

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

OFFICE PROCEDURES

5243/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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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 Personal Assistant to Mrs Nukuru in a large organisation, you have the following tasks to attend to.

TASK 1

- Prepare a clear and well displayed Notice for the mailroom, using the heading:

'Mailroom Security – Suspicious Envelopes and Packages'.

The notice should include **six** danger signs to look for when suspicious of an envelope or package.

- Briefly state why a telephone should not be used in the same area as a suspicious packet.

TASK 2

- Give **four** reasons why meetings are called.
- Briefly explain the purpose of the following meeting documentation:
 - notice
 - agenda
 - chairperson's agenda
 - minutes
- State the purpose of:
 - Annual General Meeting
 - Extraordinary General Meeting

TASK 3

- Mrs Nukuru will be travelling to England next month.

Prepare a checklist of travel requirements for Mrs Nukuru.

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TUTORS' NOTES

2 hours

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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

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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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SCENARIO

You are a senior administrator to Mr Lee, the Chief Executive. Today you have the following tasks to complete.

TASK 1

- Give **four** actions you would take when planning your work.
- Give **four** ways in which you could monitor work in progress.
- Give **one** guideline you would use to ensure that each task was completed satisfactorily.

TASK 2

- Mr Lee has asked you to review the administrative procedures. As part of this work you will **consult staff, identify costs** and **seek specialist advice**.

Give **two** reasons why **each** of these tasks is important.

TASK 3

- Prepare a checklist of **six** risks to health and safety that may be found in the workplace.
- Briefly describe **four** methods of ensuring a healthy and safe workplace is maintained.

TASK 4

- Prepare a notice showing **seven** sources of reference you might use when planning travel.

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