

Office Administration and Customer Care, 2004

Assignment Briefs (Office Skills and Retail Distribution)

Marking Scheme

Assignment 1: Photocopying

	Marks
Preparation: Place sheet of paper right side down on photocopier	2
Set number of copies	2
Check paper in feedtray	2
Execution: Choose correct enlargement	8
Press start button	2
Remove copied page from photocopier	2
Remove original page	4
Presentation: Correct alignment on page	6
Overall approach to task	<u>5</u>
	33

Assignment 2: Letter and envelope

	Marks
Preparation: Sign own name pp Lee Stapleton	8
(If signed Lee Stapleton (4))	
Fold letter in appropriate manner	5
Place letter in envelope	5
Correct address on envelope	10
(If wrong address (5))	
Presentation: Overall approach to task	<u>5</u>
	33

Assignment 3: Weighing scales

	Marks
Preparation: Check scales	6
Check address on package	5
Execution: Weigh parcel	5
Choose correct postal zone	6
Presentation: Give correct cost	8
Overall approach to task	<u>3</u>
	33

Assignment 4: Filing

	Marks
Preparation: Check letter and state what method will be used	8
Execution: Marked out of 5, X 4	20
Presentation: Overall approach to task	<u>5</u>
	33

Assignment 5: Fax

	Marks
Preparation: Heading, 5 pieces of information @ 2 marks each	10
Message	5
Execution: Insert paper	5
Dial correct number	5
Send fax	5
Presentation: Overall approach to task	<u>5</u>
	33

Assignment 6: Role play

	Marks
Greet client	8
Explanation	8
Offer solution	8
General manner	<u>9</u>
	33

Assignment 7: Phone call

	Marks
Preparation: Dial correct number	8
Execution: Ask for Tracey	5
Place correct order	5
Name on laser card	5
Number	5
Expiry date	5
Presentation: Overall communication ability	<u>5</u>
	33

Assignment 8: Coin sorting

	Marks
Preparation: Sort coins	5
Execution: Count coins (100 X 1)	12
Place coins in bag	6
Presentation: Fold bag	5
General approach to task	<u>5</u>
	33
One extra mark for the first question	100