

MARK SCHEME for the 2006 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5241 Text Processing, 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.

CIE is publishing the mark schemes for the October/November 2006 question papers for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.

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TEXT PROCESSING

ADVANCED

5241/A

2006

TASK NO		NUMBER OF WORDS
2		160
3		570
4		195
5	WP	56
	TYPE	54
TOTAL		WP 983 TYPE 977
<p>FOR A DISTINCTION – NO MORE THAN 11 FAULTS</p> <p>FOR A PASS – NO MORE THAN 20 FAULTS</p>		

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TASK 1

Personal digital assistants are devices which can be easily held in your hand. They can provide computing and information storage for both personal and business use. They are also known as PDAs or if they have mobile phone capability they are commonly called smart phones.

A PDA is an amazing piece of modern technology. It serves as a mobile phone. It also enables you to send emails and to surf the internet. A PDA acts as a planner, enabling you to see at a glance what you need to do on any one day. You can also do calculations and accounting reports and it has a word processing program so that you can prepare short reports or letters while you are on the move.

Just imagine that while sending an email to a colleague, you could also be listening to music. Not only can a PDA play music but you can use it to watch video clips and to play games.

In fact, a PDA can give you everything you need to keep your life organised wherever you may be. You could be on a business trip somewhere in your own country or else where in the world. With your PDA with you, you can always be organised.

If you are still using a diary or basic electronic organiser, you might like to consider updating to a PDA. It truly is an amazing piece of equipment.

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TASK 2

MEMO

TO Sylvie Major
FROM Vishal Tolani
REF VT/jt
DATE Day Month Year

NEW MEMBERSHIP

You may already know that the Centre opening ceremony is being organised for the end of next month.

At our committee meeting last week, it was decided that we should offer membership to everyone who wants to join. It would be a great help to have a detailed database of members. This will also enable them to take advantage of special offers such as discounts on clothing and equipment.

Please liaise with Jon Timpson who has some expertise. As well as the database, we will also need a variety of documents, such as forms and leaflets. It may be helpful for you to discuss with other staff any other paperwork which should be produced in order to ensure applications are dealt with quickly.

I enclose a copy of an example application form for your use. Please let me know if I can help further.

Enc

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TASK 3

SECRETARY'S REPORT

RIVER VIEW LEISURE CENTRE

I am delighted to report that the Opening Ceremony will take place next month. The final details have still to be agreed but we hope it will be possible for a famous swimming star to open the centre. Invitations are being prepared and should be sent out before the end of this week.

As agreed at our recent committee meeting, all the people who helped with fundraising have been invited, as well as local dignitaries, such as the Lord Mayor and officials from the local authorities.

As well as the money raised by the wonderful efforts of our fundraisers, we have received substantial sums from various charities and grants from the local authorities in our district.

All the money received has been used to ensure we provide a leisure centre that we can all be proud to use in the future.

As well as the indoor facilities such as two swimming pools, a gym and courts for badminton and squash, we have been able to provide some water sports. As the leisure centre is positioned on the banks of the river, we have been able to provide sports such as sailing and windsurfing. Lifesaving will be necessary and will be provided in line with government regulations.

We are approaching local schools and colleges to ask if they would be interested in using our facilities. We will also be contacting local organisations who may wish to use the leisure centre.

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We expect schools in our area and in other districts to enquire about using our pools for swimming and diving. One of the pools is of Olympic standard. The other pool is smaller and we hope this will encourage beginners and small children. We are keen to encourage Olympic stars of the future to train in our pool.

We are very proud of the large restaurant that has been provided on the second floor of the building. It will provide healthy meals and varied snacks for users of the leisure centre. We hope it will also be used by the local community as a meeting place for dinners, dances, parties and other events.

The centre's Restaurant Manager, Joseph Alberts, has now selected his staff, some full time as well as a number of part time employees. He is thrilled with the amenities and spacious kitchens.

Mrs Michelle Tan has been appointed as the new chef and she will be taking up her duties next week. The menus being prepared are exiting and varied and will definitely take into account all tastes and dietary requirement.

The management committee and staff have worked very hard over the last few months to ensure everything will operate smoothly from the first day.

The fees charged will be low in the first year. This is mainly due to a very generous donation from Blackwater Electronics, a large company which employs over 200 local people. The money will be used solely to ensure people can afford to use all the facilities at the centre. It is particularly hoped that children will be tempted to try out all the different sports in an effort to ensure they have plenty of activities to keep them occupied. Many children have complained that they are bored and have nothing to do after school.

We hope to make this a very happy occasion. The press and television will be attending and there will be light refreshments provided.

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TASK 4

RIVER VIEW LEISURE CENTRE

Paradise Park

Singapore

324610

Our ref VT/jt

Day Month Year

URGENT

Mrs J V Wang
151 Orchid Road
Rubens Park
Singapore
153244

Dear Mrs Wang

New Leisure Centre

I am delighted to inform you that our new Leisure Centre will be opened by Jan Marangos at the end of next month. We have yet to finalise all the details but I am pleased to enclose an information sheet with a brief summary of proposed arrangements.

The fundraising has been so successful that we have been able to provide accommodation for many different sports. For example, there are two swimming pools. One is a small pool for beginners and small children. The other is of Olympic size. There is a gym which contains a variety of sports equipment and there are courts for badminton and squash.

We have also been able to provide a restaurant which will be able to cater for dinners, dances and other events, as well as meals and snacks for the centre's users.

We hope you will be able to come to the opening ceremony and that you will enjoy the facilities in the future.

Yours sincerely

Vishal Tolani
Centre Manager

Enc

Copy to Joseph Alberts

TASK 5

PART-TIME EMPLOYEE ROTA

EMPLOYEE DETAILS		SPORT AND LEVEL	PREFERRED WORKING
NAME	SECTION		
Barnaby Epp	Pool	Swimming 2	Weekdays
Angela Dyer	Indoor	Squash 3	Evenings
Katia Savva	Pool	Diving 3	Mornings
Conrad Yiu	Indoor	Badminton 2	Evenings
Gita Patel	Gym	Weights 2	Afternoons
Mathew Arnold	Gym	Weights 4	Weekends
Monique Ng	Pool	Swimming 3	Evenings

Task 5

**FOR COMPLETION BY
USERS OF TYPEWRITERS
ONLY**

APPLICATION FORM

NAME Mrs Susanti Spiretti

ADDRESS Apartment 64B 29 Paradise Street

..... Butik Batok Park Singapore 623144

DATE OF BIRTH 29 January 1986

TELEPHONE NUMBER 666 149 683

APPLYING FOR TRAINING IN:

SPORT AND LEVEL	PREFERRED ATTENDANCE	PREVIOUS EXPERIENCE
Diving Level 3	Monday and Wednesday evenings or Tuesday mornings and evenings	Gained Diving 2 at the Valley Parade Swimming club in Kuala Lumpur last year before moving to Singapore with my family

I WISH TO RECEIVE DETAILS ABOUT THE YOUTH OLYMPIC TRAINING SCHEME

(Please place x in appropriate box)

YES

NO

I WOULD/WOULD NOT LIKE TO RECEIVE DETAILS ABOUT SPORTS GRANTS

DATE Day Month Year

* Delete as appropriate

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TEXT PROCESSING

ADVANCED

5241/B

2006

TASK NO		NUMBER OF WORDS
2		164
3		564
4		195
6	WP	60
	TYPE	54
TOTAL		WP 983
		TYPE 977
<p>FOR A DISTINCTION – NO MORE THAN 11 FAULTS</p> <p>FOR A PASS – NO MORE THAN 20 FAULTS</p>		

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TASK 1

There are many methods of communication and most of us could name the most obvious ones.

The first method of communication that most people immediately think of is writing. Most of us write letters for one reason or another. However, there are many other forms of written communication such as reports, memos, notices and advertisements, etc.

Another form of communication we all use is electronic. Many people now know how to create, send and receive emails and to send attachments to email messages. Emails are instant and have many advantages but they also have some disadvantages which should be considered.

The third form of communication is verbal and the most obvious one in this category is the telephone. Many of us now use the telephone in our everyday lives and mobile phones enable us to keep in touch while we are on the move.

Special communications are often not considered. These include sign language for people who are hard of hearing and Braille for those who are blind or whose sight is impaired.

Non-verbal communication is often known as body language. This enables you to determine whether a person's actions match what they are saying.

Communication is worldwide. While people keep talking there is hope for peace and harmony.

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TASK 2

MEMO

TO Patrick Caxton
FROM Farron P Tanner
REF FPT/jt
DATE Day Month Year

ANIMAL CONSERVATION PROJECT

With reference to our discussion last week, I have now received a letter from Kenneth and Eileen Jolley concerning voluntary work in our new research project. I am attaching a copy of their letter and also my reply to them.

I realise that you are concerned that they may find life at camp rather difficult but they are very keen and I feel we should allow them to take part. It will be interesting to see how they cope with life there, as well as the various duties they will have to carry out.

I have asked Francesca to monitor their progress and to report to you at frequent intervals. If their experiences prove to be successful, it may encourage other older volunteers to follow their lead.

Please let me know when they are due to leave for Sri Lanka and their proposed return date.

Encs

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TASK 3

INFORMATION LEAFLET

THE ASIAN ELEPHANT

The Asian elephant is closely related to the extinct mammoth. You may be surprised to know that it does not have a close relationship with its African cousin.

The Asian elephant has a large domed head with relatively small ears and has five toes on the front of its feet and four on the back. Its back forms an arch and the tip of its trunk has a single finger-like protuberance.

An easy way to tell whether an elephant is of Asian or African species is to look at its ears.

The African elephant's ears are much larger than the Asian elephant's ears.

A large bull elephant can weigh six tons or more and is approximately ten feet high at the shoulder. The female elephant is about half the size of the largest male. Only the males have tusks but females do have "tushes" which are prominent second incisors that stick out just beyond the upper lip.

The gestation period for an elephant is between 19 and 22 months. However, it is thought that this period is slightly longer for male bull calves than for females.

An elephant can live until 70 years of age and occasionally more. Its trunk is highly sensitive and contains over 100,000 muscles. It can get very heavy and it is not unusual to see an elephant resting its trunk over one of its tusks. An elephant does not drink with its trunk, but uses it as a "tool" to drink with. It fills its trunk with water and then uses it as a hose pipe to pour into its mouth.

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Elephants have very long memories. For example as part of a research project, a young man visited Sri Lanka to learn the skills of a mahout, someone who works closely with elephants. The man formed a very close bond with one particular female elephant named Kanchan. He eventually returned to his home in Australia. Over 20 years later, he returned to Sri Lanka and was amazed that Kanchan instantly remembered him. How did he know? The elephant immediately searched his trouser pocket with her trunk. She was searching for the treats that the man frequently gave her all those years ago. She had remembered even though they had not seen each other for over 20 years.

Elephants provide a vital role in the ecosystem they inhabit. They modify their habitat by converting savannah and woodlands to grasslands. Rainfall is collected in the depressions they leave as they walk, making vital waterholes for some smaller animals. As the elephants make their way through undergrowth, their paths can act as fire breaks and fill with water, making small but vital streams of much-needed water.

Unfortunately, elephants are under threat. There are many reasons for this but one of the major problems appears to be poaching. Elephants' tusks are made of ivory and this is valued by many people who use the ivory in souvenir gifts and inexpensive trinkets.

Another problem is that there has been a major reduction in the fertility of male elephants. During the last 20 years it is thought that the male population of elephants in India has declined by as much as 75%.

You can help to save the Asian elephant from extinction by joining a new wild animal adoption scheme. Full details can be obtained on our website www.adopt.wildanimal.com.

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TASK 4

COOMBE RESEARCH

16 St Andrew's Road
Kingston
Georgetown
Guyana

Our ref FPT/jt

Day Month Year

PRIVATE

Mr and Mrs K Jolley
152 Parade Square
Kingston
Georgetown
Guyana

Dear Mr and Mrs Jolley

Adventure Holiday

Thank you for your letter which I received this morning. I am very pleased to give you some details about our research project studying the needs of Asian elephants.

You will be accommodated in a base camp, although I think you should know that facilities there are rather basic. The field scout and two of his colleagues will meet you and will brief you fully on your various duties.

A normal day starts early, with breakfast at 5.30 am. Each day you will return to the base camp to eat, rest and shower. We guarantee that rest time will be built into your programme. You will use bicycles to travel around the countryside. It may also be necessary for you to work a night shift from time to time.

I am enclosing a brochure which gives full information about all aspects of camp life. We very much hope you will decide to help us with this research project.

Yours sincerely

Farron P Tanner
Project Manager

Enc

Copy to Patrick Caxton

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TASK 5

VOLUNTEER WORKSHOPS

TITLE	LOCATION DETAILS		VENUE
	TOWN/CITY	COUNTRY	
Bears and pandas	Beijing	China	The Main Hall
Apes and monkeys	Berlin	Germany	Schumacher Centre
Asian elephants	Georgetown	Guyana	Manor Hotel
Birds of prey	Manila	Philippines	Orchid Rooms
Lions and cheetahs	London	England	Royal Hotel
Penguins and sea birds	Sentosa	Singapore	Paradise Conference Centre
African elephants	Johannesburg	South Africa	Petersfield Palace Hotel