



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

COMMUNICATION AND TASK MANAGEMENT

5242/A

Core Module: Practical Assessment

2007

2 hours

Additional Materials: Answer Booklet/Paper
 Typing Paper

READ THESE INSTRUCTIONS FIRST

- Write your Centre number, candidate number and name on all the work you hand in.
- If you use handwriting for your answers, write in dark blue or black pen.
- 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.

This document consists of **4** printed pages.



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 Team Leader in a large Administration Department and you need to deal with the following tasks.

Task 1

Note

Recent projects have not been completed on time. This is causing concern. As Team Leaders you need to consider why this is happening.

General Manager

- List 5 reasons why projects might not have been completed on time.

Task 2

Time management is the main Agenda item at the next team meeting. You will need to give your staff guidance on how long it should take them to deal with various situations.

- Prepare a short report, for discussion at the next meeting. You should use main and sub-headings in your report.

The report must include

(i) the length of time that should be taken to respond to the following situations:

- (a) answering the telephone
- (b) responding to a complaint received by telephone
- (c) replying to a letter received from a customer
- (d) telephoning a customer with requested information
- (e) acknowledging an email.

(ii) the reason why that amount of time is required for each situation.

Task 3

One team member does not maintain eye contact or contribute to discussions in meetings.

- Give 2 reasons why this person does not keep eye contact.
- Explain 2 ways of ensuring that this person contributes to the discussions.

Task 4*Note*

Telephone costs are increasing monthly. One of the reasons is external, personal calls. Your staff need to be made aware of the problem and of the action to be taken to reduce these costs.

General Manager

- Prepare a memorandum to your team members. Your memo needs to include the following information:
 - (i) personal calls must be reduced
 - (ii) call monitoring and call barring will be introduced.
- Explain the terms 'call monitoring' and 'call barring'.

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