

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Standard Level

MARK SCHEME for the 2005 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE

ADMINISTRATION

5233

Office Procedures, maximum mark 100

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UNIVERSITY of CAMBRIDGE
International Examinations

2005

CAMBRIDGE INTERNATIONAL DIPLOMA

Standard Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5233/A

Office Administration (Office Procedures)

Page 1	Mark Scheme	Syllabus
	CAMBRIDGE INTERNATIONAL DIPLOMA – 2005	5233/A

TASK 1 (4.1 - 16 marks)

- List two advantages and two disadvantages of the voicemail service

ACCEPT OTHER SUITABLE ANSWERS

Advantages (8 marks):

No sales missed	4
No need to stagger lunch and break times	4
All staff can attend sales meetings etc	4
Voice message can give information such as alternative numbers to contact	4
Messages can be left after office hours	4

Disadvantages (8 marks):

Customers like to talk to a person not a recording	4
Some customers will not use the voicemail message and, therefore, sales will be lost	4
Employees forget to put voicemail on when they leave their desks	4
Employees forget to take off voicemail when they return	4
Employees forget to check for messages which have been left	4

TASK 2 (2.1 - 19 marks)

- Prepare a form for reporting accidents in the workplace

ACCEPT OTHER SUITABLE POINTS

Acceptable layout	1
Appropriate heading	2
Date of accident	2
Place of accident	2
Time of accident.. .. .	2
Person/s involved	2
How accident occurred	2
What action was taken	2
Reported to	2
Witnessed by	2
Signed by	2
Date	2

EXAMPLE OF AN ACCIDENT REPORT FORM

ACCIDENT REPORT FORM	
Date of accident	Time of accident.....
Place of accident.....	
Person injured	Department.....
Injuries	
How accident occurred	
.....	
Action taken	
Reported to	
Witnessed by	
Signed	Date

TASK 3 (5.1 – 27 marks)

- Name three planning/memory aids (12 marks)

ACCEPT OTHER SUITABLE ANSWERS

Wall/year planner	4
Computerised diary	4
Desk diary	4
Indexed system	4
Lists	4

- One reason for using each of the aids listed (15 marks)

ACCEPT OTHER SUITABLE ANSWERS

Wall/year planner		
See at a glance what requires to be done	5
Highlight significant dates	5
Computerised diary		
Easy to up-date	5
Other colleagues can access the diary	5
Colleagues can add information	5
Easy to view on a daily basis	5

Page 3	Mark Scheme	Syllabus
	CAMBRIDGE INTERNATIONAL DIPLOMA – 2005	5233/A

Desk diary

Can be seen at the beginning of each day what requires to be done that day	5
Easy to up-date	5
You are in control of entries	5

Indexed system

Index cards show what is required to be done each day	5
Matters which could be forgotten are at the front of the index system	5

Lists

Jobs completed can be ticked off	5
Easy to expand the list	5
See at a glance what still needs to be done	5

TASK 4 (2.2 -18 marks)

- Six ways which might improve site security

ACCEPT OTHER SUITABLE ANSWERS

Use of security cameras.. .. .	3
Use of security guards	3
All visitors to be checked by reception staff	3
Security locks on doors	3
Staff training on security procedures	3
Staff to be provided with identity cards	3
Use of intercom systems	3
Security lights	3

Task 5 (3.4 - 20 marks)

- Flow chart showing the correct order in which business documents are used (16 marks)

IF ONE DOCUMENT IS OUT OF ORDER DEDUCT 2 MARKS eg if quotations is at the end of the chart deduct 2 marks only from the 16 available.

Enquiry.. .. .	2
Quotation	2
Order	2
Delivery Note	2
Invoice	2
Statement	2
Payment	2
Credit Note	2

- Two uses of credit note (4 marks)

Overcharge for goods	2
Return of pallets or similar	2
Return of faulty goods	2

2005

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PAPER: 5233/B

Office Administration (Communication and Task Management)

Page 1	Mark Scheme	Syllabus
	CAMBRIDGE INTERNATIONAL DIPLOMA – 2005	5233/B

MARKING

TASK 1 (16 marks)

- **Four things all staff should know about their organisation to enable them to deal effectively with queries etc. from other staff and visitors. (1.1 – 16 marks)**

They should have a:

reliable knowledge of the organisation's work	4
knowledge of the organisation's personnel.....	4
a good knowledge of the organisation's layout.....	4
relevant knowledge of individuals	4
relevant knowledge of all offices.....	4
relevant knowledge of new products or services which are in the planning stage	4

TASK 2 (16 marks)

- **Four advantages of computerised filing. (3.2 – 16 marks)**

it is space saving.....	4
over 10,000 A4 documents can be stored on an optical disk	4
documents can be scanned – saving manual filing space.....	4
no need to borrow files because different staff can access a networked computer at the same time as each other.....	4
file contents can be quickly viewed on screen before selecting for printing	4
documents can be electronically cross-referenced.....	4
back-up files are programmed to be created automatically	4
documents can be filed under several headings, making retrieval quick and easy	4
confidential documents can be special codes, or passwords, so that access to them is restricted	4

TASK 3 (12 marks)

- **Three reasons why it is important to use safe working practices. (1.1, 2.1 – 12 marks)**

aids effective work output	4
ensures that the workflow is not disrupted.....	4
safeguards the health and safety of others.....	4
safeguards one's own health and safety	4
ensures that organisational procedures are followed	4

Page 2	Mark Scheme	Syllabus
	CAMBRIDGE INTERNATIONAL DIPLOMA – 2005	5233/B

TASK 4 (44 marks)

- List the **three** main sources available for researching and supplying information. (4.2 – 15 marks)
 - paper-based information 5
 - data held on computer 5
 - local and national organisations as an information source 5

- Five ways in which you can keep waste to the minimum when photocopying researched documents. (4.2 – 25 marks) – alternative answers acceptable
 - get clear instructions before you start 5
 - use the correct paper for the machine 5
 - repair any torn originals 5
 - use correcting fluid to clean up any originals 5
 - make sure the glass is clean 5
 - double check the settings before you start 5
 - make a trial copy before photocopying a large number of copies 5
 - photocopy only the number of copies asked for 5
 - check that a multi-page document is in the right order and the pages are the right way up before selecting collate 5
 - check that the original is the right way up and in the correct position on the glass 5
 - check that the density setting is not too dark (it uses more toner) 5

- What should you do with original confidential research material when you have finished with it? (2.2, 4.2 – 4 marks)
 - return it to the owner in a sealed envelope 4
 - personally hand it back to the person who provided it 4

TASK 5 (12 marks)

- Who has exclusive legal rights to copyright material? (4.2 – 6 marks)
 - The copyright owner 6
 - The author of the original material 6

- Briefly explain why you are not allowed to photocopy as much as you like of copyright material. (4.2 – 6 marks)
 - sometimes permission is needed from the author 6
 - only in certain situations can you photocopy copyright materials, e.g. if work used for specific purposes such as private study, educational use etc. 6