

MARK SCHEME for the October 2007 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5222 Communication and Task Management, Maximum mark 100

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Section A

TASK 1 (32 marks) 1.1, 1.2

Correct order for dealing with work [16]

- (a) Deliver mail to departments (4)
- (b) Book hospitality (4)
- (c) Make corrections to letter (4)
- (d) Make back up copies (4)

NB deliver mail and book hospitality could be interchangeable.

Reasons for order [16]

ACCEPT OTHER SUITABLE ANSWERS

- (a) Mail should always arrive at the beginning of the day (4)
Some of the mail may need to be dealt with urgently (4)
- (b) Hospitality is required for that day (4)
Persons providing hospitality will need time to prepare (4)
- (c) Corrections to letter can be done at any time before the mail is despatched (4)
- (d) Backing up copies is non urgent (4)
Backing up is a routine job to be done at any time (4)

TASK 2 (18 marks) 2.1

Two reasons why agendas are used at meetings [12]

ACCEPT OTHER SUITABLE ANSWERS

- To give meetings a structure to follow (6)
- To help members prepare for meetings (6)
- To organise time given to each item (6)

Persons receiving a copy of the agenda [6]

- Committee/team members (6)
- Chairperson (6)

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TASK 3 (24 marks) 1.2, 2.3, 3.3

Three reasons why Team Leader needs to be informed of this additional work [18]

ACCEPT OTHER SUITABLE ANSWERS

Staff may be giving work which should be completed by themselves (6)
 Deadlines may not be met for work given by Team Leader (6)
 Junior Administrator may feel under pressure (6)
 Work may be too complicated for Junior Administrator (6)

One reason for choosing a memorandum to communicate this information to Team Leader [6]

Can think about what to say rather than face-to-face communication (6)
 May need to have this information in writing for future use (6)

TASK 4 (26 marks) 4.2

ACCEPT OTHER SUITABLE ANSWERS

Two reasons why listening might be difficult at a meeting [12]

Not understanding the content (6)
 Dislike of the person speaking (6)
 Background noise (6)

One action to take should project not be understood [7]

Ask team leader to repeat instructions (7)
 Ask for an individual meeting later (7)

One reason for Team Leader to avoid closed questions [7]

Team would answer yes/no (7)
 No discussion would take place (7)
 No ideas would be generated (7)

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Section B

TASK 1 (25 marks) 1.1, 1.3

ACCEPT OTHER SUITABLE ANSWERS

Three reasons why a list of work might be prepared for work to be completed today [15]

- Plan the day (5)
- Work out time for each piece of work (5)
- No work is omitted (5)
- Decide what is important (5)
- Decide what is urgent (5)

Two reasons why all the work on the checklist might not be completed by the end of the day [10]

- Interruptions by telephone calls (5)
- Interruptions by colleagues (5)
- Senior staff asking you to do other work (5)
- Unexpected meetings called (5)

TASK 2 (15 Marks) 3.1

ACCEPT OTHER SUITABLE ANSWERS

Three causes of poor communication skills

- Shy/nervous (5)
- Not interested in topic being discussed (5)
- Little command of language (5)
- Dislike of the person being addressed (5)
- Distracted by other colleagues (5)
- Insufficient knowledge of topic (5)

TASK 3 (12 marks) 2.4

ACCEPT OTHER SUITABLE ANSWERS

Two forms of unacceptable behaviour in meetings [8]

- Speaking to others about different topic to that being discussed (4)
- Ignoring the chairperson (4)
- Aggression towards other colleagues (4)

One way in which the Team Leader could deal with unacceptable behaviour [4]

- Team Leader/Chairperson speaking to the person after the meeting (4)
- Reporting matters to senior persons (4)
- Dismissal from team (4)

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TASK 4 (30 marks) 4.3

ACCEPT OTHER SUITABLE ANSWERS

One reason why additional telephone training may be necessary [6]

Complaints received from callers	(6)
Complaints received from other staff	(6)
Staff not following procedures	(6)

Four steps to be followed when answering the telephone [24]

Introduce your Organisation	(6)
Ask the caller how you may help them	(6)
Inform the caller of the action you are taking	(6)
Inform the caller if the person is not available and take appropriate action e.g. take message, suggest alternative person	(6)

TASK 5 (18 marks) 4.2

ACCEPT OTHER SUITABLE ANSWERS

Three reasons for asking questions in meetings

To get understanding	(6)
To get more information	(6)
To confirm agreement	(6)