UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Advanced Level

MARK SCHEME for the 2005 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5242 Communication and Task Management, maximum mark 100

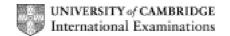
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All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

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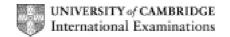
CAMBRIDGE INTERNATIONAL DIPLOMA Advanced Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5242/A

Office Administration (Communication and Task Management)



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Task 1 - 1.2, 1.3 - 28 marks

 TASKS TO BE DELEGATED 	(12 ma	rks)					
JUNIOR ADMINISTRATOR							
Confirm re-arranged appointment for i	iext Mo	ndav wit	th dentist			••	2
File documents now completed				••	••	••	2
Photocopy extra papers for meeting			••	••		••	2
Fig. 1					••		_
SENIOR ADMINISTRATOR							
Prepare agenda from items received	••	••	••	••	••	••	2
Key in report on Centralised Services	••	••	••	••	••	••	2
Research statistical information to find	yearly s	ales	••	••	••	••	2
 REASON FOR EACH OF THE MRS LAU (16 marks) 	E 4 REN	MAININ	G TASK	S TO BI	E COMP	LETED	BY
ACCEPT OTHER SUITABLE ANSWI	ERS						
See staff regarding personal problem - Staff who have personal problems and with their manager would not wish to disjunior to themselves					ent 		4
junior to themserves " "	••	••	••	••	••	••	•
Read papers for Health and Safety Mee Mrs Lau would be unable to delegate th the contents of the paper in order to be	is task s				meeting	••	4
Attend retirement award – Mrs Lau would have received a persona retirement ceremony which would be fo						••	4
X75-24 C4 41	TT 141-	1 C - C-	. 4	4			
Visit factory to see machine involved in					to do thia		
feedback will be given by Mrs Lau at the properly Mrs Lau will need to have bee					to do tilis	i	4
property Wirs Lau will need to have bee	n to the	scene or	the accid	ient	••	••	4
TASK 2 – 2.2, 2.3, 2.4, 4.1 - 31 marks							
 Prepare two open questions Mi marks) 	rs Lau c	ould use	when int	terviewi	ng the tea	am leade	er (8
ACCEPT ANY REASONABLE QUES	TIONS						
Why do you think there is a problem be	etween y	ou and t	he junio	admini	strator?	••	4
The desired the least of the second s	1	.4	1 4		1.41		

How do you think you can resolve this personality clash between you and the junior

administrator?

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Prepare two open questions Mrs Lau could use when interviewing the junior administrator (8 marks)

ACCEPT ANY REASONABLE ANSWERS

Why do you think there is a per-	sonality	clash b	etween y	our tear	n leader :	and your	self?	4
Give an example of a suggestion	you ma	de and	how/why	y it was i	rejected?		••	4
How do you think individual teat contribution to discussion?	ım mem 	bers car	n make a 	ın effecti 	ive 			4
 Suggest three ways that ACCEPT OTHER SUITABLE 	·	•	solve the	difficul	ties (15 m	ıarks)		
Team meetings to be structured		••	••	••	••	••		5
Items to be discussed to be given they form part of the agenda	ı to tean 	n leader 	before r	neeting	so that 			5
Team member/team leader to ha				•	•			5
Manager to occasionally attend	team m	eetings 1	unannou	nced	••			5

Task 3 - 3.1, 3.3 - 24 marks

ACCEPT OTHER SUITABLE ANSWERS

• List eight points detailing how the letter gives the wrong impression of the Company to the person receiving it.

Not on letter head	ed paper – no	addre	ss, telepho	ne nun	ıber etc	••	••	••	3
No reference	••	••	••	••	••	••	••	••	3
Not addressed to a	particular po	erson	••	••	••	••	••	••	3
No date	••	••	••	••	••	••	••	••	3
No introductory p	aragraph	••	••	••	••	••	••	••	3
Letter is too brief	••	••	••	••	••	••	••	••	3
No job title/role	••	••	••	••	••	••	••	••	3
Not possible to cor	ifirm the date	and ti	ime since i	10 conta	act name	••	••	••	3
Spelling errors in	the body of th	e lette	r	••	••	••	••	••	3
Grammatical erro	rs in the body	of the	letter	••	••	••	••	••	3
No name of person	signing lette	r	••	••	••	••	••	••	3

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Task 4 - 3.3, 4.3 - 17 marks

 Prepare a memorandum to staff giving three reasons why staff who take telephone calls should not pass information to their colleagues

ACCEPT OTHER SUITABLE ANSWERS

Preparation of memoran	dum us	sing the c	correct s	tyle	••			••	2
Information may be pers	onal	••	••	••	••			••	5
May influence a claim	••	••	••	••	••	••	••		5
Can be an embarrassmer	it to the	e person/	persons	involved	••	••	••	••	5
Spreading rumours		••	•	••	••	••	••	••	5
All calls should be treated	d as coi	nfidentia	l	••	••	••	••	••	5
Against company policy									5

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MARKING

TASK 1 (39 marks)

•	Six advantages of written communication. (1.2, 3.2 -18 marks)	
	(Reasonable alternatives accepted)	
	it provides a written record for filing purposes	
	mistakes can be corrected prior to despatch	
	it can be planned beforehand, at the writer's convenience	
	it is more helpful than oral communication for facts and figures	
	it reinforces the spoken word	
	can be used help understanding	
	it can be copied for other people	
	the recipient can study it at their leisure	3
•	Three advantages of using overhead projector transparencies. (4.2 - 9 marks)	
	and propored can be used again	2
	once prepared can be used againmore interesting than using handouts	
	a group of people can see and discuss information together	
	understand more easily	3
•	Four reasons why a visual aid could be helpful in an induction workshop. (1.2, 3.2, 3.3 - 12 marks)	
	to gain attention, if it is well done	3
	to relieve the monotony of 'wordy' explanations	
	to reinforce the verbal message	
	to speed comprehension	
	to highlight key points	
ΤA	ASK 2 (37 marks)	
•	Give three results of effective listening. (3.1, 3.2, 4.2 – 9 marks)	
	improved relationships	2
	problems being resolved	
	problems being identified	
	encouraging the speaker	
	receiving necessary information	
	understanding people better	
	understanding people better	
•	List six aids to good listening. (2.3, 3.2, 4.2 – 12 marks)	
	listening willingly	2
	listening carefully	
	resisting distractions	
	holding back, when appropriate	
	helping the speaker	
	thinking back about what was said	2
	keeping an open mindkeeping an open mind	
	being interested	
	and the sector	2

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List four benefits of listening aids in order of priority. (16 marks)

	by listening carefully and noting the main ideas	
	ensures that the complete 'picture' is received	
	enables you to formulate your own ideas	2
	by making notes	•
	a record is provided	
	they act as a memory jogger	2
	by keeping on apon mind	
	by keeping an open mind understanding is benefited	2
	own thoughts avoid becoming fogged by selective listening	
	own thoughts avoid becoming logged by selective listering	∠
	by being interested in the topic and speaker	
	benefits own background knowledge and expertise, and the organisation's objectives	2
	encourages a good relationship and motivates the speaker	
	,	
TA	SK 3 (16 marks)	
Va	ur proving a congrigance talle you that the induction workshop would benefit from a chart accessor on the	
	<u>ur previous experience tells you that the induction workshop would benefit from a short session on the</u> pject of acceptable and unacceptable behaviour. List five examples of unacceptable behaviour and t h	
	opect of acceptable and unacceptable benaviour. List rive examples of unacceptable benaviour and tri camples of acceptable behaviour. (2.1, 2.2, 2.3 – 16 marks)	iree
exc	amples of acceptable benaviour. (2.1, 2.2, 2.3 – 10 marks)	
	Five examples of unacceptable behaviour. (10 marks)	
	The syamples of anasospasis sonarioa. (To marke)	
	Acting aggressively, e.g.	
	blaming or criticising others	2
	being hostile to the team or an individual	
	too argumentative	
	mentioning experiences which are unrelated to the problem	
	rejecting other members ides without any thought	
	using the group as a sounding board for their own ego	
	expressing non-team orientated points of view	2
	trying to gain favour with the leader	2
	talking too much	
	trying to compete to produce the best ideas	
	horsing around, i.e. acting the clown, joking, mimicking	
	disrupting the work of the group	
	attempting to call attention to yourself by loud talking, extreme ideas, unusual behaviour	2
•	Three examples of acceptable and desirable behaviour. (6 marks)	_
	being friendly, warm and responsive to others	
	thoughtfully considering the ideas of others	
	having consideration for other people involved	
	recognising that interaction must be 2-way, flexible and tolerant	
	being co-operative in achieving group goalswillingly and actively taking part in team activities	
	a sense of proper timing, i.e. knowing when and how to speak	
	a sense of proper unling, i.e. knowing when and now to speak	∠
TA	SK 4 (8 marks)	
•	Give four examples of behaviour to avoid when answering the telephone. (4.3 – 8 marks)	
	not answering quickly	2
	not keeping callers periodically informed when holding on	
	not identifying yourself	
	transferring callers without an explanation	
	continuing a conversation after picking up the telephone	
	speaking unclearlyspeaking unclearly	

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