

MARK SCHEME for the October 2007 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5233 Office Procedures, 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.

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Section A

TASK 1 (30 marks) 3.4

ACCEPT OTHER SUITABLE ANSWERS

List two ways in which you would check the invoice		[10]
Against the customer's order form	(5)	
Multiply the quantity by the unit price	(5)	
Add the unit totals together to give final total	(5)	
One reason why a quotation is sent following an enquiry		[5]
Customer knows the amount the article/service will cost	(5)	
To show that the organisation is interested in the business	(5)	
Customer may wish to compare a quotation with that from another organisation	(5)	
Two reasons why customers are sent a Statement of Account		[10]
To enable customer to check the goods arrived during the month	(5)	
So that customer knows the amount which is due for payment	(5)	
To remind the customer to pay	(5)	
One reason why a credit note would be used		[5]
Goods returned faulty	(5)	
Customer overcharged	(5)	
Goods delivered incorrectly	(5)	
Pallets returned	(5)	

TASK 2 (30 marks) 2.2, 3.1

Name the mail room equipment		[16]
(a) franking machine		
(b) postal scales		
(c) shredder		
(d) labelling machine		
One reason why mail rooms use circulation slips		[5]
When a document needs to be seen by more than one person or department	(5)	
Mail room has evidence that all persons or departments have seen the document	(5)	
Three actions to be taken if it is thought a suspicious parcel has been received in the mailroom		[9]
Inform supervisor	(3)	
Inform security	(3)	
Inform police	(3)	
Evacuate building	(3)	
Do not touch parcel	(3)	

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TASK 3 (28 marks) 3.3

Two ways of monitoring stationery		[10]
Physical stock check	(5)	
Use of stock record cards	(5)	
Use of stationery requisitions	(5)	
Two problems identified through monitoring stationery		[10]
Over usage of stock	(5)	
Out of date stock	(5)	
Redundant stock	(5)	
Pilferage	(5)	
Two causes of wastage or damage to stationery		[8]
Poor storage conditions	(4)	
Breakage through dropping or bad handling	(4)	
Good stolen from unlocked cupboards	(4)	
Use by dates exceeded	(4)	

TASK 4 (12 marks) 2.2

Two ways of ensuring customer data can be secure		[8]
ACCEPT OTHER SUITABLE ANSWERS		
Password protection	(4)	
Make regular backups	(4)	
Staff to log off when not using computers	(4)	
Use screensavers	(4)	
Lockable filing cabinets	(4)	
Use of CD-ROM, USB Stick, Zip Drive etc	(4)	
Two advantages of using computerised filing		[4]
More than one person can access files	(2)	
Saving of office space	(2)	
Saving in purchase of filing equipment	(2)	

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Section B

TASK 1 (26 marks) 3.3

Complete a stock record card with given information		[12]
Printer cartridges	(2)	
Supplier	(2)	
Maximum stock	(2)	
Minimum stock	(2)	
Re-order level	(2)	
Insert balance	(2)	
 Show balance after issuing stock		 [8]
Administration issued 2 printer cartridges	(2)	
Balance shown of 18 cartridges	(2)	
Sales Department issued 1 printer cartridge	(2)	
Balance shown of 17 cartridges	(2)	
 One reason why re-order level should be shown on stock record card		 [6]
ACCEPT OTHER SUITABLE ANSWERS		
Know when to re-order	(6)	
Never run out of stock if used correctly	(6)	

TASK 2 (26 marks) 3.2

ACCEPT OTHER SUITABLE ANSWERS		
List two advantages of manual filing		[10]
A hard copy is immediately available	(5)	
Filing can be done at any time	(5)	
A specialist person can be in charge of filing	(5)	
 List two advantages of computerised filing		 [10]
More than one person can view at the same time	(5)	
Back up copies can be made	(5)	
No concern over not being able to expand filing system	(5)	
More secure	(5)	
 One reason for carrying out archiving		 [6]
To remove/delete unwanted information	(6)	
If manual filing to make room for current documents	(6)	

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TASK 3 (24 marks) 4.2, 3.3

ACCEPT OTHER SUITABLE ANSWERS

One reason for having a stock of photocopying consumables [8]

Work will not be halted (8)

May need to loan consumables to other departments (8)

Two ways of dealing with a fault on the photocopier [14]

Inform supervisor (7)

Call manufacturers (7)

If trained try to fix machine yourself (7)

TASK 4 (24 marks) 5.1

ACCEPT OTHER SUITABLE ANSWERS

Two advantages of electronic diaries

Appointments can be scheduled on your behalf (6)

Access from any PC in organisation (6)

Less time since no need to telephone staff to arrange meetings (6)

Two disadvantages of electronic diaries

Staff can see when you are occupied (6)

Senior managers may not like junior staff knowing their movements (6)

May need training to use diaries (6)