

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

**SHORTHAND**

**5224/A**

Optional Module: Practical Assessment

2004

**1 hour 15 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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International Examinations

**GUIDELINES TO CANDIDATES****Total Time Allowed: 1¼ 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 **60 wpm**. You must then transcribe all three passages **within 1 hour**.
- 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 You will be given **5 minutes** to read the Candidate Information Sheet and to make any notes you wish.
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- 8 You may use calculators, calendars, English, mother-tongue and shorthand dictionaries, thesauruses, spell-checkers and manufacturers' manuals.
- 9 Insert today's date on letters and memos.
- 10 Please insert your name, Centre number and task number at the top right-hand corner on each piece of work.
- 11 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 **60 words per minute**:

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

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

Please use a new sheet of paper for each passage.

**TASK 1 – Letter**

To	Mr Haide Lee, 12 Bideford Street, Singapore 55412
From	Managing Director
Our ref	JY/jct
Proper Names	Annual General Meeting, Royal Hotel, Planning Meeting

**TASK 2 – Memo**

To	All Sales Staff
From	Jenni Yorke
Ref	JY/jct
Subject Heading	ANNUAL SALES CONFERENCE
Proper Names	Chief Engineer, Sales Manager

**TASK 3 – Report. Use double line spacing**

Heading	NEW MAIL ORDER SERVICE
Proper Names	None

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**1 hour 15 minutes**

TUTORS' NOTES

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Tutor Guidelines  
Dictation Sheets

For the Candidate  
Instructions to Candidates  
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**TUTOR GUIDELINES**

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**Total Time Allowed: 1¼ hours**

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- 1 Give each candidate a copy of the Guidelines to Candidates and a Candidate Information Sheet.
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- 6 A one-minute break should be allowed between passages and at the end of the dictation.
- 7 Clearly indicate to candidates when you are ready to start the dictation.
- 8 An invigilator should be present to check all timings and words dictated.
- 9 Candidates must transcribe all **three** passages within **1 hour** - the time allowed for transcription.

**DICTATION SHEETS****TIME ALLOWED FOR TRANSCRIPTION - 1 HOUR****THIS IS THE DICTATION FOR ASSESSMENT OF SHORTHAND FOUNDATION LEVEL  
(60 wpm)**

The assessment consists of **three** passages.

Each passage will be dictated at **60 wpm**.

The first passage is **2 minutes** long and is a *letter*.

There will be a pause of **1 minute** before the second passage. The second passage is **2 minutes** long and is a *memo*.

There will be another pause of **1 minute** before the final passage. The final passage is **2 minutes** long and is a *report*.

**TASK 1 – Letter. The full address is given on the Candidate Information Sheet.**

Dear Mr Lee

The directors were very pleased to meet you at our Annual General ( $\frac{1}{4}$ ) Meeting at the Royal Hotel last week. **(full stop)** I should like to take this ( $\frac{1}{2}$ ) opportunity of thanking you most sincerely for attending the meeting. **(full stop)** I hope that ( $\frac{3}{4}$ ) you found all the discussions interesting and helpful. **(full stop)** If you have any questions, **(1)** I shall be pleased to answer these to the best of my ability. **(paragraph)**

My ( $1\frac{1}{4}$ ) secretary will telephone you next week concerning the next Planning Meeting. **(full stop)** I should ( $1\frac{1}{2}$ ) be most grateful if you could attend this very important meeting. **(paragraph)**

I look forward ( $1\frac{3}{4}$ ) to meeting you again in the very near future. **(full stop)**

Yours sincerely

Managing Director **(2)**

**[ONE MINUTE BREAK]**

**TASK 2 – Memo to All Sales Staff from Jenni Yorke**

We are arranging our annual sales conference for next month. **(full stop)** This will give **(1/4)** all our sales staff up to date information about our range of products. **(paragraph)**

We **(1/2)** have organised a range of activities during the day. **(full stop)** In the morning, the **(3/4)** Chief Engineer will give a talk. **(full stop)** Staff will be able to ask questions **(1)** and raise matters of interest. **(full stop)** The afternoon session will involve various displays and **(1 1/4)** the Sales Manager will chair a discussion. **(full stop)** Staff will be able to suggest **(1 1/2)** new ways of promoting our goods. **(paragraph)**

As soon as the date and location of **(1 3/4)** the conference have been confirmed, we will write to staff with full details. **(full stop) (2)**

**[ONE MINUTE BREAK]**



**TASK 3 – Report headed NEW MAIL ORDER SERVICE**

I am pleased to report that our new mail order service is due to start ( $\frac{1}{4}$ ) at the beginning of next month. **(full stop)** We will offer free postage and packing ( $\frac{1}{2}$ ) on all orders received during the first week. **(full stop)** After that time, we will ( $\frac{3}{4}$ ) make a small charge for postage. **(paragraph)**

Our catalogue contains many high quality colour photographs. **(1) (full stop)** When customers place an order, we will ask them to indicate a second ( $1\frac{1}{4}$ ) choice. **(full stop)** This is in case any items are not available. **(paragraph)**

We will ( $1\frac{1}{2}$ ) refund money to customers on any item that is unsatisfactory. **(full stop)** However, these items ( $1\frac{3}{4}$ ) must be returned to our head office within seven days of receiving them. **(full stop)**  
**(2)**

***[THAT IS THE END OF THE DICTATION]***

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**TASK 1 – Letter**

To	Miss J V Williams, 59 Paddington Street, London, E3 7SU, United Kingdom
From	Managing Director
Our ref	SP/GJ
Proper Names	None

**TASK 2 – Memo**

To	Miles Campbell
From	Susanti Pelham
Ref	SP/GJ
Subject Heading	POSSIBLE NEW SERVICES
Proper Names	None

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

Heading	CHAIRMAN'S QUARTERLY REPORT
Proper Names	Caribbean Cruises

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**TASK 1 – Letter. The full address is given on the Candidate Information Sheet.**

Dear Miss Williams

Thank you for your letter of yesterday. **(full stop)** I am pleased ( $\frac{1}{4}$ ) to give you some details about our range of holidays. **(full stop)** We are printing ( $\frac{1}{2}$ ) a new brochure. **(full stop)** When we receive copies, I will make sure that one ( $\frac{3}{4}$ ) is sent to you. **(paragraph)**

We continue to offer holidays that our customers have requested. **(1) (full stop)** There has been a growing demand for all our holidays. **(full stop)** We ( $\frac{1}{4}$ ) offer package holidays to popular places in many countries throughout the world. **(paragraph)**

You can ( $\frac{1}{2}$ ) rely on our staff. **(full stop)** We provide the highest quality of service from the ( $\frac{1}{4}$ ) moment you book until the moment you return home. **(full stop)**

Yours sincerely

Managing Director **(2)**

**[ONE MINUTE BREAK]**



**TASK 2 – Memo to Miles Campbell from Susanti Pelham**

I refer to our discussions of last week. **(full stop)** I confirm that I would **(1/4)** like you to look into the following new services. **(paragraph)**

Firstly, I think we should **(1/2)** offer our customers the choice of buying our holiday insurance or using their own if **(3/4)** they prefer. **(full stop)** Those customers who wish to take out their own insurance should **(1)** be given a discount. **(full stop)** As I said before, I think it is very **(1 1/4)** important that our holiday packages include all costs. **(paragraph)**

The other new service we discussed **(1 1/2)** was the possibility of our company providing holiday currency to all customers at no extra **(1 3/4)** charge. **(paragraph)**

Please look into both these matters as they are very urgent. **(full stop) (2)**

**[ONE MINUTE BREAK]**

**TASK 3 – Report headed CHAIRMAN’S QUARTERLY REPORT**

I am pleased to report to you on what has been a very successful few ( $\frac{1}{4}$ ) months for our company.

**(paragraph)**

The Caribbean Cruises that started as a new style of ( $\frac{1}{2}$ ) holiday for us last month have been very well received. **(full stop)** All the cruises ( $\frac{3}{4}$ ) are fully booked already and we are now having to operate a waiting list. **(paragraph) (1)**

We are planning to start our new coach holidays this summer. **(paragraph)**

I am very ( $1\frac{1}{4}$ ) grateful to all our staff who have worked so hard over the past few months. ( $1\frac{1}{2}$ ) **(full stop)** Our company is expanding rapidly. **(full stop)** New staff will be appointed in ( $1\frac{3}{4}$ ) the next few weeks. **(full stop)** Advertisements will appear in local newspapers soon. **(full stop) (2)**

***[THAT IS THE END OF THE DICTATION]***