

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

OFFICE PROCEDURES

5243/A

Core Module: Practical Assessment

2006

2 hours

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 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 Senior Administrator in the **Human Resources Department** and work for Akram Bah. He has asked you to complete the following tasks.

Task 1

NOTE

I am to Chair the Staff Association meeting on Friday next at 1000 hrs in Room 2. A Notice and Agenda will need to be prepared. The main topics for discussion will be the Company Anniversary Dinner and the New Year Party. A Bah

- Prepare the Notice of Meeting and Agenda and include the usual items and the **two** mentioned in the note above.
- Describe **one** way in which the agenda for the Chairperson will differ from the agenda given to committee members.
- List **three** points to explain the role of the Chairperson during the Meeting.

Task 2

Mr Bah is shortly to travel to Paris to attend a trade fair.

- What **four** sources of research could you use to help you plan this visit?
- Describe **one** way in which you would ensure contact with Mr Bah whilst he is away.
- Mr Bah does not want to have to deal with a large amount of correspondence immediately on his return. State **two** things you could do in his absence to avoid this happening.

Task 3

Data on computers is not being kept confidential. Mr Bah has asked you to look at ways of keeping data secure.

Prepare a memorandum from Mr Bah to staff and include:

- **One** reason why each member of staff should have their own password to the computer network.
- **One** reason why it is necessary for a password to be changed frequently.
- **One** reason for the use of a screen saver.

Task 4

All staff have completed a questionnaire relating to changing the offices to an open plan style.

- Give **one** reason why questionnaires are used.
- Give **one** way in which the Human Resources Department would find this information useful.
- Briefly explain who could analyse the completed questionnaires.

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International Examinations

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SCENARIO

You are the newly appointed Senior Administrator to the General Manager. You need to complete the following tasks.

Task 1

The Company Safety Officer will carry out an induction course for new staff and wishes to include some guidelines on fire drills and accidents at work.

- List **four** actions staff should take when the fire alarm sounds.
- List **four** actions you would take if a colleague who you are working with has an accident.

Task 2

Note

Several staff/customers have complained that their correspondence has not been answered. I am concerned that the use of pending files is no longer satisfactory.

- Give **one** advantage of a pending file.
- Give **one** disadvantage of a pending file.
- Describe **one** other system that could be used to ensure that correspondence is dealt with on time.
- Give **two** reasons why you have chosen this system.

Task 3

We seem to be running out of storage space for documents which need filing. Please look at what we can do. *General Manager*

- Prepare a notice giving **five** rules for the retention policy for keeping hard copy documents.

Task 4**Note**

Congratulations on your promotion! I am to take on your role of minuting secretary for the management meetings and I am unsure what I need to do. Can you help me?

Prepare the following for the person who is to take over your previous position as minuting secretary.

- List **five** tasks which need to be completed on the day of a meeting.
- List **four** tasks which need to be completed after the meeting.
- Explain the difference between an AGM (Annual General Meeting) and an EGM (Extraordinary General Meeting).
- List **two** tasks that you would need to carry out in preparation for an AGM which you would not do for a regular in-house meeting.

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