

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

OFFICE PROCEDURES

5243/A

Core Module: Practical Assessment

2005

2 hours

Additional Materials: Typing Paper
Answer Booklet/Paper

READ THESE INSTRUCTIONS FIRST

If you use handwriting for your answers, write in dark blue or black pen on both sides of the paper.
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 **5** printed pages.

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International Examinations

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 Ahmad Bahrani, Health and Safety Manager. He has asked you to complete the following tasks.

TASK 1

Mr Bahrani attended the Health and Safety Meeting last week and has given you his copy of the Minutes. He is required to action one item – this is given below. **Will you do this on his behalf.**

4.2 FIRE PREVENTION AND EVACUATION PROBLEMS	Action
<p>The Safety Officer stated that much more could be done by staff to help prevent fires. He was also concerned that many of the staff did not know what to do if there was a fire. It was agreed that Mr Bahrani would:</p> <p>(a) prepare a list of six suggestions for staff to help prevent a fire</p> <p>(b) design a notice that informs staff what action should be taken in the event of a fire</p>	AB

- Prepare a **list** described in (a) above.
- Design a **notice** that lists **five** points of action that should be taken in the event of a fire.

TASK 2

New staff will no longer go off site to receive training in Health, Safety and Security. This training will now form part of the induction programme for new employees.

- Prepare a list of **six** procedures/policies relating to Health, Safety and Security which could be discussed during the induction process.

TASK 3

The following appointments need to be entered in Mr Bahrani's diary for next Thursday. He works from 0900 – 1800 hrs but sometimes has evening events to attend.

- 1 Peter Greenwood of Telematics Ltd wants to demonstrate a new server computer sometime in the afternoon, this will take about two hours.
- 2 Meeting with Hana Meshhedani, Health and Safety Officer at the Greenbank Site who needs to discuss a personal problem. This is **urgent** and will take about an hour.
- 3 A working one hour lunch at 12 noon with Simon Banks from Personnel, to discuss appraisals.
- 4 There is the usual 2 hour weekly meeting with the Health and Safety Committee at 1000 hrs in the Board Room.
- 5 Visit to Bankfield factory to see where an accident happened last week to one of our workers – this will take about an hour and a half and will include travel time.
- 6 The Grange Park Football Club will be holding their Annual General Meeting – this commences at 1900 hrs. Allow one hour for travelling and traffic problems.

- Sort the appointments into the correct order and enter them into the **attached diary page**

TASK 4

Mr Bahrani will soon be travelling to our branches abroad.

- Name **three** documents he may be asked to produce by the authorities as he travels from one country to another.
- List **five** other arrangements that you would need to make for Mr Bahrani before he starts his journey.

APPOINTMENT LIST FOR

DATE

TIME	NAME OF PERSON/ORGANISATION	REASON FOR APPOINTMENT/ MEETING

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5243/B

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2 hours

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SCENARIO

In your role as senior administrator in a large publicity organisation, today you have the following tasks.

TASK 1

You are responsible for the management of the stationery storage. You are concerned about potential hazards, storeroom security, and improper stationery storage.

- Prepare a Notice listing five security and safety guidelines, and four stationery storage guidelines. Use display techniques to make sure that the notice is clear and will have an impact on staff.
- Give **five** reasons for using your chosen display techniques.

TASK 2

You will be carrying out a series of weekly checks to monitor the implementation of the guidelines that you listed in Task 1.

- Prepare a checklist containing **eight** items to monitor the implementation of the guidelines. Make sure that the checklist has a way of recording whether or not:
 - the item checked/observed was satisfactory
 - feedback was given to staff about individual items
 - any action is required and, if so, by when

The checklist should include:

- a reference code for each item on the checklist
- the observer's name and job title
- space for the observer's signature
- the date of observation/assessment

TASK 3

- Give **four** basic rules to follow when drawing up a standard itinerary.
- Give **four** items of importance to the traveller.
- When confirming a hotel booking by letter or fax, list **six** items that should be included.

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