#### UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

**Cambridge International Diploma Advanced Level** 

# MARK SCHEME for the October 2007 question paper

# CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION 5243 Office Procedures, Maximum mark 100

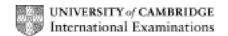
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All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers and the report on the examination.

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#### **Section A**

### **TASK 1 (22 marks) 4.1**

Three ways, excluding the internet, to research financial information needed for a meeting. [15]

#### ACCEPT OTHER SUITABLE ANSWERS

Newspapers	(5)
See company accounts - current and past	(5)
Ask other companies who do business with them	(5)
Government publications	(5)

Why is it important to do extensive research when considering taking over an existing business [3]

Sentence to include - company may have a poor reputation or be in financial difficulties and therefore it would not be in the interests of the business to take over the company.

Describe a way this information may be presented at the meeting

[4]

#### ACCEPT OTHER SUITABLE ANSWERS

Any way fully described such as the use of a report, a powerpoint presentation, use of charts and graphs.

#### TASK 2 (20 marks) 6.1

#### ACCEPT OTHER SUITABLE ANSWERS

List three reasons why an itinerary is needed when travelling on business to New York [9]

Sentence may include the dates of the trip, additional information such as car hire, changes in time zones etc.

Describe three items that should be included in the itinerary [6]

Know the name/telephone number of accommodation	(3)
Business venue	(3)
Times of meetings	(3)
Flight times	(3)
Contact details	(3)

How could business be concluded effectively without travelling to New York

[5]

Sentence which uses either videoconferencing, teleconferencing or webconferencing to show how effective they would be without the costs of travelling to New York.

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TASK 3 (20 mar	ks) 1.1		
ACCEPT OTHER	R SUITABLE ANSWERS		
List three features of an electronic diary system			[12]
Has a reminder s Can be used in o Has an alarm sys	an be checked electronically to arrange meetings system when switched on each day conjunction with emails stem automatically booked into diaries	(4) (4) (4) (4) (4)	
Two reasons why	y senior staff may not wish to use this system		[8]
Staff may not wis	happy with appointments being made on their behalf sh staff, junior to themselves, to see all their appointments not wish to be tracked	(4) (4) (4)	
TASK 4 (20 mar	ks) 5.2		
ACCEPT OTHER	R SUITABLE ANSWERS		
Three points to in	ndicate the criteria used for selecting a meeting venue		[12]
	to all delegates ssary equipment for conference rnight accommodation if necessary	(4) (4)	
Can provide all d	ietary requirements orways, airports, railway stations	(4) (4)	
Two pieces of eq	uipment which may be required at the meeting		[8]
Audio equipment Data projection e Overhead projec	equipment	(4) (4) (4)	
TASK 5 (18 Mar	ks) 1.1		
ACCEPT OTHER	R SUITABLE ANSWERS		
Three considerat	ions when designing an open plan office to ensure maximum workflow.		
Senior staff shou Equipment shoul	ame job should be sited together Id be located near to their staff d be placed so that it is convenient to all staff centralised in the office	(6) (6) (6)	

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	Section B		
TASK 1 (24 MA)	RKS) 1.2, 2.1, 2.2		
ACCEPT OTHER	R SUITABLE ANSWERS		
Explain how repe	etitive strain injury can be avoided		[6]
taking regular bi	should include at least two of the following - reaks from the computer, use of a tilting keyboard, wearing a wri ljusting height of chair.	st support, ι	use of
Two reasons wh	y it is important to have a named first aid person		[12]
The person is tra	www.v who to call when there has been an incident ained to follow the right procedures as can give the wrong treatment	(6) (6) (6)	
One reason, exc	luding electric shocks, why computers should have regular electrica	al checks	[6]
	nealth and safety regulations result in loss of time, data and therefore loss of business owns	(6) (6) (6)	
TASK 2 (12 mar	ks) 4.2		
ACCEPT OTHER	R SUITABLE ANSWERS		
List two rules to	be followed when photocopying information from a book.		
Payment may no Should be for yo Single copies on	be needed from the author eed to be made to the author ur own use ly should be made unless for use by a school or for legal matters ge of the book may be copied	(6) (6) (6) (6)	
TASK 3 (24 mar	ks) 1.1		
ACCEPT OTHER	R SUITABLE ANSWERS		
Two ways a spre	eadsheet might help workflow in the Finance Department		[12]
All financial infor Easier to control	tion may be seen at a glance mation is together rather than in different files budgets/spending ae/functions preparation of information is quicker	(6) (6) (6)	
Two ways a data	abase could be used to answer queries quickly from customers		[12]

(6)

(6)

(6)

(6)

Quickly retrieve customer details

Can identify person calling for security reasons

Have information on customers past queries

Have information relating to customer needs on their records

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# **TASK 4 (12 marks) 6.1**

#### ACCEPT OTHER SUITABLE ANSWERS

Four ways internal travel department may assist when making arrangements to travel to Paris.

Book hotel accommodation	(3)
Book flights	(3)
Arrange car hire	(3)
Arrange transport to and from airport	(3)
Prepare travel itinerary	(3)
Arrange visas	(3)
Advise on vaccinations, insurance, customs regulations, customs in country	(3)

# TASK 5 (28 marks) 4.2

Prepare an organisation chart from given information

Display an organisation chart	(4)
Each piece of information in correct place (12 × 2)	(2)

NB only deduct 2 marks for each piece of information incorrectly placed. In the third line of the Organisation Chart the Managers can be in any order.

