

MARK SCHEME for the October 2007 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5241 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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TEXT PROCESSING

ADVANCED

5241/A

2007

TASK NO		NUMBER OF WORDS
2		170
3		564
4		196
5	WP	58
	TYPE	52
TOTAL		WP 988
		TYPE 982

FOR A **DISTINCTION** – NO MORE THAN 11 FAULTS

FOR A **PASS** – NO MORE THAN 20 FAULTS

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MEMO

TO K P Sheasby
FROM Paulette Houlgate
REF PH/687
DATE Day Month Year

NEW TRAINING COURSE

It has now been decided that the campaign to publicise our new training course on managing stress in the workplace will begin next week. I enclose a copy of Martine Marcom's report for your information. Stress management will also be included in induction training for all new staff. The directors are very keen to reduce the levels of staff absenteeism caused by stress.

I am very concerned that staff may be sending out copies of the old brochure. Please ensure that there is sufficient stock of our new brochure ready for despatch as soon as possible. Staff should be informed that the new brochure shows a picture of Mario and four of his colleagues on the front cover. All publicity material in the post room will need to be updated immediately.

As agreed, I have arranged for two temporary secretaries to help out next week. Ms Fanshawe of Tiger Staff Agency will ring you next week to finalise matters.

Enc

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TASK 3

MANAGING WORKPLACE STRESS

REPORT BY MARTINE MARCOM, HUMAN RESOURCE MANAGER

Introduction

The Chief Executive expressed concern at the high levels of staff absenteeism due to stress. He discussed the matter with the directors at their August meeting and it was decided to look at the issues associated with stress in the workplace. This follows the recent success of our training course tackling the issues of drug abuse among production workers and which has been able to help the workers cope with their problems.

Aims

It is intended that this report should be circulated to people involved with helping others cope with stress and those involved in devising the new stress management training course. We will produce a report containing all relevant points. More details on research and statistical information can be found in Appendix A.

Method

We researched a variety of materials on the subject. Once we had identified the major causes we looked at ways of reducing these in the workplace.

We interviewed people employed in different kinds of work and asked them about their job-related stress. We then investigated how these differ between jobs.

Finally we looked at how a training course could help the many people trying to cope with these various difficulties.

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Symptoms of Stress

Some of the symptoms which managers should constantly be looking for are described below.

Genuine sickness absence: physical illness could be a signal because the body's natural resistance to illness can be lowered as a result of stress.

Absence for other reasons: lack of motivation is a major factor in absence at work. It may also be that going to work is simply too much for a person to cope with when levels of stress are high.

Reduced productivity: work may not be carried out effectively.

Labour turnover: recruitment is a very costly process and a high turnover of employees could be an indicator of stress among the workforce.

Ineffective working: the employee who suddenly fails to meet deadlines, or whose work is so poor that it necessitates the work being redone.

Poor interpersonal relations: an employee may alienate colleagues, cause disputes, offend a client or refuse to take management instructions.

Effects of Stress

It is not possible to include full details of all the literature researched. One important survey, however, revealed that the cost of sickness absence for stress at work last year amounted to many millions of dollars.

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Findings

Obviously there are many reasons for stress. Some of these may be personal reasons such as marriage problems, bereavement and financial worries. We did not feel it necessary to include these in our research. We looked at the workplace causes only. A major cause was found to be difficulties in coping with computers, especially since a new system was installed. Another cause mentioned by many employees was high work demands. Full details of our findings may be found in Appendix B.

Conclusions

We feel there is definitely a need for a training programme to tackle the problems of stress at work. We have instigated research into local television companies who may be prepared to work with us in the making of a DVD. This should include workers talking about their real-life problems within their own organisations. We hope that this will help many people who are currently suffering from workplace stress and will help to reduce these levels of stress.

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ALANI MANUFACTURING

229 Lahore Street
Karachi
Pakistan

Our ref PH/PJ

Day Month Year

PRIVATE

Miss Madhu Khan
56 Preedy Street
Saddar
Karachi
Pakistan

Dear Miss Khan

Managing Stress in the Workplace

Thank you for responding to our recent letter concerning our proposed training course to help with the management of stress in the workplace. We have approached other local companies and some of these have also agreed to help us to pilot this new training course.

We intend to produce a course that will incorporate written material and a DVD. Martine Marcom, our Human Resource Manager, is compiling a report on stress in the workplace. This will be used to help develop our new training course. When the report has been completed, I will send you a copy. We hope to be able to incorporate some of your employees' real-life examples of workplace stress.

I enclose a short extract from a DVD commissioned by a local television company, together with our latest brochure. The DVD deals with issues associated with drug abuse among production workers.

We are very grateful for the offers of help we have received on this important issue.

Yours sincerely

Paulette Houlgate
Human Resource Director

Encs

Copy to Ruby Iqbal

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MANAGING STRESS IN THE WORKPLACE

List of Trainees

NAME	LOCATION OF COURSE		MONTH
	SITE	ROOM	
Susanne Willis	Landford Road	132	August
Mathew Morris	Magpie Place	144	September
Kristofer Tolani	Sentosa Avenue	169	July
Roberta Rufus	Mimosa Hill	126	November
Mollie Alani	Magpie Place	144	September
Vicki Shand	Landford Road	132	August
Xavier Fudge	Mimosa Hill	126	November

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TASK 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

TRAINER Mrs Ruksana Mehta

ADDRESS 263 Nathan Road West Siddor

..... Karachi

TELEPHONE NUMBER 21 4321985

TRAINING COURSE Managing Stress in the Workplace

VENUE Room 126, Mimosa Hill

DATE To be confirmed

ITEMS TO BE PROVIDED	QUANTITY	COMMENTS
Name badges	12	large size please
White screen	1	mobile if possible
Computer projector	1	with USB cable
Ballpoint pens	12	medium blue
Notepads	12	A5 preferred

REFRESHMENTS REQUIRED
(Please place X in appropriate box)

COFFEE TEA SANDWICHES

PLEASE ARRANGE ROOM IN ~~CASCADE~~ CLASSROOM* LAYOUT

DATE Day Month Year

* Delete as appropriate

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TEXT PROCESSING

ADVANCED

5241/B

2007

TASK NO		NUMBER OF WORDS
2		165
3		570
4		199
6	WP	59
	TYPE	55
TOTAL		WP 993
		TYPE 989
<p>FOR A DISTINCTION – NO MORE THAN 11 FAULTS</p> <p>FOR A PASS – NO MORE THAN 20 FAULTS</p>		

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MEMO

TO Moy Moy Tan
FROM Pardeep Sagoo
REF PS/14
DATE Day Month Year

NEW SCHEME

The Board of Directors today approved our new Alchera service. Our next exhibition is to be held in February. It will give us an ideal opportunity to promote the new service. I would appreciate your ideas for exhibits. I like Jonni's suggestion for a computer presentation to be shown continuously on a large screen on our stand.

As our busy season is approaching, it is very important that we ensure that the mail shot, new brochure, price list and a reminder of our charge bands are despatched before Tuesday of next week.

Xavier has made a list of temporary staff we have used in the past and this is enclosed. Please contact them to see if they can help us. We may also need to employ other part-time staff to deal with the increase in enquiries created by our new service.

Please make an appointment with Garcia for us to meet next week.

Enc

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ALCHERA

A NEW SERVICE FROM PANTHER MOBILE PHONES LTD

Thorough research has gone into our Alchera service. The results of extensive market research and various surveys have suggested that it could be very successful and profitable for our company.

Alchera is a native Australian word for “dream time”. It aims to provide exciting activity days, direct sales of selected products, luxury car hire, ticket priority bookings, holiday bargains and flight bookings.

All our clients will be given a unique membership number. A colour brochure will be produced. This will be full of useful hints, gifts and information. Using their Panther mobile phones, clients would dial one exclusive number. Specialist operators will be available to offer suggestions and helpful advice.

The operators will ask for each customer’s unique membership number, take the order and arrange payment and delivery. The call will be a low tariff call and will not form part of any inclusive call time, no matter which charge band is used by the customer.

Services Available

We propose to offer the following gifts and services. The list can be added to and new brochures issued in future, if necessary.

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Activity Days

A firm of well-known specialists would provide aromatherapy sessions. The company has salons in many cities throughout the world.

Land yachting is available at various locations, but only to those people over the age of 25 years. Racing along with the wind blowing through your hair can be very thrilling.

Bungee jumping is aimed at those people who always wanted to give it a try! This is offered in only a small number of countries. It is particularly popular in New Zealand.

A microlight flight is an easy and exciting way to take to the skies. We suggest a 15-minute experience flight, which has a specially discounted price for beginners.

Another very popular activity is karting. This is an exciting sport that is offered at racing circuits throughout the world. This sport appeals to those who like to race with their friends.

White water rafting is available in some countries only and is restricted to people between the ages of 18 and 30 years.

Customers will be advised that travel to the location of the activity is not included in the prices quoted on the tariff sheet. They should also be advised to take out their own personal accident insurance when they book some of the more adventurous activities. Accommodation will not be provided.

Direct Sales

These are available via the internet. Our website address is www.alchera.com. Quick delivery is guaranteed for flowers, chocolates, music CDs, DVDs and videos. Prices have not yet been confirmed but they will be competitive. We hope customers will also order gifts for their friends and relatives.

Holiday and Flight Bookings

Not only will we be able to provide holiday bookings, but people will also be able to book flights to anywhere in the world.

Luxury Car Hire

We can offer a comprehensive service, with a uniformed chauffeur if desired and rates will be competitive. The luxury cars will have high specifications such as cruise control, air conditioning and leather interiors.

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Ticket Bookings

Tickets may be booked for theatres, cinemas, exhibitions, festivals, and major events in different countries.

We would ask all departments to provide everything required for the mail shot and brochure. This is now very urgent.

We all hope that Alchera will be a great success and bring more business into our company.

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PANTHER MOBILE PHONES LTD

59 Martinique Avenue

Kowloon

Hong Kong

Our ref PT/59

Day Month Year

URGENT

Miss Karin Chu
29 Baker Mews
Paradise Park
Hong Kong

Dear Miss Chu

Mobile Phones

Thank you for your letter which I received this morning. I enclose a map which shows that our mobile phone service area now covers 75% of the world's population. As long as you are within the service area, you can make calls to and receive calls from anywhere in the world.

You stated in your letter that you often travel alone, at home and abroad by car and by air, both for your company and for personal reasons. You will appreciate, therefore, the tremendous comfort a mobile phone can offer to a woman. When travelling, you will be able to keep in touch at all times wherever you are.

Our catalogue is enclosed, together with a summary of our tariffs. Please bear in mind that you can change to a higher or lower charge band at any time.

If you would like to discuss the options or need any help, please telephone our operators. They are available 24 hours a day, 7 days a week.

Yours sincerely

Pieter Titus
Sales Executive

Enc

Copy to Janette Spicer

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HOLIDAY ROTA

EMPLOYEE DETAILS		SECTION	DATE BOOKED
NAME	WORK NO		
Micheal Csonka	214	Reception	15.11.07
Tsiang Tzuo	198	Sales	29.11.07
Vishal Tolani	177	Administration	12.01.08
Justin Heung	168	Security	19.01.08
Puja Khater	310	Reception	08.11.07
Minako Hachiya	149	Sales	22.02.08
Irene Tan	215	Warehouse	31.01.08

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TASK 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

NAME Mr Kelvin Fong

ADDRESS 29 Mountain View Kowloon

..... Hong Kong

DATE OF BIRTH 3 May 1990

TELEPHONE NUMBER 2181 6129

POST APPLIED FOR Part-time administrative officer

PREVIOUS WORK EXPERIENCE:

DATES	POSITION AND DETAILS	EMPLOYER
10 May - 24 May 2007	Work placement: clerical work in the purchasing department - answering the telephone and various administrative duties	Kyde & Francis Manufacturing 115 Maryland Avenue Paradise Park Hong Kong

I WISH TO RECEIVE DETAILS ABOUT THE SOCIAL CLUB
(Please place X in appropriate box)

YES

NO

I PREFER TO WORK AT ~~HEAD OFFICE~~ MARYLAND SQUARE*

DATE Day Month Year

* Delete as appropriate