

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Office Administration
Foundation Level

OFFICE PROCEDURES

5223/A

Core Module: Practical Assessment

2003

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper

READ THESE INSTRUCTIONS FIRST

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.
Type or write your Centre number, candidate number and name at the top of each separate piece of paper used.

You must attempt all tasks.

All printouts must be submitted at the end of the assessment.

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

This document consists of **3** printed pages.

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UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

GUIDELINES TO CANDIDATES

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

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

SCENARIO

Your Senior Administrator has asked you to prepare notes for a junior who will replace you while you are on holiday next month. Complete the following tasks.

TASK 1

- List **five** procedures for dealing with incoming mail.
- List **three** procedures for calculating the postage of a letter or parcel.
- List **five** items of equipment used in processing outgoing mail.

TASK 2

- Give **three** items of firefighting equipment which could be used in the workplace.

TASK 3

- Give **five** examples which explain how computerised data can be 'lost'.

TASK 4

- Give **five** examples of unsafe work practices.

TASK 5

- What do the letters F.I.F.O. stand for?
- What is F.I.F.O. used for?

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SCENARIO

The organisation you work for employs a large number of young people who have just left school. Your supervisor has asked you to prepare the following notes.

TASK 1

- Complete the attached Postage Book Sheet, using the following information. Total the sheet and show the balance to be brought forward as at 1 July, 2003.

1 June: postage stamps bought to the value of \$30.00

2 June: 20 letters dispatched at 30c each

9 June: J Wang - \$4.50

20 June: Archive plc - parcel - \$10.00

TASK 2

Business organisations consider teamwork to be important because it is beneficial to the organisation and to the individuals who are members of the team.

- Give **three** examples of the benefits of teamwork to the organisation. Use the heading 'Benefits to the organisation'.
- Give **three** examples of benefits of teamwork to individuals. Use the heading 'Benefits to individuals'.

TASK 3

- What is Voice Mail?
- How are messages sent to other telephone users?
- How are messages accessed?
- List **four** things which Voice Mail can do.

TASK 1 attachment to be completed

Postage Book Sheet to be totalled and balance to be brought forward.

Stamps bought	Date	Stamps used	TOTAL
\$	2003		\$