

CAMBRIDGE INTERNATIONAL EXAMINATIONS  
Cambridge Career Award in Office Administration  
Standard Level

**SHORTHAND**

**5234/A**

Optional Module: Practical Assessment

2003

**1 hour 30 minutes**

Additional Materials: Letterheaded A4 paper  
Memo paper  
Plain A4 paper

**READ THESE INSTRUCTIONS FIRST**

Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates and the Candidate Information Sheet 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****Total Time Allowed: 1½ hours**

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- 2 You will be required to complete **three** assessment tasks: **three** passages will be dictated at **80 wpm**. You must then transcribe all three passages **within 1¼ hours**.
- 3 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.
- 4 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.
- 5 The Candidate Information Sheet attached contains important detail which you will need to include in your transcript. Make sure that you refer to this during the assessment.
- 6 Correct any errors of agreement which may appear in any document.
- 7 You will be given **5 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.

**CANDIDATE INFORMATION SHEET**

You have **5 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 **80 words per minute**:

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

You must transcribe ***all three passages***.

Please use a new sheet of paper for each passage.

**TASK 1 – Letter. Please produce an envelope or label addressed to Mr P J Bibi at the address given.**

|                 |  |
|-----------------|--|
| To              | Mr P J Bibi, Box 5213, Limbe, Malawi, Central Africa |
| From            | Victor Varma, Chief Executive                        |
| Our ref         | VV/JT  |
| Special Mark    | PERSONAL   |
| Subject Heading | INVESTIGATION OF COMPLAINT                           |
| Proper Names    | London   |

**TASK 2 – Memo**

|                 |   |
|-----------------|---|
| To              | Sabana Shaikh   |
| From            | Victor Varma  |
| Ref             | VV/JT   |
| Subject Heading | COMPLAINT   |
| Proper Names    | Mr Bibi, London, Mustafa Shariff, Manager, Palace Hotel, Marvid Devoy, Chief Executive, Skyways Airline |

**TASK 3 – Report. Use double linespacing**

|              |                      |
|--------------|----------------------|
| Heading      | NEW AIRPORT FACILITY |
| Proper Names | None                 |

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**TASK 1 – Letter.** Please produce an envelope or label addressed to Ms A Z Weaver at the address given.

|                 |   |
|-----------------|---|
| To              | Ms A Z Weaver, PO Box 534, Ruiru, Kenya               |
| From            | Penelope Garoes, Personnel Officer                    |
| Our ref         | PG/SA2003/enq3  |
| Special Mark    | CONFIDENTIAL  |
| Subject Heading | REQUEST FOR REFERENCE                                 |
| Proper Names    | Miss Martha Boston, Senior Administrator, Head Office |

**TASK 2 – Memo**

|                 |                                     |
|-----------------|-------------------------------------|
| To              | Wilkins Milsom                      |
| From            | Penelope Garoes                     |
| Ref             | PG/SA2003                           |
| Subject Heading | APPLICATIONS – SENIOR ADMINISTRATOR |
| Proper Names    | Senior Administrator                |

**TASK 3 – Report.** Use double linespacing

|              |   |
|--------------|---|
| Heading      | POST OF SENIOR ADMINISTRATOR  |
| Proper Names | Senior Administrator, Head Office, Junior Administrators, Personnel Officer |