



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

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**TEXT PROCESSING**

**5241/A**

Core Module: Practical Assessment

**2007**

**1 hour 45 minutes**

Additional Materials:      Carbon paper - typists                      Plain A4 paper  
   Letterhead A4 paper                      Printed form - typists  
   Memo paper

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**READ THESE INSTRUCTIONS FIRST**

Write your Centre number, candidate number and name on all the work you hand in.  
Do not use staples, paper clips, highlighters, glue or correction fluid.  
Read the Guidelines to Candidates carefully before attempting any of the tasks.

You must attempt **all** tasks.  
All printouts must be submitted at the end of the assessment.  
At the end of the examination, fasten all your work securely together.

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This document consists of **12** 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 6<sup>th</sup> 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.

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**TASK 1**

Our health and fitness centre opened more than ten years ago. Many of our staff have made use of the centre over the years. All the facilities are free to members of staff and their families. Many people have said that they have benefited from using the centre and would like to continue using it.

The facilities provided include an indoor swimming pool and this is popular with everyone, but especially the children who enjoy the fun nights that are arranged specifically for them once a week. Parents can leave their children, safe in the knowledge that the children will be well cared for at all times.

Two years ago we extended the centre to include a full size gymnasium. The regional championships were held at the centre last month and these were a great success. The press coverage was immense and people seemed genuinely pleased with the facilities that we provided.

We must now look to the future. The company has recently decided to open the centre to local residents and members of organisations. This was a decision that was taken with great reluctance. However, the costs of running the centre continue to be a drain on the company's finances and charging fees to people not connected with the company will help in this regard.

## TASK 2

Memo from Paulette Houlgate to K P Sheasby Ref PH/687  
Use the heading NEW TRAINING COURSE

It has now been decided that the campaign to publicise our new training course on managing stress in the workplace will begin next week. I enclose a copy of Martine Marcom's report for your information. Stress management will also be included in induction training for all new staff. The directors are very keen to reduce the levels of staff absenteeism caused by stress.

I am very concerned that staff may be sending out copies of the old brochure. Please ensure that there is sufficient stock of our new brochure ready for despatch as soon as possible. Staff should be informed that the new brochure show a picture of Mario and four of his colleagues on the front cover. All publicity material in the post room will need to be updated immediately.

As agreed, I have arranged for two temp secs to help out next week. Ms Fanshawe of Tiger Staff Agency will ring you next week to finalise matters.

## TASK 3

Double linespacing, except where indicated

Use left and right margins of 35 mm throughout

REPORT BY MARTINE MARCOM, HUMAN RESOURCE MANAGER

MANAGING WORKPLACE STRESS

Introduction

Inset this paragraph 25mm from left margin

The Chief Executive expressed concern at the high levels of staff absenteeism<sup>due to stress</sup>.

He discussed the matter with ~~various heads of department, supervisors, team leaders and~~ the directors at their August meeting and it was decided to look at issues associated the topics concerned with stress in the workplace. This follows the recent success<sup>✓</sup>

of our training course tackling the issues of drug abuse among production workers and which has been able to help.

Aims

It is intended that this report should be circulated to people involved with helping others cope with stress and those involved in devising the new stress management training course.

We will produce a report containing all relevant points. *More details on research and statistical info can be found in Appendix A.*

the workers cope with their problems

Method

This section in single line spacing

*a variety of materials*

We researched ~~all the relevant journals, magazines and newspapers for topical articles~~ on the subject. Once we had identified the major causes we looked at ways of reducing these in the workplace. [We interviewed people employed in different kinds of work and asked them about their job-related stress. We then investigated how these differ between jobs.

*how a training course*

Finally we looked at ~~whether distance learning programmes could be devised for people in their own time~~ could help the many people trying to cope with these various difficulties.

Symptoms of Stress

Some of the symptoms which managers ~~and all others who have working relationships with workers~~ should constantly be looking for is described below.

Genuine sickness absence: physical illness could be a signal because the bodys natural resistance to illness can be lowered as a result of stress. [Absence for other reasons: lack of motivation is a major factor in absence at work. It may also be that going to work is simply too much for a person to cope with/ *when levels of stress are high*

Reduced productivity: work may not be carried out effectively.

Ineffective working: the employee whose work is so poor that it necessitates the work being redone.

Labour turnover: recruitment is a very costly process and a high turnover of employees could be an indicator of stress among the workforce.

Poor interpersonal relations: an employee may alienate colleagues, cause disputes, refuse to take management instructions or offend a client.

who suddenly fails to meet deadlines, or

### Effects of Stress

It is not possible to include full details of all the literature researched. One important survey, however, revealed that the cost of <sup>sickness absence for</sup> stress at work last year amounted to many millions of dollars.

### Findings

Obviously there are many reasons for ~~There appear to be many different causes of anxiety and stress.~~ Some of these may be personal reasons such as marriage problems, bereavement and financial worries. we did not feel it necessary to include these in our research. We looked at the workplace causes only. ~~major cause~~ A ~~principal factor~~ was found to be difficulties in coping with computers, especially since a new system was installed. Another cause was high work demands mentioned by many employees. Full details of our findings may be found in Appendix B.

## Conclusions

We feel there is definitely a need for a training programme. We have instigated research into local television companies who may be prepared to work with us in the making of a DVD.

This should include workers talking about their real-life problems within their own organisations. We hope that this will help many people ~~who are helping others to deal with their stress and~~ who are currently suffering from workplace stress and will help to reduce these levels of stress.

to tackle the problems  
of stress at work

## TASK 4

Letter to Miss Madhu Khan 56 Preedy St Saddar  
Karachi Pakistan Our ref PH/PJ Use the  
heading Managing Stress in the Workplace

TOP + 2 copies please - one  
for Ruby Iqbal and one for file

Mark this PRIVATE

Dr Miss Khan

Thank you for responding to our recent letter concerning our proposed training course to help with the management of stress in the workplace. We have approached other local companies and some of these have also agreed to help us to pilot this new training course.

We intend to produce a course that will incorporate written material and a DVD. Martine Marcom, our Human Resource Manager, is compiling a report on stress in the workplace. This will be used to help develop our new training course. When the report has been completed, I will send you a copy. We hope to be able to incorporate some of your employee's real-life examples of workplace stress.

I enclose a short extract from a DVD commissioned by a local television co, together with our latest brochure. The DVD deal with issues associated with drug abuse among production workers.

We are very grateful for the offers of help we have received on this important issue.

Yours sincerely

Paulette Houlgate  
Human Resource Director

## 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.

## MANAGING STRESS IN THE WORKPLACE

### List of Trainees

NAME	LOCATION OF COURSE		MONTH
	SITE	ROOM	
Susanne Willis	Landford Road	132	August
Mathew Morris	Magpie Place	144	September
Kristofer Tolani	Sentosa Avenue	169	July
Roberta Rufus	Mimosa Hill	126	November
Mollie Alani	Magpie Place	144	September
Vicki Shand	Landford Road	132	August
Xavier Fudge	Mimosa Hill	126	November

## TASK 5

FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY

Please complete all sections of the attached form

Mrs Ruksana Mehta is the Trainer for Managing Stress in the Workplace training course. This will be held in Room 126, Mirrosa Hill. The date is to be confirmed. Mrs Mehta's address is 263 Nathan Road West Siddor Karachi and her telephone number is 21 4321985.

She will need

Name badges	12	large size please
White screen	1	mobile if possible
Computer projector	1	with USB cable
Ballpoint pens	12	medium blue
Notepads	12	A5 preferred

A classroom layout is preferred and coffee is required.

**TASK 5**

**FOR COMPLETION BY  
USERS OF TYPEWRITERS  
ONLY**

TRAINER .....

ADDRESS .....

.....

TELEPHONE NUMBER .....

TRAINING COURSE .....

VENUE .....

DATE .....

ITEMS TO BE PROVIDED	QUANTITY	COMMENTS

**REFRESHMENTS REQUIRED**  
(Please place X in appropriate box)




COFFEE

TEA

SANDWICHES

PLEASE ARRANGE ROOM IN CASCADE/CLASSROOM\* LAYOUT

DATE .....

\* Delete as appropriate