

MARK SCHEME for the October 2007 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5232 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 (26 marks) 3.3

Memorandum to Sales Manager

Tone appropriate to receiver	(3)
Layout to include from, to, date, subject	(4)
More than one paragraph	(1)
Memorandum to include:	
invitation to meeting	(3)
date or day of meeting	(2)
time of meeting	(2)
place of meeting	(2)
discussion with colleagues	(3)
topic for discussion	(3)
discussion results to be taken to meeting	(3)

TASK 2 (24 marks) 1.1

Four reasons why work should be completed by set deadline

ACCEPT OTHER SUITABLE ANSWERS

Team leader will have established when work should be completed	(6)
There may be deadlines given by senior staff	(6)
Unfair to colleagues when realistic timescales have been set for each team member	(6)
Your work if incomplete may hold up other work	(6)
You may have other sections of the project to work on	(6)

TASK 3 (30 marks) 2.1

ACCEPT OTHER SUITABLE ANSWERS

Three reasons for using an Agenda at team meetings	[15]
Structure to the meeting	(5)
Members can prepare for agenda items	(5)
Team leader can allow time for discussion of each item	(5)
If items are not part of the agenda they can be brought up under any other business	(5)
Purpose of an action plan	[5]
Simple statement which indicates when/how deadlines are to be met, no items are omitted and work in progress can be monitored	(5)
Two ways in which the team leader can monitor progress of work	[10]
By asking each individual	(5)
Using action plans	(5)
Electronically	(5)
Having meetings	(5)
Using visual display boards	(5)
Wall planner	(5)

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TASK 4 (20 marks) 1.3

ACCEPT OTHER SUITABLE ANSWERS

Four ways in which the work environment could be changed to improve the work flow

- Have all the administrators seated together (5)
- Have all the equipment sited together (5)
- Have the filing clerk near to the filing cabinets (5)
- Have all the filing cabinets together (5)
- Senior Administrator near to administrators (5)

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Section B

TASK 1 (33 marks) 3.2, 3.3

Three types of communication to contact Team Leader [18]

Email	(6)
Mobile Telephone	(6)
Pager	(6)
Memorandum	(6)
Fax	(6)

One reason for each type of communication chosen [15]

ACCEPT OTHER SUITABLE ANSWERS

E mail	concerns in writing	(5)
	staff constantly check their emails	(5)
Mobile telephone	speak to team leader directly	(5)
	can leave a message if no answer	(5)
Pager	instant contact	(5)
	direct contact	(5)
Memorandum	concerns expressed by written communication	(5)
	information given in detail	(5)
Fax	concerns in writing	(5)
	quick method of communication	(5)

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TASK 2 (36 marks) 1.1, 1.3

ACCEPT OTHER SUITABLE ANSWERS

One way in which the workflow is affected in each of the situations:

Photocopier down the end of the corridor	
Time wasted to walk there	(6)
Talking to staff met on the corridor	(6)
Desk full of many personal items	
Business items may not be easily retrieved	(6)
Staff distracted by personal items	(6)
Huge amounts of filing on two desks	
Documents may be needed urgently and cannot be found	(6)
Documents to be filed may be lost or thrown away	(6)
Senior administrator's office is in a separate building	
Time taken to walk/communicate for instructions	(6)
Senior administrator may not see when staff are wasting time	(6)
Two telephones shared between eight staff	
Important calls relating to work may not reach the staff	(6)
Telephones may not be free when staff need to find out information	(6)
Two invoice clerks work at opposite ends of room	
Cannot liaise with each other on queries	(6)
May not be able to assist each other	(6)

TASK 3 (13 marks) 4.2

What is a closed question	[3]
The answer is usually a one word answer	(3)
Two reasons why closed questions should not be used when interviewing	[10]

ACCEPT OTHER SUITABLE ANSWERS

Candidates can reply by saying yes/no	(5)
There is no development in answers so cannot find out about experience of candidates etc.	(5)
There is no lead for candidates who are not confident	(5)

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TASK 4 (18 marks) 4.3

Three reasons why accurate and complete messages are important.

ACCEPT OTHER SUITABLE ANSWERS

- Customers receiving wrong orders (6)
- Unable to contact customers if no telephone number etc. (6)
- Unable to deliver if address incorrect (6)
- Gives unfavourable impression of the organisation to customers (6)