

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge International Diploma in Office Administration
Foundation Level

TEXT PROCESSING

5221/A

Core Module: Practical Assessment

2004

1 hour 45 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 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 **7** printed pages.

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International Examinations

GUIDELINES TO CANDIDATES

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- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
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- 8 Correct errors within the words which have been circled.
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- 10 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
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TASK 1

Bidding at an auction sale can be great fun. However, sensible limits	71
would need to be set before starting to bid. Otherwise you could	137
purchase something that you do not really need. It is also likely that you	213
could pay a great deal more than something is worth.	265
Planning before going to an auction sale is vital. You will need to bear in	342
mind that you will be expected to pay for any purchases before you will	414
be allowed to leave with them.	446
Before attending the auction, however, ensure you find out when the	514
items to be sold will be on view. It is worth making a special journey to	589
view items the day before the sale.	625

TASK 2

Type this memo - correct errors within circled words

To Foo Kheng Yan

From Sophy Able

Ref SA/bb

Post of Administrative Officer

I refer to our (discussion) in your office yesterday afternoon. I confirm that Joshua Armitrage (have) worked as an Administrator in the Accounts Office for over two years and is very keen to gain promotion.

I am very impressed with (Joshuas') work. He is always punctual and produces work of a very high standard.

I have no hesitation at all in recommending him to you for the post of Administrative Officer in the Sales Department.

TASK 3

Type this report in double line spacing. Correct errors within circled words

CHIEF EXECUTIVE'S REPORT

I am very pleased to report that all building work ^{at our offices} ~~finished~~ ^{completed}. All building ✓
 workers have left the premises and all that remains to be done is for carpeting to be laid. I
 am sure everyone will have noticed that we have changed some of the grounds into a car
 park. ^{It became necy} ~~It was imperative~~ to provide more parking spaces to accomodate extra staff vehicles.

Our business has vastly exp;anded during the past six months. All departments are
 undertaking more work as a result.

Recruitment of new staff is continuing and should be completed by the end of next month

Our senior mangers have held discussions with the bus local companies ~~and taxi drivers~~.
 They have agreed to provide more buses, especially at the beginning and end of the working
 day.

Finally, I would like to thank all staff for their hlep and co-operation. All the directors are
 aware of the difficulties that were caused by the building work.

during the past six months

TASK 4

Type this letter - correct errors within words which have been circled

Our ref KN/jct

Mrs Susanti Goh
Apartment 29
Bukit Batok Street 51
Singapore 650205

Dear Mrs Goh

Thank you for sending your completed application form for the post of Administrative Officer in our Sales Department.

We will be carrying out security checks within the next ten days. Details of these checks are enclosed for your information. After these have been completed, we intend to invite successfull applicants for interviews. These will be held at our Head Office in Exeter Rd.

I should be grateful if you would send copies of all your certificates, including the text processing and shorthand examinations you have passed. These should be sent to me immed. However, original certificates should not be sent.

Yours snclly

Kelvin Ng
Personnel Officer

TASK 5

Display this agenda, using different forms of emphasis; eg centring, font style/size, italics, bold, underlining, capitalisation etc.

Notice of Meeting

The Annual General Meeting
of the
Children's Helpline Charity
will be held on
Friday 19 November 2004
at 1930 hours
in the Music Hall

Agenda

- 1 Apologies for absence
- 2 Minutes of the previous AGM
- 3 Matters arising
- 4 Chairperson's report
- 5 Secretary's report
- 6 Treasurer's report
- 7 Any other business

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For the Tutor
Tutor Guidelines

For the Candidate
Instructions to Candidates
Guidelines to Candidates

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TASK 1

One of the best things about cruising is waking up in a different place	72
each day. Booking a cruise is very easy. The telephone number of the	143
cruising company can usually be found on the front or back cover of its	215
brochure. You can telephone the company and staff will confirm your	284
booking immediately.	304
However, you may prefer to use the internet to make a booking. Most	373
cruising companies have this facility. It means that you can access their	448
website out of usual business hours. Payment of a deposit can be made	519
by credit card. Some people are concerned about using this method of	589
payment and prefer to pay by cheque.	625

TASK 2

Type this memo - correct errors within circled words

To All Staff

From Zara Ahmed

Ref ZA/Staff/384

Flexible Working

At the last Staff Meeting it was proposed that the co should consider staff working flexible hours. It has been decided that some employees should be asked to take part in a pilot scheme.

Each department is to hold an informal meeting within the next four weeks. All staff will be invited to give their views. When all the facts are known, it is hoped that some (employees') will agree to take part in the pilot scheme.

TASK 3

Type this report in double line spacing. Correct errors within circled words

FLEXIBLE HOURS OF WORKING

A system of flexible working is being considered by the company. It is proposed to enter into full discussions with staff representatives in the very near future. ^{In the} ~~For the~~ ^{meantime} ~~time being~~ staff may wish to consider the benefits and disadvantages of flexible working. Line Managers have been provided with full details and will be able to answer questions from colleagues. [Departmental meetings will be held over the next four weeks. Staff are invited to attend these. It is hoped that some volunteers will come forward to take part in a scheme pilot].

✓ All full-time staff are ~~restricted~~ ^{contracted} to wrok 38 hours per week. They will be asked to be at their ~~desks or other~~ place of work from 10 am to 4 pm each day.

The remaining hours to be worked may be chosen by employees. All managers will draw up a rota to ensure that ^{at least} two members of staff are working in each department at all times

and to discuss the proposal

TASK 4

Type this letter - correct errors within words which have been circled

Our ref SB/Rashid/19

Mr Abdur Rashid
PO Box 92
West King Fahd Rd
Riyadh 11420
Saudi Arabia

Dr Mr Rashid

Thank you for your letter (recieved) this morning. We are pleased to give some information on the training programmes we offer. They are designed by our staff who are well qualified and very experienced.

We make great efforts to ensure that all training meets the needs of the co and the individual. Each programme includes advice and guidance sessions.

We (encloses) our brochure which contains full details of our training programmes. We would be pleased to come to your offices to (discus) your needs. In the meantime if you need any further information, please let me know.

Yours sincerely

Sobia Bosnich
Training Co-ordinator

TASK 5

Display this notice, using different forms of emphasis; eg centring, font style/size, italics, bold, underlining, capitalisation etc.

Flexible Training Programmes

Available at your premises

or

In our purpose-built training rooms

A wide range of subjects is available including

Health and Safety

Stress Reduction

Flexibility in Working Hours

Emergency Drills

Advice and Guidance Sessions

Local Working Practices

Team Building

Employment Legislation

Contact Sobia Bosnich today

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