

CAMBRIDGE
INTERNATIONAL EXAMINATIONS

CAREER AWARD IN
OFFICE ADMINISTRATION
OFFICE PROCEDURES
STANDARD LEVEL

5233/A A2002

PRACTICAL ASSESSMENT SET

(5 pages including this cover)

This set comprises:

For the Tutor

- Tutor Guidelines (1 page)

For the Candidate

- Practical Assessment Task Sheets, including Guidelines to Candidates (3 pages)

Please ensure that you have read the Tutor Instructions for Practical Assessments in Office Administration, and the Tutor Guidelines for this particular assessment, understand all the requirements of this assessment, and make the necessary preparations before arranging for your candidates to be assessed.



UNIVERSITY of CAMBRIDGE
Local Examinations Syndicate

These Tutor Guidelines consist of 2 printed pages.

TUTOR GUIDELINES

This sheet is for tutor reference only and should not be distributed to candidates.

Time Allowed: 1½ hours, including 10 minutes reading and preparation time.

Please ensure you are familiar with all the details contained within the Guidelines to Candidates.

- 1 This practical assessment has a scenario, setting the context in which tasks are to be achieved, followed by **three** work-related tasks.
- 2 Candidates must place their name, Centre number and task number at the top right-hand corner of each answer sheet.
- 3 Before the assessment begins candidates should be provided with planning paper and either plain white paper or templates for retrieval. Where templates are supplied candidates must be provided with the relevant information for retrieval.
- 4 Ensure that candidates have several black or blue pens or biro's available (**not** red or pale blue), together with a soft rubber, pencil, pair of compasses and ruler, before entering the examination room.

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INSTRUCTIONS TO CANDIDATES

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

Ensure that your name, Centre number and candidate number are written or typed at the top of each separate piece of paper used.

You must attempt all tasks.

Hand in all your work at the end of the assessment.

If you use more than one sheet of paper, fasten the sheets together.

You may use calculators, calendars, pairs of compasses, rulers, English and mother-tongue dictionaries, thesauruses, spell checkers and manufacturers' manuals during the assessment.



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GUIDELINES TO CANDIDATES

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SCENARIO

You work for a large organisation and assist your senior administrator by providing material for her staff workshops.

Today the following tasks have been left in your in-tray:

TASK 1

1. Please list:

- 3 particular areas of knowledge about the organisation, and
- 2 professional abilities,

needed by receptionists when dealing with requests from members of staff and visitors.

2. Briefly state why the reception area is so important to an organisation.

3. Give 10 ways in which a receptionist can help to make the reception area a pleasant and businesslike place to visit.

TASK 2

1. Give 3 causes of medical emergencies within the workplace.

2. Briefly state the procedures for reporting an emergency in an organisation. Why do procedures for reporting emergencies vary in different organisations?

3. List 4 items which can help to protect the workplace from fire.

TASK 3

1. I will need a list giving me the advantages and disadvantages of computerised filing for next week's workshop.

- List 5 advantages and 4 disadvantages of computerised filing.

2. Would you also complete the following sentence for me to use on an overhead transparency:

Computerised filing is a centralised filing system in which documents, information, etc. can be stored by

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SCENARIO

In your role as Junior Administrator, you are involved in communication skills and providing information for your Line Manager to use at staff workshops.

Today the following tasks have been left in your in-tray:

TASK 1

Prepare a flow chart (or a step-by-step list) showing:

- how information flows within an organisation (i.e. the process for dealing with information received), and
- the methods of communication used.

TASK 2

1. List 3 types of incidents which could lead to an emergency evacuation of office premises.
2. Do all organisations have regular evacuation drills? Briefly explain your answer.
3. Give 2 reasons why you should shut all doors behind you in the event of a fire.
4. Give 4 other procedures which staff should follow in the event of a fire.

TASK 3

1. We are considering making more use of fax transmission and e-mail in Reception.
 - Give 2 factors which affect the cost of facsimile transmissions.
 - Give 2 factors that affect the speed of facsimile transmissions.
 - State which type of document takes the longest time to transmit.
2. Give the security features a large fax machine is likely to have for:
 - (a) controlling access to the machine,
 - (b) restricting access and printing out confidential faxes.
3. State how e-mail can be kept secure from access by unauthorised persons.

TASK 4

Briefly explain the purpose of an Action Plan.

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SCENARIO

You work as an administrator in a medium sized organisation. Your Line Manager has given you the task of supporting a new junior administrator.

TASK 1

1. The senior administrator has asked all staff to make sure that all faxes sent have a fax header and a verification mark. Please briefly explain:
 - (a) what a fax header is and why it is used
 - (b) what a verification mark is and why it is used.
2. Also explain why:
 - (a) some fax copies are nearly unreadable and how this can be corrected
 - (b) some fax copies have dirty marks on them, and say what can be done about it.

TASK 2

A member of staff said that the word 'emergency' can mean a number of things that may occur for a number of reasons. For instance, he said that an 'emergency' could be to do with:

- | | | |
|---|-------------------|----------------|
| a medical situation | personal security | machinery |
| equipment | the car park | staff shortage |
| a member of staff's business arrangements for the day | | |

Give 8 brief examples of emergency situations like these.

TASK 3

1. We will be helping with the Incoming Mail in the Mail Room for the next two weeks. Please list 4 standard mail-in procedures to be followed when dealing with incoming mail.
2. After sorting the mail, documents should be placed in a particular order. What is this order?