

MARK SCHEME for the October 2007 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5221 Text Processing, Maximum mark 100

This mark scheme is published as an aid to teachers and candidates, 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.

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

CIE is publishing the mark schemes for the October/November 2007 question papers for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.

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Section A

TASK NO	NUMBER OF WORDS
2	91
3	168
4	126
5	53
TOTAL	438

FOR A **DISTINCTION** – NO MORE THAN **5** FAULTS

FOR A **PASS** – NO MORE THAN **9** FAULTS

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TASK 2

MEMO

TO All Staff
FROM Puja Heung
REF PH/DK
DATE Day Month Year

APPRAISAL

It has come to my notice that some members of staff may be anxious about the new system of appraisal the company has devised and which is due to start next month.

I have asked Sophy Sulvinder to produce an information sheet and this will be sent to all staff soon. It has been developed in an effort to reduce any fears that people may have.

If you have any concerns, please raise these with your line manager in the first instance.

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TASK 3

APPRAISALS

Appraisal schemes now take place in most companies. The aim is to help improve the performance of staff.

All members of staff are interviewed, normally by their line managers. The purpose is to discuss what progress has or has not been made since the last formal review. It is an opportunity to talk over any problems and to set new goals for the coming year.

Both parties should make sure that they have plenty of time to prepare for the review. All documents should be prepared well in advance. When preparing for the meeting it is useful to make notes of any items that need to be discussed. These should include the responsibilities and tasks that have been performed well. Training that might help performance would also be discussed.

The meeting should take place in private. It is important to ensure that there are no interruptions from routine daily business. The time and date of the meeting should be agreed in advance between those taking part.

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TASK 4

KARINA COMPUTER TRAINING

68 Zuzichao Road

Taipei 107

Taiwan

Our ref AM/243

Day Month Year

Miss Yukai Lee
15 Chung-Shiao W Road
Taipei 100
Taiwan

Dear Miss Lee

With reference to your recent letter, I enclose our catalogue, from which you will see that our basic courses are free. To be accepted you need to enrol at least seven days before a course is due to start. However, you will need to buy a computer with specific software.

Before you buy your computer, we recommend that you take advice from one of our consultants. They could visit you in your home. They will have full details of the hardware and software that will be required.

Please contact me again if you would like to take up this opportunity.

Yours sincerely

Angelika Moyo
Course Organiser

Enc

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TASK 5

KARINA COMPUTER TRAINING

Our basic computer course includes:

- Charts and graphs
- Computer basics
- Databases
- Disk management
- Desktop publishing
- Electronic communication
- Word processing
- Spreadsheets

All basic courses are free

**Our rooms have natural daylight, air conditioning
and good, spacious work areas for your use**

Free car parking is available

Why not call in today?

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Section B

TASK NO	NUMBER OF WORDS
2	91
3	168
4	128
5	52
TOTAL	439

FOR A **DISTINCTION** – NO MORE THAN **5** FAULTS

FOR A **PASS** – NO MORE THAN **9** FAULTS

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TASK 2

MEMO

TO Conrad Yiu
FROM Dionne Marriott
REF DM/296
DATE Day Month Year

SKIING HOLIDAY

Please arrange to see Mrs Maria Faisal, who is the HR Administrator at Seagrove International, as soon as possible. The address and contact details can be found in the file.

The company is considering taking a party of 20 employees on a skiing trip to Switzerland in January. It is important that you telephone Mrs Faisal within the next few days in order to secure the business.

Please make an appointment with Shonagh to see me on Friday regarding this.

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TASK 3

SKIING HOLIDAYS

Skiing holidays can be very expensive. There is not just the flights and accommodation to think about. There is also a great deal of equipment that is needed. Special clothes such as boots, gloves, hats and goggles are also required, mainly for your safety.

Many people who have never tried skiing before choose to borrow ski equipment from friends and relatives. They can then decide whether it is worth buying everything that is required.

Most ski resorts provide hire facilities. Adults and children are able to hire a variety of clothing and equipment at very reasonable prices. However, goggles and other safety items should not be hired, as they may be faulty or badly worn. To be sure that these items are quite safe, they should always be purchased.

Skis and poles should only be purchased when someone becomes an expert. However, experts rarely buy, preferring to hire when they arrive at their resort. Taking skis and poles on an aircraft can be difficult and expensive.

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TASK 4

COOMBE TRAVEL AGENTS

PO Box 15
2146 Paphos
Cyprus

Our ref PF/AZ

Day Month Year

Mrs A Dack
The Head Teacher
Knowles Hill School
PO Box 213
2323 Paphos
Cyprus

Dear Mrs Dack

I refer to my telephone conversation with your secretary this morning concerning your school's skiing trip to Switzerland.

I am pleased to inform you that all the flights and accommodation have now been booked. Our booking confirmation form is enclosed. The deposit must be received by us before the end of next week. The balance would then be due two months before departure.

As discussed, all ski equipment may be hired at the resort. Adults and children are catered for in a large range of sizes. If you have any queries, please get in touch with me.

Yours sincerely

Peter Foo
Course Organiser

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TASK 5

ZUMIKON SKI HIRE

Clothing:

Fleeces, sweaters and tops to suit your needs
Body warmers to keep your body temperature regulated
Hats and caps
Outdoor jackets for all terrains
Padded and cushioned socks
Thermals
Stretch tights
Gloves

Ski equipment:

Boots
Poles
Skis
and more

We cater for adults and children
All sizes - large and small