

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

COMMUNICATION AND TASK MANAGEMENT

5242/A

Core Module: Practical Assessment

2004

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
International Examinations

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

As a senior administrator, your line manager has given you the following tasks.

TASK 1

You are preparing to be interviewed for a promotion as a team leader.

- Describe **five** qualities you would need to be an effective leader of a team.
- Give **four** ways in which you could react to unjustified criticism.

TASK 2

- Give **six** points that should be considered when writing a report.

TASK 3

- Give **four** guidelines that you should consider when asking an office junior to complete a task.
- The office junior keeps interrupting you by asking questions about the tasks you have given her.
Give **four** ways of dealing with these interruptions.

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TUTORS' NOTES

READ THESE INSTRUCTIONS FIRST

This set comprises:

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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TUTOR GUIDELINES

This sheet is for tutor reference only and should not be distributed to candidates.

Time Allowed: 2 hours, including 10 minutes' reading and preparation time.

Please ensure you are familiar with all the details contained within the Guidelines to Candidates.

- 1 This practical assessment has a scenario, setting the context in which tasks are to be achieved, followed by **three** work-related tasks.
- 2 Candidates must place their name, Centre number and task number at the top right-hand corner of each answer sheet.
- 3 Before the assessment begins candidates should be provided with planning paper and either plain white paper or templates for retrieval. Where templates are supplied candidates must be provided with the relevant information for retrieval.
- 4 Ensure that candidates have several black or blue pens or biro's available (**not** red or pale blue), together with a soft rubber, pencil, pair of compasses and ruler, before entering the examination room.

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You must attempt all tasks.

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SCENARIO

You are the senior administrator and you work for Betsy Tan, the training manager. Please complete the following tasks.

TASK 1

- Give **four** reasons why written communication is important in a business.
- Give **four** advantages and **four** disadvantages of e-mail.

TASK 2

Produce a handout, headed 'Questioning during telephone conversations'. The handout should include:

- **three** reasons why the use of open questioning can be helpful during a telephone conversation with a customer,
- **one** disadvantage of using open questioning.

TASK 3

- Give **five** guidelines for writing minutes of a meeting.

TASK 4 IS ON THE NEXT PAGE

TASK 4

	Workforce Training plc 198 Main Street Singapore 102034
Our ref BT/238	
Date as postmark	
Mrs Betsy Tan Training Manager Training For You 46 Paradise Street Singapore 304599	
Dear Mrs Tan	
TRAINING EVENT	
It was a pleasure to meet you at the training event last week.	
I'm sorry there wasn't time to discuss the training for minute writing. Please would you send me a copy of the guidelines for minute writing.	
We look forward to hearing from you.	
Yours sincerely	
Victor Edmonds Human Resources Director	

- Please reply to the letter from Workforce Training plc.

Attach the guidelines on writing minutes (completed in Task 3).
Mark the letter 'URGENT'.
Use the letterheaded paper provided.

TRAINING FOR YOU
46 Paradise Street
Singapore 304599

tel: 78645099 fax: 78645100
www.trainingforyou.com

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