

MARK SCHEME for the 2006 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5233 Office Procedures, Maximum mark 100

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes must be read in conjunction with the question papers and the report on the examination.

The grade thresholds for various grades are published in the report on the examination for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses.

- CIE will not enter into discussions or correspondence in connection with these mark schemes.

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Task 1 (20 Marks – 5.1)

ACCEPT OTHER SUITABLE ANSWERS

Two advantages to reception staff of using an electronic diary. (10 marks)

- Quick access as the diary appears on VDU [5]
- See at a glance who is free and when [5]
- Manual diaries may mean dates need to be changed many times [5]
- Reception staff can consult diary when visitors call without appointments [5]
- Paperwork is reduced [5]

Two disadvantages to reception staff of using an electronic diary. (10 marks)

- Confidential appointments may be available for all to see [5]
- Some managers may not have up-dated their diaries [5]
- Managers may need free time to complete routine work [5]
- Some staff may not view electronic diaries as often as is necessary [5]
- Senior managers may not like other staff seeing their diaries [5]

Task 2 (30 marks – 3.5)

ACCEPT OTHER SUITABLE ANSWERS

Notice for reception staff listing five points for dealing with visitors with no appointment.

- Greet visitors in a pleasant manner [6]
- Find out reason for visit [6]
- Find out which member of staff they could see [6]
- Offer to make an appointment [6]
- Contact the member of staff/department to see if they are free [6]
- If the member of staff will be free shortly make the visitor comfortable while they wait [6]
- Give the visitor the opportunity to leave a message [6]

Task 3 (25 marks –2.1)

ACCEPT OTHER SUITABLE ANSWERS

Name five health and safety hazards from the picture provided. (15 marks)

- Man carrying too many files [3]
- Plug sockets overloaded [3]
- Man smoking when there is a no smoking sign [3]
- Filing cabinet drawer left open [3]
- Frayed/torn carpet [3]
- Man using guillotine about to cut through computer wires [3]
- Man throwing cigarette into waste bin [3]

One way each hazard could be prevented. (10 marks)

- Do not carry too many files or a trolley could be provided, or someone could help him (reward any of these solutions) [2]
- Provide more plug sockets [2]
- Discipline man smoking or provide a smoking room or go outside the building to smoke (reward any of these solutions) [2]
- Inform staff that filing cabinet must be closed when work completed [2]
- Replace or repair the torn carpet [2]
- Do not place guillotine near any wires, man disciplined for chatting when doing a dangerous job (reward either of these points) [2]
- Empty waste paper bin regularly to prevent fires, discipline man for throwing cigarette into bin (reward either of these solutions) [2]
- Provide training on health and safety [2]

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Task 4 (25 marks – 2.2, 3.1)

ACCEPT OTHER SUITABLE ANSWERS

Dealing with items of mail that have been received.

- (a) Package with unusual smell – do not touch, inform supervisor, evacuate the building (reward any of these points) [7]
- (b) Letter marked personal – do not open, deliver through internal mail [6]
- (c) Letter with remittance – check amount and enter into remittance received book, pass to finance department (reward any of these points) [6]
- (d) Letter to be seen by different departments – photocopy and send each department a copy, use a circulation slip (reward either of these points) [6]

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Task 1 (20 marks – 1.1)

ACCEPT ANY OTHER SUITABLE ANSWERS

List of ten general administrative duties.

Dealing with incoming and outgoing mail	[2]
Dealing with visitors	[2]
Photocopying	[2]
Keeping the office tidy	[2]
Using the computer/typewriter to produce documents	[2]
Answering the telephone	[2]
Taking messages	[2]
Issuing stationery	[2]
Making sure work station is safe	[2]
Filing documents – manually or electronically	[2]
Receiving parcels and stock	[2]
Sending faxes	[2]
Sending emails	[2]

Task 2 (22 marks – 3.3)

ACCEPT ANY OTHER SUITABLE ANSWERS

Produce a stationery requisition form.

Production of a form	[1]
Suitable heading	[1]
Date	[2]
Name	[2]
Department	[2]
Approved by	[2]
Item required	[2]
Number required	[2]
Size	[2]
Colour	[2]
Stock number	[2]
Date collected	[2]
Signature of person collecting stationery	[2]

EXAMPLE OF A STATIONERY FORM

No
STATIONERY REQUISITION
NAME Department Date
ITEM REQUIRED STOCK NUMBER No. Required Size Colour
Approved by Date Signature of person collecting items

Task 3 (20 marks – 3.2)

ACCEPT ANY OTHER SUITABLE ANSWERS

Four reasons why documents should be filed regularly.

- Information needed can be located easily [5]
- Documents are not likely to get lost [5]
- Paper can become a fire hazard [5]
- Confidentiality is not a problem if documents are not left lying around [5]
- If there is too much filing it becomes a chore [5]

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Task 4 (20 marks – 4.1)

ACCEPT OTHER SUITABLE ANSWERS

Four advantages of using videoconferencing.

- It is cost saving [5]
- People do not need to travel [5]
- A meeting can be arranged very quickly [5]
- Staff do not need to be away from the office [5]
- Weather conditions do not have to be considered [5]
- Hotel accommodation and flights do not have to be booked [5]

Task 5 (18 marks – 3.1)

ACCEPT OTHER SUITABLE ANSWERS

Three ways in which post being received too late for despatch could be prevented.

- Have a deadline when post will be received in mail room [6]
- Use a messenger service to collect post at regular intervals [6]
- Staff who have urgent mail should despatch it themselves [6]