

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

TEXT PROCESSING

5241/A

Core Module: Practical Assessment

2005

1 hour 45 minutes

Additional Materials: Letterheaded A4 paper
Memo paper
Plain A4 paper
Carbon paper – typists
Printed form – typists

READ THESE INSTRUCTIONS FIRST

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

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

Type or write your Centre number, candidate number and name at the top of each separate piece of paper used.

You must attempt all tasks.

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

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

This document consists of **10** printed pages.

GUIDELINES TO CANDIDATES

Time Allowed: 1¾ hours

Please read the following instructions carefully.

- 1 You must read, and listen to, all instructions carefully.
- 2 You must use a typewriter or a word processor to complete this assessment. If you are using a typewriter, you may use the memory facility available on it, but this must be cleared before you start typing.
- 3 **Task 1 – Speed Test:** this will be a **5 minute** copy typing test – the speed will be calculated up to and including the 6th error which you make. You will be given one minute to scan the text immediately before keying begins. You must be ready for immediate keyboard input when the test begins. You may make corrections within the time allowed for the speed test. Printing of the Speed Test must be carried out immediately when the test finishes.
- 4 You will be given **10 minutes’ reading time** for **Tasks 2 – 5** and you may make notes and/or highlight any detail during this time, before keying of these tasks begins.
- 5 Your tutor will tell you what stationery is available for you to use. If you are using a word processor, your tutor may provide you with templates for letters and memos.
- 6 Calculators, calendars, English and mother-tongue dictionaries, thesauruses, spell-checkers and manufacturers’ manuals may be used.
- 7 If you are using a word processor, save each document as a separate file. You must carry out all printing yourself. Your tutor will tell you the exact printing details.
- 8 Correct any typographical, spelling and punctuation errors and any errors of agreement which may appear in any task. Errors will NOT be indicated in any way.
- 9 **Task 5:** word processor operators should produce the table; users of typewriters should complete the printed form.
- 10 Number second and subsequent pages of any document.
- 11 Insert today’s date on letters and memos.
- 12 Where you are required to produce extra copies, these may be in the form of photocopies, extra printouts or carbon copies. Your tutor will advise you as to which one of these you should use.
- 13 Please insert your name, Centre number and task number at the top right-hand corner of each piece of work
- 14 Assemble your completed work in task order.

Every reasonable effort has been made to trace all copyright holders where the publishers (i.e. UCLES) are aware that third-party material has been reproduced. The publishers would be pleased to hear from anyone whose rights they have unwittingly infringed.

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TASK 1

| | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Newspapers, magazines and web sites are full of alarming warnings about devastating computer viruses but what is a virus? | 66 122 |
| A virus is a manmade program that affects the way your computer behaves. Some viruses are quite harmless but many are extremely damaging and can cause severe disruption to your computers. You should be aware that viruses are often disguised games or images with friendly titles. | 187 252 317 387 404 |
| What can you do to keep your computer virus free? | 454 |
| The first thing you should do is to install reliable anti-virus software. This will scan your files regularly for unusual changes in file size as well as other warning signs. | 535 610 631 |
| Virus infection can be prevented but worms need to be blocked using something called a firewall. This creates a virtual wall between your computer and the Internet. Certain 'bricks' are moved from the wall to allow you to access the Internet safely. Free firewall software can be installed for use on individual computers. | 700 771 843 915 958 |
| Do scan all incoming email attachments but do not automatically open attachments you receive even if they are from trusted sources. | 1028 1093 |
| Always be sure to scan floppy disks before you use them. This is particularly important if you are using the disk to carry information between computers. | 1160 1230 1250 |

TASK 2

Memo from Fozia Ismail to All Staff Ref FI/jct
Use the heading Printer Cartridges

Mark this URGENT

You may remember that we started an experiment three months ago to use Tec compatible cartridges in our printers. These ink cartridges are very much cheaper than originals. We have been delighted with the experiments' results. A good quality print was achieved.

However, this week colleagues in the Research and Development Team has been testing cartridges produced by another company, named Tetcart. We have been very impressed with the quality, produced at a much cheaper price than the Tec cartridges. We will, therefore, start using those produced by Tetcart with immed effect.

Our Purchasing Team has also been able to obtain significant bulk discounts from Tetcart and we will also be buying other computer consumables from this company. A cat is attached for your information.

It is very important that staff contact the Purchasing Team before placing any stationery orders. In the first instance, telephone extension number 2166.

TASK 3

Double line spacing, except where indicated

BUYING A HOME COMPUTER

RED SHARK COMPUTER COMPANY

Use left and right margins of 30 mm throughout

Buying a home computer is a major purchasing decision. ^{and models to choose from}
~~This is as big a decision as buying a home or a car.~~ There are many makes and many
 people willing to give advice about where to buy it and what to buy.

Most importantly, you need to know what you want the computer to do for you and to decide how much you can afford to spend

DECIDING ON AN OPERATING SYSTEM

Computers can be categorised into two basic operating systems or types.
~~It can be a very difficult choice depending on your individual needs.~~ There are those designed primarily for graphics work and those for word processing, although both are capable of either function. To help you decide between the two operating system, determine whether you will use the computer ^{primarily for graphics} or mainly for producing text. [Next consider the type of software you want to use and which type of computer it runs on. If you have a child at school who uses computers you will want to make sure that the computer he or she use at home is compatible with the one used at the child's school.

BUYING FROM A REPUTABLE DEALER ~~OR BY MAIL ORDER OR AT A DEPARTMENT STORE~~

Inset this paragraph 15 mm from left margin

Buying your computer from a ~~local electrical~~ ^{reputable electronics} dealer means that you are more likely to get a better warranty and service. The Red Shark Computer Company has succeeded ^{high quality of their computers and} because of the ~~the~~ service they provide, both before and after the sale. ✓

WHAT TO CONSIDER BEFORE BUYING

How will you use the computer?

Do you plan to ~~create documents~~ ^{write papers} for a class using word processing software? Or perhaps you would like to keep track of your private financial details ~~and possibly also those of your business~~ on a spreadsheet. You may wish to send electronic mail (known as emails) to relatives and friends or to surf the World Wide Web. You may want to play computer games. [Knowing how you will use your computer will help you to determine what type of minimum requirements the computer will need to have. ✓

BIGGER PROGRAMS REQUIRE MORE MEMORY

Emphasise this paragraph

keep in mind that the size of the software you plan to run will dictate how much memory your computer should have. *Ask about the software you will need.*

A sales associate should be able to tell you how many megabytes of memory you will need based on your planned computer use. *Typically, you will need a minimum of 64 megabytes of memory to run most programmes adequately.*

Most computer systems come with preloaded software. Be sure to check the inventory ^{so} you will know what you are getting. *(of what is on the computer)*

LAPTOP OR DESKTOP

After you have made all the decisions about what you want in a computer, ~~There are many more decisions to be made before you buy your~~ computer, you can also choose what type of model you would like: laptop or desktop. Laptop models are portable and need to take your computer along, and if you travel a lot this is the obvious choice.

Desktops have larger screens ~~office size keyboards and an easy to use mouse~~ and are easily expandable. They are also generally easier to use. Laptops are often regarded as companion computers to desktops, but they are sophisticated enough to be your primary computer. There are some laptops that weigh less than two kilograms.

Finally, if you don't know a mouse from a ram, then you will need to brush up on the language of computers.

Our free info sheet on computer terminology is available now. Just give us a call and we will send one to you.

This section in single line spacing please

TASK 4

Letter to Mr and Mrs M Chigume 119 MT Khan Rd
 Saddar Karachi Our ref MJ/iq Use the heading
Buying a Computer

Mark this URGENT

TOP + 2 copies please - one for
 Naina Ghattaura and one for the file

Dr Mr and Mrs Chigume

Thank you for your letter, which has been forwarded to me, enquiring about buying a computer. Our co has been operating for over 10 year and has a great deal of experiance in helping people to find the right computer for all their needs.

There are many considerations when buying a computer and I have pleasure in enclosing an information sheet which details many of the factors to be taken into a/c before making a purchase.

The price will very much depend on what type of computer you require and how large the memory of the machine will need to be. Prices start at about \$1,000 for an entry-level computer to more than \$5,000 for a powerful, higher-end machine.

I have asked Naina Ghattaura, our sales associate for your district, to contact you. She will be happy to visit you in your home if you wish.

We hope you will soon be enjoying many hours of happy computing.

Yours sincerely

Manjit Jayatunga
Chief Executive

TASK 5

FOR COMPLETION BY
WORD PROCESSOR
OPERATORS ONLY

Please key in the following table and print one copy.
You may include lines of ruling if you wish.

FIRE OFFICERS

| QUALIFIED EMPLOYEES | | SECTION | EXPIRY DATE |
|---------------------|-----------------|-------------------|-------------|
| NAME | EXTENSION NO | | |
| Anand Kumar | 2418 | Purchasing | 24.10.2006 |
| Fozia Ismail | 1692 | Business Services | 16.01.2006 |
| Kavita Mehta | 4814 | Sales | 24.10.2005 |
| Chen Lau | 1381 | Warehouse | 31.11.2005 |
| Steffen Johnsen | 2292 | Reception | 16.01.2006 |
| Ruksana Iqbal | 1011 | Personnel | 22.06.2005 |
| Mala Mangat | 4410 | Catering | 22.06.2005 |

FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY

Please complete all sections of the attached form

Hiroka Wong is applying for a job as Word Processing Operator: Sales

Her date of birth is 14 February 1980 and her telephone number is 22 713 461

Previous work experience -

| | | |
|------------------------|--------------------|----------------------------------------------------------------|
| 16.09.02 to Present | Clerical Assistant | Mr K Rahman International Products PO Box 260 Karachi |
|------------------------|--------------------|----------------------------------------------------------------|

| | | |
|-------------------------|--------------|--------------------------------------------------------------------------------------|
| 01.01.00 to 13.09.02 | Junior Clerk | Mr Leonard Gumbeze G&P PR Consultants Faraday House Faraday Park Karachi |
|-------------------------|--------------|--------------------------------------------------------------------------------------|

Miss Wong lives at 52 Kaghan Road Islamabad F-8/4

She would like to work full time and wants details about in-service training

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

NAME

ADDRESS

DATE OF BIRTH

TELEPHONE NUMBER

POST APPLIED FOR

PREVIOUS WORK EXPERIENCE:

| DATES | POSITION | EMPLOYER |
|-------|----------|----------|
| | | |

I WISH TO RECEIVE DETAILS ABOUT THE IN-SERVICE TRAINING SCHEME
(Please place X in appropriate box)

YES

NO

I PREFER TO WORK PART TIME/FULL TIME*

DATE

* Delete as appropriate

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TASK 1

| | |
|----------------------------------------------------------------------------|------|
| Most of us who have been to a beach know that seawater is salty. | 67 |
| Everyone knows that freshwater in rain, rivers and even ice is not. Why | 143 |
| are some of the Earth's waters salty and others not? There are two | 214 |
| clues that give us the answer. | 246 |
| Firstly, freshwater is not entirely free of dissolved salt. Even rainwater | 324 |
| has traces of substances dissolved in it that were picked up during its | 396 |
| passage through the atmosphere. Much of this material that washes out | 468 |
| of the atmosphere today is pollution but there are also natural | 532 |
| substances present. | 551 |
| As rainwater passes through soil and percolates through rocks, it | 618 |
| dissolves some of the minerals, a process that is called weathering. | 688 |
| This is the water we drink but we cannot taste the salt because its | 757 |
| concentration is too low. Eventually, this water with its small load of | 831 |
| dissolved minerals or salts reaches a stream and flows into lakes and | 902 |
| oceans. The annual addition of dissolved salts by rivers is only a tiny | 969 |
| fraction of the total salt in the ocean. | 1011 |
| A second clue to how the sea became salty is the presence of salt lakes | 1085 |
| such as the Great Salt Lake. This lake is about ten times saltier than | 1162 |
| seawater. Why is this lake salty while most of the world's lakes have no | 1238 |
| salt at all? | 1250 |

TASK 2

Memo from Bernice Wong to All Staff Ref BW/LT
Use the heading CAREER DEVELOPMENT

I am happy to confirm that a series of seminars for staff will take place at the Hotel Royal.

Our co made the decision to enter the counselling and development market twelve month ago. This is an expanding area that has generated a great deal of interest. We are now offering this service to all members of staff completely free of charge.

This new area of buisness has been very successful and we are in the process of buying our own residential training centre. This will give us dedicated facilities for training and counselling. It will also give us the opp to extend our training provision beyond the one-day seminar. I attach a press release concerning this purchase for your info.

Any members of staff who wish to develop a career, or change direction altogether, are welcome to take advantage of this new initiative. They should contact their Line Manager in the first instance.

TASK 3

Double linespacing, except where indicated

Use left and right margins of 35 mm throughout

CAREER DEVELOPMENT

, Marigold & Greene,

Our company has been offering a career development service for the past eight months. A series of four information and counselling seminars number of conferences and seminars dealing with a great many topics has been developed.

This paragraph in single linespacing

These are one-day seminars and are to be held at the Orchid Hotel Conference Centre.

Each seminar relates to a particular career topic and is self-contained. This means that clients may either book for one seminar, or attend the full series. Those attending the four seminars will be able to take advantage of a 15% discount.

Details of costs, together with discounts, can be found in our brochure. Our Marketing Department has spent many hours updating this high quality brochure. Included also are many colour photographs (both indoor and outdoor) of our new residential centre.

Our Chairman has called a press conference for next Wed at 1030 hours.

Emphasise this sentence

Kim Ng will give a presentation concerning our new premises. Refreshments will be available. Local (newspaper reporters and television and radio stations) have been invited to attend.

~~The Board of Directors and Trade Unions of Marigold & Greene~~ made the decision to enter the counselling and development market twelve months ago. this is a new and expanding area that has generated a great deal of interest from many orgs, both large and small.

▶ All our development counsellors are trained to provide a competent and caring service to the individual applicant. Our expertise is especially strong in ~~all regions~~ ^{the areas of marketing, finance} of sales and human resources.

We have recruited dedicated professionals from many walks of life.

Most people now recognise that a career for life is no longer a certainty in today's ever-changing climate. This situation places greater emphasis on the individual's ability to transfer skills in order to survive in the job market.

Inset this paragraph 40 mm from left margin

This area of our business has been so successful that we are in the process of buying our own residential training centre. It will also give us the opportunity to extend our training provision beyond the one-day seminar.

We are already planning a series

~~Our Sales Department is in the process of designing a number~~ of residential courses which, if successful, will be followed by courses and seminars lasting from three to five days. The topics to be covered are listed below.

Financial modelling

Finance development

Product design

Human resource solutions

Sales promotion techniques

This will give us dedicated facilities for training and counselling.

They have focused initially on the business executive.

Our Research and Development staff are continuing to ~~lead a huge programme of~~ development including research people's needs. This research forms the basis of our approach to career planning. It is intended to offer counselling and training to all types of employees eventually.

Each person who applies to us for

~~Everyone who expresses an interest in joining us on~~ a seminar is asked to complete a form detailing his or her ~~work experience~~ ^{career history} to date. This exercise is designed to provide a ^{detailed but concise} summary to help us focus on each individuals' strengths, skills and career needs.

The more we know about the applicants ~~as well as their current status and family background~~, the more we can help them in their career development. All information is treated as confidential

We have already helped many people to overcome the problems of redundancy and other career crises. It is our aim to help people to develop fulfilling and dynamic careers.

Our Training staff would be happy to arrange for you to look round our new residential centre. You will be able to see for yourself all the accommodation, including bedrooms and study areas.

If this is not poss, why not visit our website www.marigreene.com for a virtual tour, as well as more details of what our company can do for your company?

TASK 4

Letter to Mr Keung Fang Chief Executive IPQ International Pte Ltd
 59 Mackenzie St Singapore 483914 Our ref BW/LT
 Use the heading FORTHCOMING SEMINARS

Mark this
 URGENT

TOP + 2 copies please - one for Gilli Humphries
 and one for the file

Dear Mr Fang

Thank you for your enquiry concerning our career and development seminars. A one-day seminar on sales promotion techniques are due to take place at the Orchid Hotel next month. At present we can accommodate three of your staff only. If you would like to take advantage of these vacancies, I recommend that you telephone me immed.

Our Training Dept has prepared a series of four one-day seminars. These courses will run over four weeks. I have pleasure in enclosing our companys brochure which gives detailed information concerning our seminars with locations, topics, dates and costs. Participants may attend only one seminar or the full series.

I am sending a copy of this letter to Gilli Humphries who is the co-ordinator of all our seminars. Gilli will

telephone you next week to make an appt to see you at a mutually convenient time. She will be happy to give you all the help you need.

Please do not hesitate to contact me again if you have any queries.

Yours sincerely

Bernice Wong
Chief Executive

TASK 5

FOR COMPLETION BY
WORD PROCESSOR
OPERATORS ONLY

Please key in the following table and print one copy. You may include lines of ruling if you wish.

FORTHCOMING SEMINARS

| TITLE | LOCATION DETAILS | | ORGANISER |
|----------------------------|------------------|-------------------|---------------|
| | CITY | VENUE | |
| Sales promotion techniques | Singapore | Orchid Hotel | Vivien Wong |
| Finance development | Manila | Grand Plaza Hotel | Ernest Co |
| Product design | Beijing | University House | Chan Kheng Ho |
| Human resource solutions | Dubai | Airport Centre | Hanan Alkar |
| Financial modelling | Singapore | Hotel Royal | Patsy Ong |
| Human resource solutions | Manila | Filomena Building | Juliet Hsu |

TASK 5

FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY

Please complete all sections of the attached form

Mr Pardeep Sagoo wishes to organise a seminar entitled Sales Promotion Techniques and requires the following items to be supplied

| | | |
|---------------------|----|----------------------------------|
| White screen | 1 | large size required |
| Laptop computer | 1 | presentations software installed |
| Name badges | 20 | velcro attachment preferred |
| Writing pads | 20 | wide feint lined |
| Blue ballpoint pens | 20 | impressed with company logo |

Mr Sagoo's address is The International High School,
Boulevard Louis Schmidt 101-103, 1040 Brussels, Belgium
and his telephone number is 32 2 736 5914

Tea will be required and a classroom layout is preferred

TASK 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

ORGANISER

ADDRESS

.....

TELEPHONE NUMBER

SEMINAR TITLE

| ITEMS TO BE PROVIDED | QUANTITY | COMMENTS |
|----------------------|----------|----------|
| | | |

REFRESHMENTS REQUIRED
(Please place X in appropriate box)

JUICES

TEA

SANDWICHES

PLEASE ARRANGE ROOM IN CLASSROOM/SEMICIRCULAR* LAYOUT

DATE

* Delete as appropriate