

MARK SCHEME for the 2006 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5232 Communication and Task Management, Maximum mark 100

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began.

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.

Mark schemes must be read in conjunction with the question papers and the report on the examination.

The grade thresholds for various grades are published in the report on the examination for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses.

- CIE will not enter into discussions or correspondence in connection with these mark schemes.

CIE is publishing the mark schemes for the October/November 2006 question papers for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.

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Mark Scheme

Task 1 (30 marks – 2.1, 4.1)

Set out the agenda correctly. (20 marks)

Heading – Agenda	[3]
1 Apologies for absence	[2]
2 Minutes of last meeting	[2]
3 Matters arising from minutes	[2]
4 Staff Appraisal	[2]
5 Change of Contract – Introduction of Flexitime	[2]
6 Any other business	[2]
7 Date and time of next meeting	[2]
Items numbered	[3]

Two reasons why an agenda helps a meeting run smoothly. (10 Marks)

ACCEPT OTHER SUITABLE ANSWERS

Items are discussed in the order they appear on the agenda	[5]
The chairperson can give time to each item	[5]
Helps the members keep focused on the items to be discussed	[5]
Members deviating from the agenda can be asked to put that item on the agenda for the next meeting	[5]

Task 2 (20 Marks – 3.1, 3.2, 3.3)

ACCEPT OTHER SUITABLE ANSWERS

One reason for the use of email. (5 marks)

This is an urgent message and needs to get to staff quickly	[5]
It is the fastest means of communicating with all staff	[5]
One message can be prepared and sent to all staff	[5]

Two other advantages of using email. (10 marks)

Reward any of the above if not awarded for the first part of the question (5 marks for each point)

One disadvantage of using fax machine. (5 marks)

Not all staff have access to a fax machine	[5]
Fax machines cannot send attachments	[5]

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Task 3 (24 marks – 2.2, 2.3, 4.1, 4.2)

ACCEPT OTHER SUITABLE ANSWERS

Four ways to indicate listening and showing interest in ideas presented by a new member of staff. (24 marks)

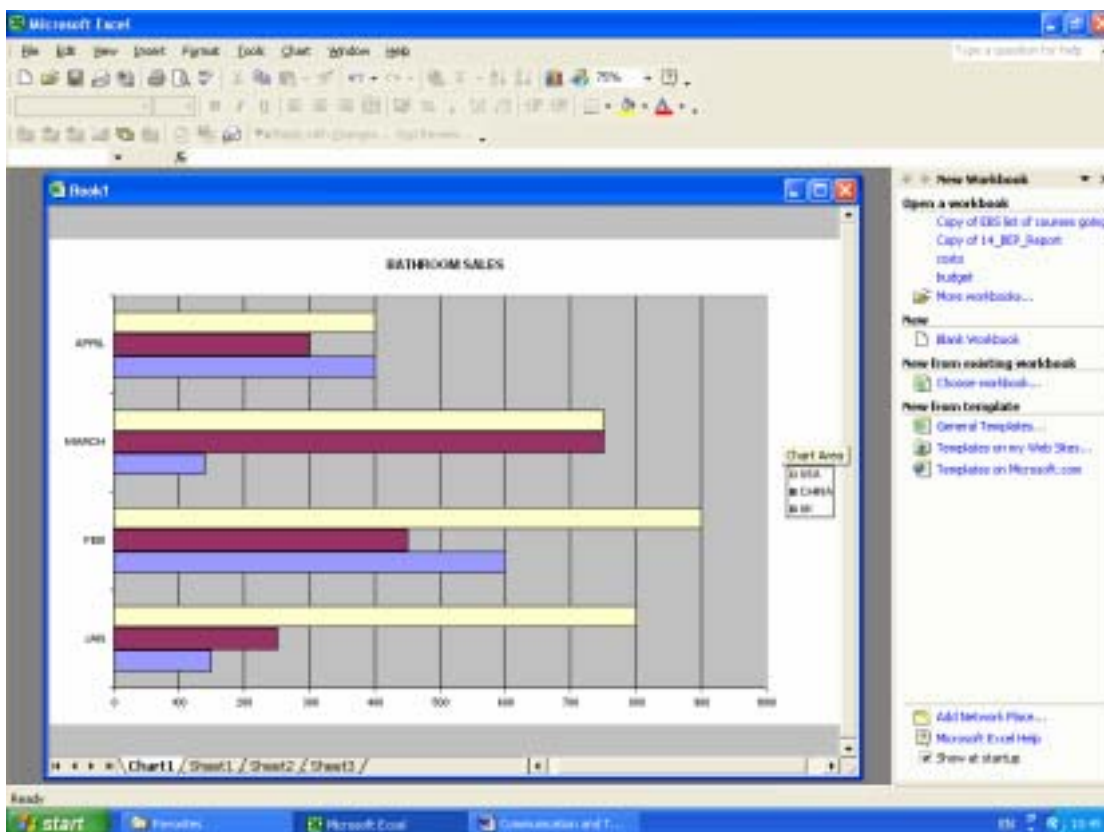
- Body language [6]
- Taking notes [6]
- Planning action [6]
- Summarising [6]
- Reducing any disturbances [6]
- Organising the room [6]
- Asking questions [6]

Task 4 (26 marks – 1.2)

Produce a chart from given information. (18 marks)

- Vertical axis [2]
- Horizontal axis [2]
- Chart title BATHROOM SALES [1]
- Legend [1]
- Plot information [12]

EXAMPLE OF A CHART



Two reasons why charts are used when presenting figures. (8 marks)

ACCEPT OTHER SUITABLE ANSWERS

- Figures are easier to understand when presented as a chart [4]
- Easier to do comparisons [4]
- More interesting than tables [4]

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Task 1 (25 marks – 4.3)

ACCEPT OTHER SUITABLE ANSWERS

Five pieces of information that MUST be included in telephone messages.

Name of caller	[5]
Telephone number of caller	[5]
Time of call	[5]
Urgent or not	[5]
Action to be taken	[5]
Name of person taking message	[5]
Date and time of call	[5]
Message	[5]

Task 2 (25 marks – 3.2, 3.3)

ACCEPT OTHER SUITABLE ANSWERS

Five reasons why staff prefer to send an email rather than a letter.

Do not need to be as formal as a letter – no address, salutation, complimentary close	[5]
It is quicker – no need to move away from computer	[5]
Usually have a reply sooner than a letter	[5]
Can send at any time – no need to catch the post	[5]
Easier to file by electronic means	[5]
Email can be sent to more than one person – multiple addresses	[5]

Task 3 (25 marks – 1.1, 1.3)

Suitable heading	[1]
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Allow up to 24 marks for suitable items included in the form

Personal objectives	[2]
Project objectives	[2]
Team Member	[2]
Department	[2]
Progress to date	[2]
Meeting dates – Team Leader	[2]
Colleagues	[2]
Completion Date	[2]
Will completion date be met	[2]
Comments/suggestions	[2]
Signed	[2]
Dated	[2]

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Example of form

RECORD OF INDIVIDUAL PROGRESS

Project Objectives

.....

Personal Objectives

.....

Team Member **Department**

Progress to date

.....

.....

Review Dates – Team Leader

.....

Colleagues

.....

Completion Date **Will Completion Date be met** Yes/No

Comments/Suggestions

.....

Signed **Date**

Task 4 (25 marks – 2.1)

Five reasons why feedback to team members should be given.

ACCEPT OTHER SUITABLE ANSWERS

Monitors individual progress

Allows individual and team to know progress being made on project

Gives individual the opportunity to give their opinions

Opportunity for constructive criticism to be given

Can dispense tension

Can solve disagreements

Assists team/individuals to remain on track

[5]
[5]
[5]
[5]
[5]
[5]
[5]