

MARK SCHEME for the October 2007 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5242 Communication and Task Management, 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.

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Task1 (30 marks)

Five reasons why projects might not have been completed on time (1.1, 1.3, 2.1, 2.4)

ACCEPT OTHER SUITABLE ANSWERS

Plans are unrealistic	(6)
Office disorganisation	(6)
Team members are unaware of what colleagues are doing	(6)
Staff illness/absence	(6)
No set deadlines	(6)
Monitoring not taking place during project	(6)
No meetings called to discuss progress	(6)
Staff asked to undertake other duties	(6)

Task (28 marks) (1.1, 1.3, 3.3 4.3)

Layout of report		[8]
Main heading	(2)	
Sub headings	(2)	
Introduction	(2)	
Conclusion	(2)	

Length of time required to respond to given situations **[10]**

(a) answering the telephone	(2)
(b) responding to a complaint received by telephone	(2)
(c) replying to a letter received from a customer	(2)
(d) telephoning a customer with requested information	(2)
(e) acknowledging an email	(2)

Reason why that amount of time is required for each situation **[10]**

Task 3 (22 marks) (2.1, 3.2)

Two reasons why eye contact is not made **[10]**

ACCEPT OTHER SUITABLE ANSWERS

The person is shy	(5)
Feeling insecure	(5)
Not telling the truth	(5)
Does not like the person they are answering to	(5)
Has not been listening to the conversation and unsure what has been asked	(5)

Two ways of ensuring that the person makes a contribution to the discussion **[12]**

Ask for their opinion during the discussion	(6)
Prior to the meeting request that person research some information and present it at the meeting	(6)
Speak to them before the meeting explaining that all members of the team should participate in discussions	(6)

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Task4 (20 marks) (3.3, 4.3)

Preparation of a memorandum to team members explaining the need to reduce external, personal calls and to explain the terms monitoring and call barring

Memorandum layout – from, to, date, subject (4)

More than one paragraph used (1)

Explanation of why there is a need to reduce external calls (3)

Term call barring explained (6)

Term monitoring explained (6)

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Task 1 (30 marks) (1.1, 1.2)

ACCEPT OTHER SUITABLE ANSWERS

Describe 3 methods of ensuring that project work is keeping to deadlines [15]

- Informal verbal checking, asking staff how they are progressing (5)
- Use of work logs (5)
- Using checklists against planning documents (5)
- Looking at in and out trays (5)
- Using electronic methods (5)

Give 1 reason for each method chosen which may prevent effective checking of work [15]

- Skills of staff checking the progress (5)
- Some staff will need to be checked on more than others (5)
- Lack of time of checkers (5)
- Staff being sited in more than one location (5)
- Failure of electronic methods (5)

Task 2 (18 marks) 2.1, 2.4

ACCEPT OTHER SUITABLE ANSWERS

Explain fully how to deal with an interruption of an Agenda item [12]

Explanation should include – Explain to the person interrupting that an Agenda is followed because of time constraints; items have asked to be included by team members and need to be discussed fully; suggest that team member waits until the item AOB or asks for it to be included as an agenda item at the next meeting.

Difference between aggressive and assertive behaviour [6]

Sentence/paragraph which explains that aggressive behaviour is usually hostile and unprovoked and is deliberately unfriendly to colleagues, whilst assertive behaviour comes from a person who is usually self assured and confident, strong willed, and wants to positively convince colleagues to accept their point of view.

Task 3 (24 marks)

List 4 ways to prepare for International Calls so that costs are kept to a minimum (4.3)

ACCEPT OTHER SUITABLE ANSWERS

- Ensure you know the time zones for countries (6)
- Know the international bar codes (6)
- Make notes before making call (6)
- Know the name of the person you wish to speak to (6)
- Use a direct dial wherever possible (6)
- Leave a message for the person to ring you back if they are unavailable (6)

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Task 4 (28 marks) 3.3

ACCEPT OTHER SUITABLE ANSWERS

Four points to consider when writing business letters [20]

Identify the aim of the letter	(5)
Structure	(5)
Step-by-step explanation	(5)
Summary of action	(5)
Style appropriate to receiver	(5)
Tone to relate to status etc.	(5)

2 items to be found on letter headed paper [4]

Fax number	(2)
Telephone number	(2)
Email address	(2)
Logo	(2)
Web address	(2)

Explain why the tone is important when writing to customers [4]

Explanation should include that tone gives the customer a right or wrong impression of the organisation, if tone is aggressive or rude organisation may lose business.