

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Foundation Level

MARK SCHEME for the 2004 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5223 Office Procedures, maximum mark 100

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were initially instructed to award marks. They do not indicate the details of the discussions that took place at an Examiners' meeting before marking began. Any substantial changes to the mark scheme that arose from these discussions will be recorded in the published *Report on the Examination*.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers and the *Report on the Examination*.

- CIE will not enter into discussion or correspondence in connection with these mark schemes.

2004

CAMBRIDGE INTERNATIONAL DIPLOMA
Foundation Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5223/A

Office Administration (Office Procedures)

Page 1	Mark Scheme	Paper
	CAMBRIDGE INTERNATIONAL DIPLOMA – 2004	5223/A

MARKING

TASK 1 (20 marks)

- List **ten** items of equipment and stationery that might be required for preparing outgoing mail. (4.2, 4.3 - 20 marks)

envelopes for letters	2
padded envelopes	2
letterheads	2
compliment slips	2
labels	2
'Fragile with Care' labels	2
cardboard tubes for rolled documents (e.g. plans)	2
cardboard stiffeners to reinforce envelopes (containing certificates, etc)	2
shrink wrap (i.e. for magazines)	2
polythene bags (i.e. for magazines)	2
plastic bubble sheet (to protect enclosed item/s)	2
glue	2
adhesive tape	2
sealing wax	2
fasteners	2
staples	2
string	2
strapping	2

TASK 2 (40 marks)

- List **four** functions which are the responsibility of the Accounts Department. (1.1 - 20 marks)

budgets	5
checking incoming invoices against orders	5
preparing cheques for goods, materials, and services purchased	5
sending out invoices and statement for goods and services provided	5
overseeing monies received	5
paying money into the bank	5
chasing outstanding payments	5
company accounts	5
payment of wages (<i>sometimes</i>)	5

Page 2	Mark Scheme	Paper
	CAMBRIDGE INTERNATIONAL DIPLOMA – 2004	5223/A

- List **four** office functions that are the responsibility of the Office Services Department. (1.1 - 20 marks)

mail in and mail out services	5
filing	5
reprographics	5
secretarial services	5
text production	5
record keeping	5
reception duties	5
stock control of office consumables	5

TASK 3 (24 marks)

- Give **six** guidelines you should follow when making a telephone call. (5.1 - 24 marks)

have all the information ready, and to hand	4
check the telephone number before dialling	4
dial the telephone number carefully	4
speak clearly	4
state your name	4
state the name of the organisation	4
keep to the point	4
avoid chattering	4
finish call by confirming what action will be taken	4
carry out the actions promised to be taken	4
make a summarised note about the call and place in the file	4

TASK 4 (16 marks)

- Give **three** advantages of using a mobile phone. (5.1 — 12 marks)

small and easy to carry	4
can receive calls anywhere	4
can send text messages	4
can make calls from anywhere	4
some have mailboxes to store messages for collection at the user's convenience	4
can store many numbers	4

- Give **one** disadvantage of using a mobile phone. (5.1 - 4 marks)

batteries need regular charging — easy to forget	4
difficult to avoid calls and have 'quiet time'	4

2004

CAMBRIDGE INTERNATIONAL DIPLOMA
Foundation Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5223/B

Office Administration (Office Procedures)

Page 1	Mark Scheme	Paper
	CAMBRIDGE INTERNATIONAL DIPLOMA – 2004	5223/B

MARKING

TASK 1 (27 marks)

- State the purpose of a team in an office. (1.1 - 7 marks)
to enable a group of people to work together to achieve common goals7
- Four examples of the benefits of an effective team. (1.1 – 20 marks)
there is a variety of skills and abilities5
jobs can be allocated to maximise the strengths of individuals5
work is done more quickly5
there is more flexibility5
less duplication of work and effort5
better cooperation5
happier team members because they support each other5
motivated team members5
team members support and help each other5

improved communication if each member consults with each other5

TASK 2 (12 marks)

- Four items of equipment used for receiving and sorting incoming mail. (4.2 - 12 marks)
automatic letter opener3
staples3
date stamp/s3
sorting racks3
sorting trays3

trolleys3

TASK 3 (30 marks)

- Give two ways of reporting an accident in the workplace. (2.1 – 10 marks)
in an accident book 5
on an accident form 5
verbally to your line manager 5
in memo form to your line manager 5

Page 2	Mark Scheme	Paper
	CAMBRIDGE INTERNATIONAL DIPLOMA – 2004	5223/B

- **Four reasons why accidents happen in the workplace. (2.1 - 20 marks)** (Alternative and sensible answers acceptable.)

not being aware of own responsibilities	5
not understanding that employees, as well as employers, are responsible for each employee's health and safety	5
thoughtlessness	5
carelessness	5
lack of simple maintenance procedures	5
not knowing how to use equipment properly	5
not reading instruction manual	5
lack of attention to regulations	5
lack of knowledge of Health and Safety at Work requirements	5
not seeking help	5
hurrying	5
bad work habits	5
lack of attention to detail	5
not clearing spills up immediately	5
selfishness	5
trailing cables	5

TASK 4 (31 marks)

- **Four examples of how floppy disks should be cared for. (2.2, 4.1 - 16 marks)**

label each disk, carefully	4
carefully write label before placing it on the disk	4
keep upright, in special disk box	4
carefully label the special disk box	4
keep disks away from the telephone	4
keep disks away from magnetised paperclip holders	4
keep disks out of the sun	4
keep disks in their boxes when not in use - to keep them dust free	4
keep disks away from drinks of any kind	4

- **Give three examples of how you would keep disks secure. (4.1 – 15 marks)**

put disks away safely at the end of each day	5
check that the number of disks is correct at the end of each day	5
keep disks locked away when not in use	5
never switch a computer off when programs are running (to avoid spoiling/corrupting the disk)	5
never place heavy documents on top of disks	5