

MARK SCHEME for the October 2007 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5243 Office Procedures, Maximum mark 100

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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 marks) 1.1

ACCEPT OTHER SUITABLE ANSWERS

List three features of an electronic diary system [12]

- Diaries of staff can be checked electronically to arrange meetings (4)
- Has a reminder system when switched on each day (4)
- Can be used in conjunction with emails (4)
- Has an alarm system (4)
- Meetings can be automatically booked into diaries (4)

Two reasons why senior staff may not wish to use this system [8]

- Staff may not be happy with appointments being made on their behalf (4)
- Staff may not wish staff, junior to themselves, to see all their appointments (4)
- Senior staff may not wish to be tracked (4)

TASK 4 (20 marks) 5.2

ACCEPT OTHER SUITABLE ANSWERS

Three points to indicate the criteria used for selecting a meeting venue [12]

- Location suitable to all delegates (4)
- Has all the necessary equipment for conference (4)
- Can provide overnight accommodation if necessary (4)
- Can provide all dietary requirements (4)
- Nearness of motorways, airports, railway stations (4)

Two pieces of equipment which may be required at the meeting [8]

- Audio equipment – loudspeakers (4)
- Data projection equipment (4)
- Overhead projectors (4)

TASK 5 (18 Marks) 1.1

ACCEPT OTHER SUITABLE ANSWERS

Three considerations when designing an open plan office to ensure maximum workflow.

- Staff doing the same job should be sited together (6)
- Senior staff should be located near to their staff (6)
- Equipment should be placed so that it is convenient to all staff (6)
- Filing should be centralised in the office (6)

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Section B

TASK 1 (24 MARKS) 1.2, 2.1, 2.2

ACCEPT OTHER SUITABLE ANSWERS

Explain how repetitive strain injury can be avoided [6]

Sentence which should include at least two of the following -
 taking regular breaks from the computer, use of a tilting keyboard, wearing a wrist support, use of wrist rests, by adjusting height of chair.

Two reasons why it is important to have a named first aid person [12]

- Employees know who to call when there has been an incident (6)
- The person is trained to follow the right procedures (6)
- Untrained persons can give the wrong treatment (6)

One reason, excluding electric shocks, why computers should have regular electrical checks [6]

- To comply with health and safety regulations (6)
- No checks could result in loss of time, data and therefore loss of business (6)
- Prevents breakdowns (6)

TASK 2 (12 marks) 4.2

ACCEPT OTHER SUITABLE ANSWERS

List two rules to be followed when photocopying information from a book.

- Permission may be needed from the author (6)
- Payment may need to be made to the author (6)
- Should be for your own use (6)
- Single copies only should be made unless for use by a school or for legal matters (6)
- Only a percentage of the book may be copied (6)

TASK 3 (24 marks) 1.1

ACCEPT OTHER SUITABLE ANSWERS

Two ways a spreadsheet might help workflow in the Finance Department [12]

- Detailed information may be seen at a glance (6)
- All financial information is together rather than in different files (6)
- Easier to control budgets/spending (6)
- By use of formulae/functions preparation of information is quicker (6)

Two ways a database could be used to answer queries quickly from customers [12]

- Quickly retrieve customer details (6)
- Can identify person calling for security reasons (6)
- Have information relating to customer needs on their records (6)
- Have information on customers past queries (6)

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.

