



UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS
Cambridge International Diploma in Office Administration
Advanced Level

OFFICE PROCEDURES

5243/A

Core Module: Practical Assessment

2007

2 hours

Additional Materials: Answer Booklet/Paper
 Typing Paper

READ THESE INSTRUCTIONS FIRST

Write your Centre number, candidate number and name on all the work you hand in.

If you use handwriting for your answers, write in dark blue or black pen.

Do not use staples, paper clips, highlighters, glue or correction fluid.

Read the Guidelines to Candidates carefully before attempting any of the tasks.

You must attempt **all** tasks.

All printouts must be submitted at the end of the assessment.

At the end of the examination, fasten all your work securely together.

This document consists of **4** printed pages.



GUIDELINES TO CANDIDATES

The following guidelines will help you to be successful in your assessment:

- 1 Use the 10-minute reading and preparation time to make your rough notes. Your tutor will give you paper.
- 2 Read the scenario and task instructions carefully. Clearly identify what the tasks are asking you to do. Decide the most appropriate way to present your answer – unless the task asks you to use a particular method of presentation.
- 3 Use standard business conventions and layouts and insert today's date on letters and memorandums etc., unless the task asks you to do something different.
- 4 Your tutor will provide you with rough planning paper and either plain white paper or templates for retrieval. If you are using a word processor, you will be provided with the information you need to retrieve templates.
- 5 If you are using a word processor, save each task as a separate file. Your tutor will tell you the printing arrangements.
- 6 You may use handwriting, a typewriter or a word processor to complete your tasks.
- 7 If handwriting is used, write clearly in black or blue ink. Do not use red ink. Pale blue ink can be difficult to read. If your work is difficult to read, you will automatically lose marks.
- 8 If you use a typewriter, you may use the memory facility available but it must be cleared before the assessment period starts.
- 9 Make sure that you write your Centre number, candidate number, name and task number at the top right-hand corner of every page before assembling your work in task order, together with the Instruction Sheet and any Centre Guidelines.
- 10 If you do not finish a task attach it to the back of your completed tasks and mark it "INCOMPLETE TASK".

Scenario

You are a Senior Administrator and you work for Lynn Hwang, the Financial Director. She has asked you to complete the following tasks.

Task 1

The following is an extract from a recent Senior Management Meeting.

3.1 TAKEOVER OF PROTOSYSTEMS LTD	Action
Initial discussions have begun with Protosystems who wish to amalgamate with a larger organisation because two of their directors will shortly reach retirement age. It was agreed that Mrs Hwang would research further into the financial position of Protosystems and report back at the next meeting.	LH

- List 3 ways, excluding the internet, in which you could research to obtain the information needed by Mrs Hwang for presentation at the next meeting.
- Why is it important to do extensive research in this situation?
- Describe 1 way in which this information might be effectively presented at the meeting.

Task 2

Mrs Hwang needs to discuss business with a company in New York.

- If she travels to New York on business explain why she would need to have an itinerary.
- Describe 3 items that should be included in her itinerary.
- How could Mrs Hwang conclude her business effectively without travelling to New York?

Task 3

Note

An electronic diary system will shortly be installed on the PCs of all staff.

Lynn Hwang

- Explain 3 features of electronic diary systems.
- Give 2 reasons why senior staff might not wish this system to be used.

Task 4

The annual meeting of financial managers from all local and international branches will take place next month.

- List and explain 3 items you would check when selecting a venue for this meeting.
- List 2 pieces of **equipment** which may be required at the conference.

Task 5

Workflow can only be maximised when the layout of the office has been carefully designed.

- Give 3 considerations to be taken into account when designing an open plan office to ensure maximum workflow.