

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

COMMUNICATION AND TASK MANAGEMENT

5222/A

Core Module: Practical Assessment

2006

1 hour 30 minutes

Additional Materials: Typing Paper
Answer Booklet/Paper

READ THESE INSTRUCTIONS FIRST

Type or write your Centre number, candidate number and name on all the work you hand in.
If you use handwriting for your answers, write in dark blue or black pen.
Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.
You must attempt all tasks.
All printouts must be submitted at the end of the assessment.
At the end of the examination, fasten all your work securely together.
The number of marks is given in brackets [] at the end of each question or part question.

This document consists of **4** printed pages.



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

You are the Junior Administrator in a new department. Your line manager has asked you to complete the following tasks.

Task 1

Note
The layout of the Notice of Meeting and Agenda is not correct. Please amend it.
Manager

- Prepare a correct Notice of Meeting and Agenda using the information below.

Health and Safety Meeting, next Wednesday, at 0930 hrs in Conference Centre

Any Other Business

Accident Report forms

Date and time of next meeting

Driving licences for Fork Lift Truck drivers

Minutes of last meeting

Matters arising from minutes

Apologies for absence

Eye tests for computer users

Task 2

You need to inform the staff about a social event next month. You could use any of the following methods of communication - **noticeboard, memo, letter, telephone, email or fax.**

- Select a method of communication and give **two** reasons why you have chosen that method.

Task 3

Several telephone order forms have contained wrong information for our Despatch Section.

- Give **five** reasons why staff find it difficult to listen to what customers are saying.

Task 4

Part of your work role is to take telephone orders from customers. You think you have made a mistake when taking an order.

- List **three** actions you should take to make sure that you have the correct information.
- Give **four** things which might happen if you do nothing about this situation.

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5222/B

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2006

1 hour 30 minutes

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Answer Booklet/Paper

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This document consists of **3** printed pages.



GUIDELINES TO CANDIDATES

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SCENARIO

You are a member of a small team who work in the Customer Care Centre. Your manager has asked you to complete the following.

Task 1

Give **four** reasons why many people like to work in teams.

Task 2

A customer has complained about your poor written communication skills.

- What **four** things could happen to you as a result of this complaint?

Task 3

You answer the telephone and the caller is either not speaking very clearly or there is something wrong with the telephone line.

- What **three** actions could you take to ensure that you get the correct message?

Task 4

You have eight tasks to complete today. Towards the end of the afternoon you have not started three of the tasks.

- What **five** things might have prevented you from doing all your tasks in one day?
- What **three** actions could you take to deal with the tasks that you have not started?

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