

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

TEXT PROCESSING

5241/A

Core Module: Practical Assessment

2004

1 hour 45 minutes

Additional Materials: Letterheaded A4 paper
Memo paper
Plain A4 paper
Carbon paper – typists
Printed form – typists

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 **10** printed pages.

IB04 01_5241_A/2RP
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UNIVERSITY *of* CAMBRIDGE
International Examinations

GUIDELINES TO CANDIDATES

Time Allowed: 1¾ hours

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- 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.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy typing test – the speed will be calculated up to and including the 6th error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the Speed Test must be carried out immediately when the test finishes.
- 4 You will be given **10 minutes' reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 5 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.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used.
- 7 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.
- 8 Correct any typographical, spelling and punctuation errors and any errors of agreement which may appear in any task. Errors will NOT be indicated in any way.
- 9 **Task 5:** word processor operators should produce the table; users of typewriters should complete the printed form.
- 10 Number second and subsequent pages of any document.
- 11 Insert today's date on letters and memos.
- 12 Where you are required to produce extra copies, these may be in the form of photocopies, extra printouts or carbon copies. Your tutor will advise you as to which one of these you should use.
- 13 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work.
- 14 Assemble your completed work in task order.

TASK 1

Before buying a horse or pony, it must be decided where it is to be kept.	75
The only option in a town centre might be a livery stable. Many owners find this difficult, as they do not have the responsibility of the horse's care from day to day. Livery stables can also be expensive.	147 222 284
It may be possible to reduce costs if the stables can use the horse. Some stable owners use a horse to allow people to pay for the chance to ride a horse in beautiful countryside. Lessons can be expensive. Some youngsters enjoy riding lessons and, in return, they help out at the stables.	354 423 493 567 575
Many horse owners think the best option is to stable the animal near their homes. Sometimes it is possible to stable a horse on a nearby farm or on land belonging to a neighbour.	644 713 754
It is possible to keep a horse out at grass all the year round. It must be remembered that wild horses and ponies roam over extensive areas and an adequate amount of good grazing is essential. The proper management of the grassland is also vital for the health of the animal.	830 899 960 1031
It should also be remembered that tack must be kept clean and supple. Sweat makes the leather very brittle but cleaning with soap containing glycol can prevent this from happening. Stables must always be kept clean.	1103 1175 1244 1250

TASK 2

Memo to Rajnish Kapoor from Alex Kornell
Ref AK/jt Use the heading Post of Training Supervisor

Mark this CONFIDENTIAL

We have received several enquiries for the above post. The eight people I have selected to interview are listed on the attached sheet. I have written to them suggesting they come for an informal visit. As usual for these visits, please arrange for coffee and biscuits to be available on their arrival.

Erica Korstens letter included a request to share the job with another of the applicants. I think we should consider this. Perhaps it would be possible for you to find out from the other applicants whether they would be interested in job sharing?

Please contact my sec immed to make an appt as I think it would be useful for us to discuss the arrangements.

I have been impressed with the quality of those who have applied. I feel confident that we will be able to appoint a competent Training Supervisor.

TASK 3

Double line spacing, except where indicated. Use left and right margins of 30 mm throughout

WELCOME

TARGET COMPUTER TRAINING

We are delighted to welcome you to our computer training centre in ~~Target House, Pigeon Lane West, Singapore~~. We have been in bussiness for over 20 years and during this time our students have enjoyed their studies and ^{more importantly, they} have all gained employment at the end of their courses. they have also been very succesful in gaining qualifications that are recognised worldwide. Our pass rate is at present 98%.

Silver Anniversary

Emphasise this paragraph

Next year we will celebrate our silver anniversary, which means that Target Computer Training will have been in business for 25 years. ~~We intend to celebrate in a variety of ways.~~ We propose to announce various events which we will be arranging for our anniversary year. All the money we raise will be donated to the Children's Helpline Charity.

Extra Accommodation

We will be employing a number of new staff. A Training Supervisor will be our mian target and we will also have vacanceis for catering staff.

Building work is being caried out at present. The new extension should be ready at the beginning of next year. This will accomodate several new training rooms.

as well as a lecture theatre and dining room

Joining Your Course

Please ensure you have read
~~You must make sure that as soon as possible after you start you read~~ the instructions on
 the front cover of your course folder before starting your studies.)

Please also ensure that you sign in and out at reception every time you come in and
 leave. We need to keep a careful record of who is in the building should a fire break out.

Inset this section 25 mm from left margin

Food and Drink

We hope you will appreciate that no food or drink ~~of any kind whether bought on the~~
~~premises or not~~ *in the study areas* can be allowed at all. There is a small ~~coffee shop~~ *rest room* near reception. A
 range of drinks, snacks and sandwiches are available from a vending machine. *Next year*
 we will have full dining room facilities. Students from the local catering college will help to
 run the dining room. A full range of *drinks and sandwiches* and *hot and cold food* should
 be available at reasonable prices. More information *on the noticeboard* will be displayed
 nearer the time

This is outside the rest room.

Work Stations

We hope to be able to
~~We will try to ensure that every time you visit us we will~~ place you at the same work
station each time you attend. All equipment should be ready for use when you arrive.

Please make sure you always bring your course folder with you. We have no facilities for
 you to leave it safely in the building. *We pride ourselves on the* ~~high standard~~ *good quality* of our
 equipment. If you have any questions or problems, please ask your tutor for help.

*These paragraphs in
 single linespacing*

Recommend a Friend

as part of our silver anniversary celebrations,

Why not recommend a friend and help yourself at the same time? Next year, we will be offering vouchers for special two day courses in specific subjects.

These may be used

~~The vouchers may be purchased from our reception desk and may be used for standard~~
 desktop publishing, spreadsheets,
 or advanced courses in/databases, presentations or word processing. Further details are available at the reception desk.

Job Opportunities

Our students enjoy job opps which are not available at other training centres. Not only do we help students to find jobs on completion of their courses, but we also operate a work experience scheme, with the co-operation of local employers. This enables students to try different jobs to help them decide which suits them best.

Finally, we hope you enjoy your training. If you have any queries or need any further details, please contact the reception desk.

TASK 4

Letter to Ms Annete Frost 20 Gascoine Road Kings Pk
 Kowloon Hong Kong Our ref AK/jt Use the heading
 POST OF TRAINING SUPERVISOR

Mark this PERSONAL

Dear Ms Frost

Thank you for your letter asking if we have any staff vacancies. Our co provides computer and secretarial training at all level. There has recently been a huge increase in the demand for our training.

As a result we have found it neccy to recruit a Training Supervisor. We are impressed with your qualifications and experience. We have added your name to the list of people we would like to interview. However, we like to arrange an informal visit to our office's before the interviews.

We run a flexible system of learning. I enclose some info about the courses we offer. The trainees use worksheets and online tasks. Our system enables them to work at their own pace and to choose how often they attend for training. The new Supervisor will be responsible for introducing the chosen course to each new trainee. Another important role will be to provide help and advice as and when required.

Please telephone my secretary as soon as possible.

Yrs snclly

Alexander Kornell
Managing Director

TOP + 2 copies please - one for
Rajnish Kapoor and one for file

TASK 5

FOR COMPLETION BY
WORD PROCESSOR
OPERATORS ONLY

Please key in the following table and print one copy.
You may include lines of ruling if you wish.

TRAINING COURSES - NEXT TERM

COURSE DETAILS		TUTOR	ROOM
TITLE	SUBJECT		
Information Technology	Word Processing	Irene Tan	37
Office Administration	Shorthand	Justin Heung	22
Business Studies	Interpersonal Skills	Mirako Hachiya	45
Office Administration	Office Practice	Puja Khater	45
Hairdressing	Colour Tints	Carol Sein	60
Information Technology	Advanced Spreadsheets	Vishal Tolani	37
Accounting	Basic Book-keeping	Puja Khater	45

TASK 5

FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY

Please complete all sections of the attached form

Miss Patricia Hellman wishes to apply for the post of full-time Catering Assistant. She lives at 52 Salmon Park, Kowloon, Hong Kong and her telephone number is 852 22680684. Her date of birth is 24 January 1986.

Her previous work experience is -

11.6.03 to 31.8.03	Part-time Catering Assistant	Students' Union, The University, Kowloon, Hong Kong
1.9.03 to present	Full-time Nanny	Mr and Mrs P Chu, Paradise Heights, Kowloon, Hong Kong

Patricia prefers to attend a morning interview and would like to receive details about the social club.

TASK 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

NAME

ADDRESS

.....

TELEPHONE NUMBER

DATE OF BIRTH

POST APPLIED FOR

PREVIOUS WORK EXPERIENCE:

DATES	POSITION	EMPLOYER

I WISH TO RECEIVE DETAILS ABOUT THE COMPANY SOCIAL CLUB
(Please place X in appropriate box)

YES

NO

I PREFER TO ATTEND A MORNING/AFTERNOON* INTERVIEW

DATE

* Delete as appropriate

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For the Tutor
Tutor Guidelines

For the Candidate
Instructions to Candidates
Guidelines to Candidates

Please ensure that you have read the Tutor Instructions for Practical Assessments in Office Administration, and the Tutor Guidelines for this particular assessment, understand all the requirements of this assessment, and make the necessary preparations **before** arranging for your candidates to be assessed.

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- 5 As soon as the Speed Test has been completed, hand out the draft for **Tasks 2 – 5**. Candidates should be given **10 minutes** to read through the draft and may make notes and highlight any detail they wish. They may not key anything during this time.
- 6 Letters must be produced on letterheads (either pre-printed or by use of a template). Memos must be produced on pre-printed memo forms, by keying in the entry details or by use of a template. Candidates must be told what stationery is available. Templates for use by word processor operators will need to be prepared before the assessment and candidates will need to know how to access these.
- 7 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers' manuals may be used during the assessment.
- 8 If candidates use a word processor, each document should be saved as a separate file. The printing of the tasks must be carried out by the candidates. Printing may be done after the time allowed for the assessment, but no changes whatsoever may be made to the text after the time allowed.
- 9 If any symbol (including currency) is not available, please use a suitable substitute. Please make sure UCLES is notified of any substitutions.
- 10 Where candidates are required to produce extra copies, these may be in the form of photocopies, extra printouts or carbon copies and candidates should be told which of these methods they may use.
- 11 Task 5 only –
word processor operators: hand out the draft of the table only
users of typewriters: hand out copies of the printed form and the draft. You must ensure that each candidate using a typewriter has at least two copies of the printed form for use during the assessment.

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TASK 1

For over ten years our film club has enabled people to watch movies in complete comfort. Our private theatre is equipped with comfortable armchairs. These have padded armrests and adjustable backs. There is ample leg room. The front row has only four chairs to allow easy access for the disabled.	71 139 207 276 300
We have a small coffee bar where people can enjoy light snacks and drinks both before and after a film.	367 404
Reservations can be made up to a month before the screening. There is a special booking line for this. No payment is required at the time of booking. We do ask you to let us know as far in advance as possible if you need to cancel. This allows those who have been unlucky in booking seats to take up the places. We usually have long waiting lists for seats.	475 547 619 683 756 766
Members are able to book a seat at the back of the theatre or in the front row. We give them the choice. All they need to do is to book well in advance.	841 912 920
Each member may bring a guest but seats must be booked in advance. Some of our members like to sit in a particular area of the theatre. They may reserve seats on a weekly basis.	987 1062 1098
In the foyer we have a suggestion box to enable members to express their views about the films we have shown and to suggest films they would like to see.	1164 1232 1250

TASK 2

Memo to Lyndon Brunnhuber from Dionne Marriott
Ref DM/1299 Use the heading Skylark Club

Mark this URGENT

We have received a huge response to our recent advertisements. I enclose copies of these for your info. The directors have been taken by surprise at this response. They are keen to ensure that there are no delays in dealing with applications for membership. They were alarmed to hear from Vicki that we have already run out of information packs.

Please ensure that you makes a stock check of all the items we will be sending out to new members. It may be neccy for you to liaise with Vicki. I would be grateful if you could produce a report outlining your recommendations for the development of the Skylark Club. Please make sure this is on my desk by Wed morning.

Have you given any further consideration to my proposal for a short cruise for members? I await with interest your thoughts on this.

TASK 3

Double line spacing, except where indicated. Use left and right margins of 35 mm throughout

FLYING IN COMFORT

SKYLARK AIRWAYS

We are delighted that you have booked a flight with our company, Skylark Airways. We have been organising people's journeys for over 20 years.

We hope you will enjoy the time you spend in our care and that you have a relaxing holiday.

This paragraph in single line spacing

and advice for you

We hope you will find it useful.

This article includes some basic tips before starting your journey. A lot depends, of course, on the length of your flight. Obviously, a ~~brief regional~~ ^{short local} flight should be easy for your body to cope with. A long flight of perhaps 11 or 12 hours, however, will be very much more difficult.

Travelling can place on your mind and body undue stress. A little careful planning and preparation can help you to reduce this and ensure that your journey is as relaxing as possible.

We hope you will arrive at your destination

~~if you wish to start your holiday or perhaps a business trip~~ feeling fresh and ready to enjoy your holiday.

BEFORE YOUR JOURNEY

Inset this paragraph 40 mm from left margin

The aircraft will be pressurised to an altitude of about 2,440 metres. If you have any medical concerns at all, we advise you to see your doctor before you travel.

It is important that you consider your body's natural biological clock. ~~We advise most strongly that you think about your health,~~ To avoid the common symptoms of sleeplessness, ~~we recommend that you get a good nights' rest before you travel.~~ *tiredness and appetite at odd hours,*

You should try to eat a light and sensible meal before a flight. ~~A heavy and large meal is likely to make you feel very ill indeed,~~ During a long flight your body is definitely less active than usual. Your digestive system *slows down and* is less able to digest large quantities of food.

DURING THE FLIGHT

as they may increase your body's dehydration

We recommend that you drink water or fruit juice at least every hour. Tea and coffee should

be drunk in moderation. *feeling thirsty* The aircraft will be air-conditioned and, consequently, you may find

yourself *getting hungry* because of this.

The air in the aircraft will be drier than you may be used to and your contact lenses may dry out. This may cause eye irritation.

If you wear contact lenses, we suggest you consider wearing glasses instead.

Your eyes will feel fresher and less tired.

Sitting still for long periods of time should be avoided. ~~Be sure to stand up at least every half an hour.~~ The central blood vessels in your legs can become compressed, making it more

difficult for the blood to circulate. Doing some light exercises on your lower legs will encourage blood to flow and will help to reduce muscle fatigue. Exercise can help you feel refreshed when you arrive at your destination.

Make sure your body is in a comfortable position.

~~Sitting in a comfortable position is absolutely vital if you wish to arrive in good condition.~~ Be careful to ensure you turn frequently so that no body part is constricted or stretched. Try to avoid sleeping for long periods. Short periods of sleep are highly recommended.

For some people, sleeping on an aircraft is impossible and they often find they arrive feeling rather stressed and very tired.

Emphasise this sentence

WHEN YOU ARRIVE

As soon as you feel able, try some light exercises or go for a brisk walk. ~~Many people think it is important to sleep as soon as possible.~~ You may find some light reading may help you to

sleep. [It may help you to know that generally it takes the body's biological clock approx one day per time zone crossed to adjust to travelling across the world.

TASK 4

Letter to Mr Pierre Seurre Strubenacher 8
 CH8120 Zurnikon Switzerland Our ref DM/1298
 Use the heading APPLICATION - SKYLARK CLUB
 Mark this PRIVATE

TOP + 2 copies please - one for
 Lyndon Brunnhuber and one for the file

Dear Mr Seurre

Thank you for your letter and your completed application form which we received today. We are very pleased to tell you that your application for membership of our Skylark Club has been successful.

For security reasons, your membership card will be included in your information pack and will be sent by separate post within five working days. Please contact me if you do not receive these items within two weeks.

It is important to keep your Skylark membership card handy. You will need to give your number when making bookings. We guarantee to record the number of miles you travel so as to ensure you receive the benefits to which you are entitled.

If you are planning a short stop en route, please be sure to contact your local Skylark Airways

reservations office for details of our stopover bargain packages, which include preferential rates on hotels, car hire and also golfing holidays. A special leaflet describing these are enclosed.

We are delighted to welcome you to our exclusive club.

Yours srclly

Dionne Marriott
Travel Sec

TASK 5

FOR COMPLETION BY
WORD PROCESSOR
OPERATORS ONLY

Please key in the following table and print one copy.
You may include lines of ruling if you wish.

THIS MONTH'S APPOINTMENTS

HOTEL DETAILS		POSITION	NAME
NAME	CITY		
Etienne	Paris	Assistant Manager	Marie Anelka
Continental	Jeddah	Manager	Shonagh Jonsson
Edelweiss	Zurich	Business Centre Manager	Sifelari Moyo
Sharjah	Abu Dhabi	Head Chef	Ali Faisal
Xantal	Bangkok	Deputy Manager	Angelica Boldon
Park Royal	Hong Kong	Operations Manager	Goro Nakamura
Grand Plaza	Kuwait	Catering Manager	Yukai Li

TASK 5

FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY

Please complete all sections of the attached form

Miss Suzanna Broad is applying for membership of the Skylark Club. She lives at 59 Pimlico Road East, London N15 2QZ, United Kingdom.

She proposes to fly

15.7.04 to	from	to
31.7.04	London Heathrow	Beijing via Frankfurt

12.9.04 to	from	to
14.10.04	London Heathrow	Singapore via Dubai

She wishes to introduce her friend: Mr Francis Alvaro, 221 Northolt Avenue, London N4 3PQ, United Kingdom.

Miss Broad's telephone number is 020 359 6117
She would like to receive information on golfing holidays and also wants details concerning stopover bargains.

TASK 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

NAME

ADDRESS

TELEPHONE NUMBER

FLIGHT DETAILS

DATES	FLIGHTS FROM	DESTINATIONS

INTRODUCE A FRIEND (give full name and address)

.....
.....
.....

INFORMATION REQUIRED ON GOLFING HOLIDAYS
(Please place X in appropriate box)

YES

NO

I DO/DO NOT* WISH TO RECEIVE DETAILS CONCERNING STOPOVER BARGAINS

DATE

* Delete as appropriate

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