

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Office Administration
Advanced Level

OFFICE PROCEDURES

5243/A

Core Module: Practical Assessment

2003

2 hours

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

You are responsible for making sure that working conditions and staff development opportunities for your company maximise staff efficiency.

You have the following tasks to complete.

TASK 1

You are concerned that an increasing number of VDU operators are complaining about headaches, poor vision, stiff necks and stress. You will be holding a Health and Safety workshop for all VDU operators.

- List **eight** good work habits when using VDUs.

TASK 2

- Briefly explain the difference between a bar chart and a graph.
- Explain what each one is best used for.
- Briefly describe how a pie chart represents information.
- Give **five** guidelines for preparing charts and graphs for display.
- Give **two** guidelines for displaying data in table form.
- Neatly draft the following data into table form.

Give the table a suitable main heading.

The number of young people staying on at school in 2000 was 360, in 2001 it was 400, and in 2002, 500. In 2000 **thirty-five** transferred to college, but in 2001 this figure fell to **thirty**, and in 2002 it rose to **sixty**.

TASK 3

- Briefly explain the meaning of the term 'archiving'.
- Give **two** reasons why archiving is necessary.
- Give **three** decisions that senior staff need to make when planning archiving activities.
- Give **four** advantages and **two** disadvantages of using a specialist company to store archived material off site.

CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge Career Award in Office Administration
Advanced Level

OFFICE PROCEDURES

5243/B

Core Module: Practical Assessment

2003

2 hours

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Answer Booklet/Paper

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SCENARIO

As a senior administrator, whose role places a heavy emphasis on Health and Safety in the workplace, you work closely with the Health and Safety Officer.

You have the following tasks to complete.

TASK 1

- List **six** essential points that new members of staff should know about evacuation procedures when a Fire Alarm sounds.
- Name **four** types of fire fighting equipment that might be available in an office building.

TASK 2

- Give **eight** benefits of a 'systems' approach to the planning of office procedures.
- Give **two** reasons why an administrative system may break down.

TASK 3

- Prepare a standard business itinerary for Mr A Janson, Managing Director, using the following information:

Visit to France – Friday 10 January through to Sunday 12 January 2003.

Departure from London: 0730 hours, arriving at Hotel Plaza Royale, Paris, about midday. Returning to London on Sunday, 12 January, on the 1100 hours flight from Paris, arriving Stansted at 1330 hours.

Seminars booked for Saturday 11 January at 1000-1400 hours at the Paris Trade Centre, and 1900-2130 hours at the Exhibition Centre.

TASK 4

- Give **two** benefits of a good stock control system.
- Which **three** procedures would you carry out during a **stock audit**?