

MARK SCHEME for the 2006 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.

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

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Task 1 (24 marks – 3.3)

ACCEPT OTHER SUITABLE ANSWERS

One reason why email has become an important means of communication. (4 marks)

- It is much faster than other written forms of communication [4]
- One message can be sent to many people [4]
- It is a relatively cheap means of communication [4]

Two advantages of using a fax machine as a means of communication. (8 marks)

- Can be used 24 hours a day [4]
- Can be used worldwide [4]
- Can be used to send charts, maps etc [4]

Why would a letter be used instead of the other four means of communication. (4 marks)

- Letters are more formal [4]
- Letters can be referred to again [4]
- Letters can be used as a legal document [4]

An example of when the telephone would have an advantage over other means of communication. (4 marks)

- When oral communication is better than written communication [4]
- When someone needs to be contacted urgently [4]

Difference between a meetings report and a committee report. (4 marks)

- A meetings report is what was said on a particular occasion and a committee report reports what was done over a period of time [4]

Task 2 (28 marks – 2.1, 2.2)

ACCEPT OTHER SUITABLE ANSWERS

Four responsibilities of a team leader. (16 Marks)

- Co-ordinate work [4]
- Set objectives and targets to complete the work on time [4]
- Maintain standards [4]
- Keep the team up to date with relevant information [4]
- Monitor team and individual performance [4]
- Review plans to meet changes in circumstances [4]
- Solve problems [4]
- Make decisions [4]

Three qualities team members are expected to have. (12 marks)

- Know what their responsibilities are within the team [4]
- Ensure their work is completed on time and is not holding up other team members [4]
- Help others with workload when their work is completed [4]
- Provide support and encouragement to their team members [4]
- Contribute ideas and suggestions at team meetings [4]
- Be positive about the team [4]

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Task 3 (25 marks – 1.3)

ACCEPT OTHER SUITABLE ANSWERS

Two things which might prevent completion of tasks. (10 marks)

- Telephone interruptions [5]
- Colleague interruptions [5]
- Unexpected problems [5]
- Meetings called [5]

Two ways to ensure important tasks were completed. (10 marks)

- Could have delegated some of the tasks [5]
- Telephone on voicemail [5]
- Locking the door of office [5]
- Prioritise the work [5]
- Plan time more effectively [5]

One way you could have assisted your manager

- Identified tasks you could have completed [5]
- Delegated some of your work in order to help Mrs Ram [5]

Task 4 (23 marks – 1.2)

ACCEPT OTHER SUITABLE ANSWERS

Two reasons why charts/graphs are used to present information. (10 marks)

- Data is more interesting in chart format [5]
- Data is interpreted more easily [5]

Two other types of graphs/charts which could have been used to display this information in a better way. (2 marks)

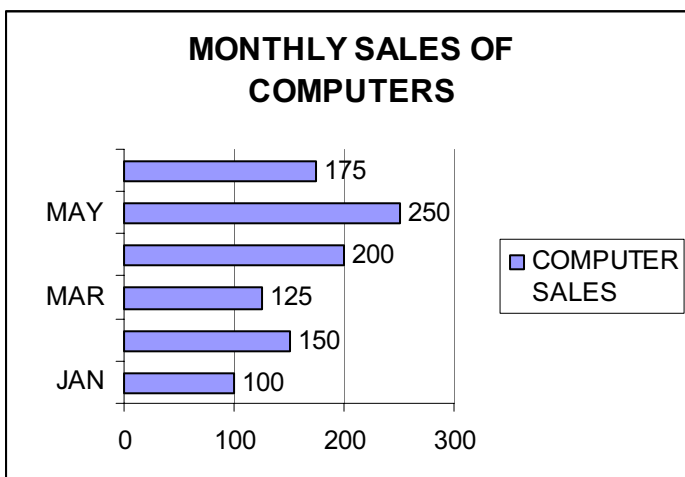
- Line graph [1]
- Bar chart [1]
- Column Chart [1]

Use either the above chart/graph named and present the same information. (11 marks)

- X axis [1]
- Y axis [1]
- Title to chart/graph [1]
- Legend [1]
- Labels [1]

Correct piece of data displayed. (up to 6 marks) [6]

Example of Chart



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Task 1 (32 marks - 1.1, 1.2, 2.2,2.3)

ACCEPT OTHER SUITABLE ANSWERS

Four factors to be considered when allocating work to team members. (16 marks)

- Strengths and weaknesses of each team member [4]
- Has the team member got the right skills for this project [4]
- Has the team member had the experience to complete the work successfully [4]
- How does the team member work under pressure [4]
- Does the team member always meet deadlines [4]

Four factors to consider before allowing a team member to transfer to another team. (16 marks)

- How much of the project have they completed [4]
- Can they be replaced easily [4]
- Will the project be completed on time without their help [4]
- May disrupt motivation for other team members [4]
- Others team members may wish to follow [4]
- If denied could sabotage the project [4]

Task 2 (18 marks – 1.2)

- Name of diagram – Organisation Chart [4]
- The General Manager has overall control [4]
- Deputy Personnel Officer is the line manager of Personnel Assistants [4]
- Sales staff are people who would be responsible to Sales Supervisor [6]

Task 3 (25 marks – 1.3)

Five ways in which working environment is organised to allow deadlines to be met.

- Easy access to stationery and equipment [5]
- Team should have desks sited together [5]
- Reduce the need for staff to have to move from their desks for collection and delivery of work [5]
- Remove distractions e.g. desks near to aisles so that colleagues do not stop to chat [5]
- Have partitions that can be erected during projects [5]
- Have teams sited away from noisy machinery [5]

Task 4 (25 marks) – 3.3)

Five items to be included in guidelines for checking a document.

- Reducing long or wordy sentences or paragraphs [5]
- Proof read for spelling errors [5]
- Proof read for grammatical errors [5]
- Ensure document has a clear aim [5]
- Ensure document has a logical structure [5]
- Identify any unexplained abbreviations [5]
- Revising/removing unclear language [5]
- Ensure document does not have any distractions to the reader [5]