



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

OFFICE PROCEDURES

5223/A

Core Module: Practical Assessment

2007

1 hour 30 minutes

Additional Materials: Answer Booklet/Paper
 Typing Paper

READ THESE INSTRUCTIONS FIRST

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 all your work securely together.

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 a Junior Administrator on a Reception desk. You have been asked to complete the following tasks.

Task 1

You are responsible for the Reception filing.

- Give 1 method you would use to show that a file has been removed from the filing cabinet.
- Give 1 way in which you would ensure that only authorised persons have access to the filed documents.
- Give 1 reason why it is important that files are kept secure.
- Give 1 reason why computerised filing would be used rather than manual filing.

Task 2

At your induction training you were informed of your responsibilities for health and safety.

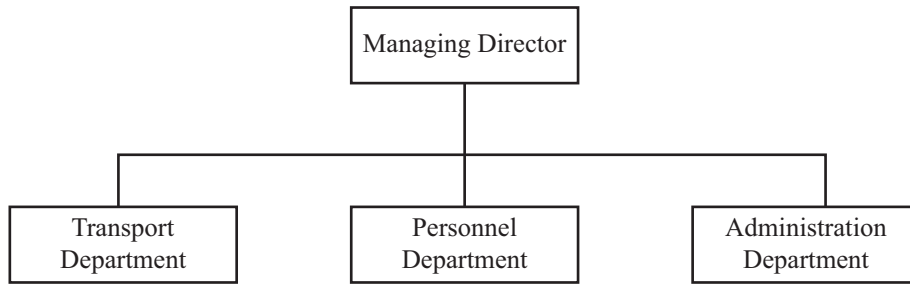
- List 3 ways in which people working with VDUs can help to ensure their own health and safety.
- What 2 actions should you take when you hear the fire alarm?

Task 3

Note

Senior Management has requested that systems used in Reception are checked to ensure they are up to date.

- Give 1 reason why it is important that a visitors' book is completed.
- Give 1 reason why a receptionist would ask a visitor for a business card.
- List 2 reasons why the reception area should have security cameras.
- Give 1 reason why there should always be a receptionist on duty at all times.

Task 4

- What is the name of this diagram?
- Name 2 other departments which could be included in this diagram.

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (UCLES) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

University of Cambridge International Examinations is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.