

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Advanced Level

MARK SCHEME for the 2005 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE

ADMINISTRATION

5243

Office Procedures, maximum mark 100

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UNIVERSITY of CAMBRIDGE
International Examinations

2005

CAMBRIDGE INTERNATIONAL DIPLOMA

Advanced Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5243/A

Office Administration (Office Procedures)

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TASK 1 (1.2, 2.1 - 33 marks)

- **List of six suggestions to help prevent fires (18 marks)**

ACCEPT OTHER SUITABLE ANSWERS

Do not smoke in unauthorised areas	3
Do not throw cigarettes into waste paper bins	3
Ensure that all chemicals for machines are stored appropriately	3
Check electrical wiring regularly	3
All inflammable cleaning materials should be stored appropriately	3
Avoid static materials eg carpets	3
Regular testing of all electrical equipment	3

- **Notice giving 5 points to inform staff what to do in the event of a fire: (15 marks)**

ACCEPT OTHER SUITABLE ANSWERS

Do not use lift when alarm is sounded	3
Evacuate the building immediately	3
Leave personal belongings behind	3
Do not return to the building until told to do so	3
Sound alarm if you are the first person to see the fire	3

Task 2 (1.2, 2.1, 2.2, 3.3 - 18 marks)

- **Six procedures/policies relating to Health and Safety**

ACCEPT OTHER SUITABLE ANSWERS

Fire prevention procedures	3
Evacuation of building in the event of fire etc	3
No smoking policy	3
Procedures to be followed in the event of an accident	3
Procedures to be followed when suspicious packages are received	3
Employees responsibility for themselves and their colleagues in respect of Health and Safety	3
Building security procedures eg persons/visitors entering the building	3

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Task 3 (1.1 - 27 marks)

▪ Completion of Appointments List:

For Mr Bahrani	1
Appropriate date	1

▪ Correct order and entries onto appointment sheet marks (25 Marks)

Hana Meshhadani, personal problem	6
Health and Safety Committee meeting	3
Simon Banks, Personnel Department	3
Peter Greenwood, Telematics	4
Visit to Bankfield Factory	6
Grange Park Football Club	3

TIME	NAME OF PERSON/ORGANISATION	REASON FOR APPOINTMENT/MEETING
0900 -1000 hrs	Hana Meshhadani, Greenbank Site	Personal problem
1000 – 1200 hrs	Health and Safety Committee	Weekly meeting
1200 – 1300 hrs	Simon Banks, Personnel Department	Discuss appraisals
1400 – 1600 hrs	Peter Greenwood, Telematics Ltd	Demonstrate new server
1600 – 1730 hrs	Bankfield Factory	Accident involving worker
1800 -	Grange Park Football Club	Annual General Meeting

Allow marks to candidates who have given other appropriate times for appointments which have no set time. Appointments which have a set time must be shown at that time.

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Task 4 (6.1 – 22 marks)

- **Name 3 documents he may be asked to produce by the authorities as he travels from one country to another (12 marks)**

Passport	4
Visa	4
Health documents	4
Visitor permit	4

- **Five other arrangements to make before journey starts (10 marks)**

ACCEPT OTHER SUITABLE ANSWERS

Arrange hotel reservations	2
Arrange flights	2
Contact times back to office	2
Arrange currency	2
Prepare itinerary	2
Prepare business documents	2
Arrange business meetings	2
Prepare communication systems e.g. laptop	2
Arrange for mobile phone to be of use internationally	2

2005

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MARKING

TASK 1 (42 marks)

- Prepare a notice listing **five** security and safety guidelines, and **four** stationery storage guidelines. (1.1, 1.2, 2.1, 2.2, 3.1, 3.2, 3.3, 4.2 - 27 marks)

Security and safety guidelines, and stationery storage guidelines:

STATIONERY STORAGE

- keep stationery supplies clean, tidy and dry (or, damaged goods waste money) 3
- place new stock at the back of the shelf 3
- move old stock to the front of the shelf 3
- accurately enter all issues and receipts on the correct stock record cards 3

STATIONERY STORAGE AND HEALTH AND SAFETY

- never store heavy items on high shelves..... 3
- ensure that hazardous materials are stored safely 3
- keep inflammable liquids in sealed containers and store in a metal cabinet 3
- miscellaneous items, such as pens, etc. should be placed in small boxes on the middle shelf for ease of access, to avoid hazards should fallen or dropped items be left on the floor 3
- do not place miscellaneous items on top of A4 envelopes, etc. (e.g. pulling out an A4 envelope could be hazardous)
- do not keep large numbers of A4 envelopes - they are bulky and can be awkward to handle in well stocked stationery cupboards 3
- do not store bulky items en mass too near the bottom of the cupboard – possible cause of potential injuries due to incorrect bending 3
- keep empty wrappers or boxes off the floor..... 3

SECURITY

- the last person in the storeroom to lock it when they leave 3
- keep the storeroom keys in a safe place 3

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- **Example of a Notice displayed for impact and clarity.**

ARE YOU SECURITY, SAFETY AND GOOD PRACTICES AWARE?

SECURITY

Is the storeroom locked when you leave the room?
Are the keys kept in a safe place?

CARING FOR YOUR SAFETY

Are heavy items stored on **low** shelves
AND
the floor free of empty wrappers and boxes?

Are hazardous materials stored safely
AND
inflammable liquids in sealed containers and stored in a metal cabinet?

CARING FOR STATIONERY

Are supplies kept clean, tidy and dry?
Is new stock placed at the back of the shelf?
Is old stock at the front of the shelf?
Are all issues and receipts accurately entered on stock record cards?

- **Five reasons for using your chosen display techniques. (10 marks) (Reasonable alternatives acceptable).**

white space used to 'frame' the wording.....	2
clearly defined sections.....	2
use of white space to emphasise sections	2
clear and appropriate language	2
essential wording displayed to gain interest	2
line variation to create interest, aid understanding and contribute to impact.....	2
use of headings to break up text.....	2
uncluttered display – to avoid confusion and to aid understanding	2
well displayed text for clarity and interest (including use of ruler, and no 'crossings through').....	2

Visual impact of the Notice (5 marks)

effective (e.g. appropriately and succinctly worded, and effective impact techniques used).....	5
moderately effective (too wordy; weak use of display techniques).....	3
no visual impact (too wordy, illogical, inadequate use of display techniques to have any impact)	0

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TASK 2 (28 marks)

- Prepare a checklist containing eight items to monitor the implementation of the guidelines. **(1.1, 1.2, 2.1, 3.1, 3.2, 3.3, 4.2 – 28 marks)**

Layout (7 marks)

very easy to use.....	7
moderately easy to use.....	5
lacks clarity	0

Make sure that the checklist indicates whether or not (8 marks)

the item checked/observed was satisfactory	2
feedback was given to staff about individual items.....	2
action is required.....	2
action is required by.....	2

The checklist should include: (5 marks)

a reference code for each item on the checklist	1
observer's name	1
observer's designation	1
provision for observer's signature	1
date of observation/assessment.....	1

Eight checklist items (8 marks)

item 1	1
item 2	1
item 3	1
item 4	1
item 5	1
item 6	1
item 7	1
item 8	1

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The following example provides guidelines for marking content of checklist:

DATE		Observer's name				
		Signature				
CHECKLIST NO:1		Designation				
Item ref No.	Item to be checked	Satisfactory?		Feedback to staff?		Action required /date required by
		Yes	No	Yes	No	
1	Location of storeroom key					
2	Hazardous materials					
3	Inflammable liquids					
4	Floor					
5	Positioning of heavy stationery items					
6	Cleanliness and tidiness of supplies					
7	New stock at back of shelf					
8	Old stock at front of shelf					
9	Issues accurately entered					
10	Receipts accurately entered					

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TASK 3 (30 marks)

- **Four basic rules to follow when drawing up a standard itinerary. (6.1 – 12 marks)**

at the top of the itinerary it should show dates covered, destination, and name/s of those involved..... 3
it should cover all travel arrangements (including getting from home to the office to the airport, and return - *see below*)..... 3
arrangements and dates should be listed in date and time order 3
the 24 hour clock should be used 3

- **Give four items of importance to the traveller.(6.1 – 12 marks)**

time of departure from starting point and time of arrival at destination..... 3
train departure times and stations, or flight departure time, flight number, and terminal . 3
train arrival times and stations, or flight arrival time, flight number, and terminal 3
hotel details, e.g. name, address, fax, telephone numbers and e-mail address..... 3
car hire details, e.g. name, address, fax, telephone numbers and e-mail address 3

- **When confirming a hotel booking by letter or fax, list six items that should be included. (6.1 – 6 marks)**

name and firm of the traveller 1
dates of stay..... 1
nights reserved 1
type of room required, e.g. non-smoking, en-suite, etc 1
dietary and dining requirements..... 1
late arrival 1
meal or sandwiches on arrival 1
early departure..... 1
transport required to and from the airport 1
method of payment 1