also considering the manufacture and sale of office furniture. (11/2) (full stop) We

have received several enquiries during the past eight week from people looking for good quality

leather office chairs and desks. (full stop) (13/4) Our Sales Department is looking into the

possibility of expanding our range. (full stop) We hope to be able to report to you in the (2) very

near future that the design work has commenced. (paragraph)

On the subject of guarantees, we feel that we need to do more than just (21/4) offer the guarantees

that are in place at present. (full stop) We have great confidence in the very high quality of our

products. (full stop) (21/2) We propose to offer many more products in the future. (full stop) We

should now look into the possibility of collecting, repairing and returning any (2%) damaged items

free of charge. (full stop) Under this new scheme, customers would call us to carry out repairs

promptly and without fuss. (full stop) (3)

That is the end of the dictation.

Page 6 of 6



# **OFFICE ADMINISTRATION**

## **SHORTHAND**

# **ADVANCED LEVEL**

PRACTICAL ASSESSMENT: 5244/A A2002 TIME ALLOWED: 1¾ hours

## **INSTRUCTIONS TO CANDIDATES**

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

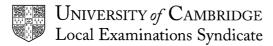
Make sure that your name, Centre number and candidate number are written or typed at the top of every piece of paper used.

You must try to do all tasks.

Hand in all 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.



## SHORTHAND (ADVANCED) CANDIDATE SHEETS 5244/A **A**2002

# **GUIDELINES TO CANDIDATES**

Total Time Allowed: 1¾ 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 **100 wpm**. You must then transcribe all three passages **within 1½ hours**, which is the time allowed for transcription.
- 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.
- The Candidate Information Sheet attached contains important detail which you will need to include in your transcript. Make sure you refer to this during the assessment.
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- 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 (ADVANCED) CANDIDATE SHEETS 5244/A **A**2002

# **CANDIDATE INFORMATION SHEET**

You have **4 minutes** in which to study this paper before the start of the dictation. During this time you may make notes.

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- 1 a **letter** of 2½ minutes;
- 2 a memo of 2½ minutes;
- a report of 3 minutes.

You must transcribe all three passages.

Please use a new sheet of paper for each passage.

## Task 1 - Letter

To Mrs Arunee Narula, GPO Box 2916, Bangkok 10519, Thailand

From Ingrid Nukuru, Chief Executive

Our ref IN/LF/pb

Special Mark URGENT

Subject Heading <u>Leather Furniture</u>

Copies Produce 2 extra copies, one to be routed to Stephan Salamone

Proper Names World Wide Web

Task 2 - Memo

To Stephan Salamone

From Ingrid Nukuru

Ref IN/LF/pb

Special Mark CONFIDENTIAL

Subject heading NEW RANGE FEASIBILITY STUDY

Proper Names Board of Directors

# Task 3 - Report. Use double linespacing, unless otherwise instructed

Heading QUARTERLY PROGRESS REPORT

Proper Names Sales Director, Internet, Sales Department



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## **SHORTHAND**

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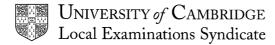
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Task 1 – Letter to Miss Nafisa Jameel

**Dear Miss Jameel** 

Following your interview at Head Office yesterday, I have pleasure in confirming your appointment

as secretary to the Sales Director of our (1/4) London Branch. (full stop) I understand you need to

give four weeks' notice in your present position. (full stop) I would be grateful therefore if (1/2) you

could let me know as soon as possible when you will be able to start work with us. (paragraph)

As stated at the interview, (3/4) your starting salary will be confirmed to you in writing as soon as we

receive copies of your qualifications and full details of your experience. (1) (full stop) The correct

point on the salary scale can then be worked out. (full stop) I would remind you that salaries are

reviewed every (11/4) six month. (full stop) Your first review will take place in October. (paragraph)

I understand that you have now passed your examination in shorthand at (11/2) one hundred words

per minute. (full stop) As soon as you receive the certificate, please send it to our Finance

Department. (full stop) You will (1¾) then receive a further thousand dollars per year in salary.

(paragraph)

Please find enclosed a company information pack. (full stop) This give full details about (2) the

organisation of our company. (full stop) Information regarding your conditions of employment will

also be included. (paragraph)

If you have any queries regarding your (21/4) new post, please do not hesitate to let me know. (full

stop) I look forward to welcoming you to our company. (full stop)

Yours sincerely (21/2)

[ ONE MINUTE BREAK ]

Page 4 of 6

Task 2 - Memo to Line Managers from Marvid Devoy

The Training Section is organising a number of short course. (full stop) The majority of these will

be held during the lunch hour. (full stop) (1/4) New staff should be included in these new courses.

(full stop) They would be in addition to the induction courses. (paragraph)

Please ensure that all (1/2) your staff as well as trainees are informed of these courses. (full stop)

They will offer useful skills but are not confined to the workplace. (3/4) (full stop) For example those

who cannot swim may like to take the opportunity to learn. (full stop) Our new indoor swimming

pool is due (1) to be completed next month. (paragraph)

All courses will be managed by experienced and qualified staff. (full stop) Courses are free of

charge to all (11/4) employees. We have now decided to include part time staff in our training

courses. (paragraph)

A full list of the courses we are proposing to (11/2) offer is enclosed. (full stop) The majority of

courses will be held here at Head Office. (paragraph)

Younger employees have asked us to consider offering (13/4) driving lessons. (full stop) These

lessons can be rather expensive which makes it impossible for them to learn to drive. (full stop)

We are considering (2) offering these lessons but a fee of twenty dollars per course will probably

have to be charged. (paragraph)

It may be necessary for us to (21/4) limit the courses. (full stop) They are likely to be very popular.

(full stop) A limit of three per employee may be recommended. (full stop) (2½)

[ ONE MINUTE BREAK ]

Page 5 of 6

Task 3 - Report

More and more people are working from home. (full stop) It is estimated that the number will

increase by between ten and fifteen per cent (1/4) over the next five year. (paragraph)

There are many reasons why people decide to work from home. (full stop) The major reason was

thought to (1/2) be the desire to reduce the time, stress and cost of travelling to and from work. (full

stop) Another reason was thought to be the (3/4) reduced cost of information technology.

(paragraph)

Operator: put the next paragraph only into single linespacing.

Many people who work from home have said that they (1) enjoy being able to choose where and

when to work. (full stop) Many have dedicated home offices while others use various rooms

throughout the house. (11/4) (full stop) It does seem to be an entirely individual decision as to what

suits best. (full stop) The ability to choose when to work (1½) is very important for many. (full

**stop)** Most home workers are able to use breaks effectively. (paragraph)

It is a recognised fact that many people (134) prefer to begin work in the early morning and finish at

about midday. (full stop) However there are many others who prefer to work in (2) the afternoon

or evening. (full stop) Parents find it useful to organise their working day around their family's

needs. (paragraph)

There appears to be little (21/4) doubt that the main reason people prefer to work from home is the

flexible life style it offer. (full stop) Many employees have said that (21/2) they can break from their

work when they feel tired. (full stop) They may just relax or may prefer to enjoy their hobby or take

(2¾) some exercise before returning to work again fully refreshed. (full stop) This may be why

there is so little sickness among home workers. (full stop) (3)

That is the end of the dictation.

Page 6 of 6



# **OFFICE ADMINISTRATION**

## **SHORTHAND**

# **ADVANCED LEVEL**

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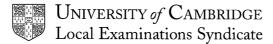
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## SHORTHAND (ADVANCED) CANDIDATE SHEETS 5244/B **B**2002

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## Task 1 - Letter

To Miss Nafisa Jameel, PO Box 7634, Jeddah 21689, Saudi Arabia

From Marvid Devoy, Human Resource Director

Our ref MD/LOND/592

Special Mark PERSONAL

Subject Heading New Appointment

Copies Produce 2 extra copies, one to be routed to Mustafa Bakir

Proper Names Head Office, Sales Director, London, October, Finance Department

Task 2 - Memo

To Line Managers

From Marvid Devoy

Ref MD/KQ

Special Mark URGENT

Subject heading TRAINING COURSES

Proper Names Training Section, Head Office

Task 3 - Report. Use double linespacing, unless otherwise instructed

Heading WORKING FROM HOME

Proper Names None



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## **SHORTHAND**

# **ADVANCED LEVEL**

## 5244/C C2002

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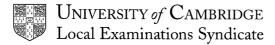
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- There will be another pause of **1 minute** before the final passage. The final passage is **3 minutes** long and is a *report*.

Task 1 - Letter to Mr Antoni Chrisohous

Dear Mr Chrisohous

We are delighted to inform you that we are offering luxury weekend breaks at all our hotels. (full

stop) We have twenty (1/4) hotels in our group at present. (full stop) We intend to provide special

weekend breaks throughout the autumn and winter and possibly in the spring. (1/2) (paragraph)

Full details of these breaks is given in the enclosed brochure. (full stop) You may prefer to stay at

the seaside. (full stop) At (3/4) present we have twelve hotels located on the coast. (full stop) On

the other hand you may wish to visit a place of historic interest (1) or to relax in the countryside.

(full stop) We have hotels in all the major tourist areas. (paragraph)

A luxury weekend break will begin on (11/4) Friday with a special dinner. (full stop) Coffee may be

taken in the restaurant or may be served in your room if you prefer. (full (11/2) stop) After breakfast

on Saturday there will be a coach trip which will take all day. (full stop) Lunch will be provided at

another of (13/4) our hotels. (full stop) There will be a three course dinner on the Saturday evening.

(full stop) This will be followed by live entertainment. (full (2) stop) Your luxury break will finish

with Sunday lunch which will comprise at least three <u>course</u>. (paragraph)

When you have read the details in our (21/4) brochure, we hope you will contact us again. (full

stop) We are sure that these weekend breaks will be very popular. (full stop)

Yours sincerely (2½)

[ ONE MINUTE BREAK ]

Page 4 of 6

Task 2 – Memo to All Staff from Elena Marangos

The directors at their meeting yesterday expressed great concern at the alarming rise in the costs

of travel. (full stop) The Finance Director has been (1/4) asked to produce a report with a

breakdown of these costs as a matter of urgency. (full stop) In order to give him as much (1/2)

information as possible, all staff are asked to send him a brief summary of their present travel

arrangements. (full stop) It is hoped that by (3/4) making changes to these arrangements we may

be able to make substantial savings. (paragraph)

Staff at Head Office have offered their help in this cost (1) cutting exercise. (full stop) The travel

agents that they have been using for over three years are able to give substantial discounts. (full

stop) These (11/4) are available because journeys are booked far in advance. (full stop)

Sometimes only a rough outline of a journey is necessary rather than a detailed (11/2) schedule.

(full stop) Bookings is possible so long as enough details are presented. (full stop) The directors

are hopeful that the same travel agents may (134) be used for all business travel in future.

(paragraph)

We are now asking members of staff to submit as soon as they possibly can details (2) of journeys

they intend to make. (full stop) These should be sent to the Finance Director. (full stop) A copy of

the itinerary should be (21/4) kept by each individual. (full stop) It is important for staff to realise

however that they must not approach any travel agents themselves. (full stop) (21/2)

[ ONE MINUTE BREAK ]

Page 5 of 6

Task 3 – Report

Electronic mail has become one of the main methods of communication for our employees. (full

stop) We are very pleased with the way in which (1/4) it has improved our efficiency. (full stop)

When it was introduced four year ago many members of staff were very worried about using it.

(full (½) stop) It is now true to say that most employees enjoy using electronic mail. (full stop)

They like being able to leave a message for (3/4) someone who is out of the office and of course

they also like receiving messages. (paragraph)

Operator: put the next paragraph only into single linespacing (1)

The time has now come for some rules to be applied to the use of electronic mail. (full stop) It is

not necessary to use (11/4) standard forms of address. (full stop) Electronic mail is of course much

faster than a letter. (full stop) The tone used is much less formal. (11/2) (full stop) This informality

leads some people to think that mistakes in spelling, grammar and punctuation are acceptable.

(paragraph)

Our Chief Executive's recent article in (134) the company newsletter pointed out that errors such as

these are definitely not acceptable. (full stop) They could give the wrong impression of our

company. (2) (full stop) Please remember that our mail system has a spelling checker. (full stop)

It should always be used. (paragraph)

Finally managers should please bear (21/4) in mind that electronic mail should not be used as a

means to reprimand staff. (full stop) Reprimands should only be given face to face (21/2) in line

with our policy. (full stop) Remember that copies of mail can be sent to other people. (full stop)

Electronic mail is not as (2%) private as a telephone call or letter. (full stop) It is best to think of it

as a postcard which anyone can read. (full stop) (3)

That is the end of the dictation.

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# **OFFICE ADMINISTRATION**

## **SHORTHAND**

# **ADVANCED LEVEL**

PRACTICAL ASSESSMENT: 5244/C C2002 TIME ALLOWED: 13/4 hours

## **INSTRUCTIONS TO CANDIDATES**

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

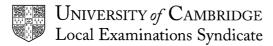
Make sure that your name, Centre number and candidate number are written or typed at the top of every piece of paper used.

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.



## SHORTHAND (ADVANCED) CANDIDATE SHEETS 5244/C **C**2002

# **GUIDELINES TO CANDIDATES**

Total Time Allowed: 1¾ 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 **100 wpm**. You must then transcribe all three passages **within 1½ hours**, which is the time allowed for transcription.
- 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.
- The Candidate Information Sheet attached contains important detail which you will need to include in your transcript. Make sure you refer to this during the assessment.
- 6 Correct any errors of agreement which may appear in any document.
- You will be given **4 minutes** to read the Candidate Information Sheet and to make any notes you wish.
- 8 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 (ADVANCED) CANDIDATE SHEETS 5244/C **C**2002

# **CANDIDATE INFORMATION SHEET**

You have **4 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 100 words per minute:

- 1 a **letter** of 2½ minutes;
- 2 a memo of 2½ minutes;
- 3 a **report** of **3 minutes**.

You must transcribe all three passages.

Please use a new sheet of paper for each passage.

## Task 1 - Letter

To Mr Antoni Chrisohous, Apt 210, San Pedro de Alcantara, Malaga, Spain

From Elena Marangos, Managing Director

Our ref EM/6428

Special Mark URGENT

Subject Heading LUXURY WEEKEND BREAKS

Copies Produce 2 extra copies, one to be routed to Siran Genee

Proper Names Friday, Saturday, Sunday

Task 2 - Memo

To All Staff

From Elena Marangos

Ref EM/6132

Special Mark URGENT

Subject heading <u>Business Travel Arrangements</u>

Proper Names Finance Director, Head Office

Task 3 - Report. Use double linespacing, unless otherwise instructed

Heading ELECTRONIC MAIL

Proper Names Chief Executive