UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

Cambridge International Diploma Standard Level

MARK SCHEME for the 2005 question paper

CAMBRIDGE INTERNATIONAL DIPLOMA IN OFFICE ADMINISTRATION

5233 Office Procedures, maximum mark 100

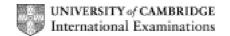
This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which Examiners were initially instructed to award marks. They do not indicate the details of the discussions that took place at an Examiners' meeting before marking began. Any substantial changes to the mark scheme that arose from these discussions will be recorded in the published *Report on the Examination*.

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.

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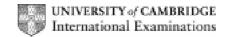
CAMBRIDGE INTERNATIONAL DIPLOMA Standard Level

MARK SCHEME

MAXIMUM MARK: 100

PAPER: 5233/A

Office Administration (Office Procedures)



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TASK 1 (4.1 - 16 marks)

List two advantages and two disadvantages of the voicemail service

ACCEPT OTHER SUITABLE ANSWERS

Advantages (8 marks):					
No sales missed		••	••		4
No need to stagger lunch and break times		••			4
All staff can attend sales meetings etc		••			4
Voice message can give information such as alternative num	ibers to	contact			4
Messages can be left after office hours		••			4
Disadvantages (8 marks):					
Customers like to talk to a person not a recording		••			4
Some customers will not use the voicemail message and, the	refore, s	sales will	be lost		4
Employees forget to put voicemail on when they leave their	desks	••			4
Employees forget to take off voicemail when they return .		••			4
Employees forget to check for messages which have been lef	ft		••	••	4

TASK 2 (2.1 - 19 marks)

Prepare a form for reporting accidents in the workplace

ACCEPT OTHER SUITABLE POINTS

Acceptable layout	••	••	••	••	••	••	••	••	1
Appropriate heading	••	••	••	••	••	••	••	••	2
Date of accident	••	••	••	••	••	••	••	••	2
Place of accident	••	••	••	••	••	••	••	••	2
Time of accident	••	••	••	••	••	••	••	••	2
Person/s involved			••	••	••	••	••		2
How accident occurred	••	••	••	••	••	••	••	••	2
What action was taken	••	••	••	••	••	••	••	••	2
Reported to	•		••	••	••	••	••	••	2
Witnessed by			••	••	••	••	••	••	2
Signed by			••	••	••	••	••	••	2
Date	••	••	••	••	••	••	••	••	2

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EXAMPLE OF AN ACCIDENT REPORT FORM

		ACCI	DENT R	EPORT	FORM			
Date of accider	nt			. Time	of accid	ent		
Place of accide	ent	•••••	• • • • • • • • • • • • • • • • • • • •				•••••	
Person injured		•••••	•••••	Depa	artment.			
Injuries								
How accident of	occurred	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •			•••••	••
		• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •		• • • • • • • • • • • • • • • • • • • •			
Action taken						• • • • • • • • • • • • • • • • • • • •		
Reported to		• • • • • • • • • • • • • • • • • • • •		• • • • • • • • • • • • • • • • • • • •				
Witnessed by .		• • • • • • • • • • • • • • • • • • • •	• • • • • • • • • • • • • • • • • • • •		•••••		• • • • • • • • • • • • • • • • • • • •	
Signed			Date		•••••			••
TASK 3 (5.1 – 27 Name th ACCEPT OTHE	ree planning/me	•	·	arks)				
Wall/year planne	er			••			••	4
Computerised dia	ary							4
Desk diary		••	••	••	••	••	••	4
Indexed system		••	••	••	••		••	4
Lists		••	••	••	••	••	••	4
One reas	son for using eac	ch of the	aids liste	d (15 ma	ırks)			
ACCEPT OTHE	R SUITABLE A	NSWEF	RS					
Wall/year planne	er							
See at a glance w		oe done	••	••		••	••	5
Highlight signific	eant dates	••	••	••	••	••	••	5
Computerised dia	arv							
Easy to up-date								5
Other colleagues		liary	••	••	••	••	••	5
Colleagues can ac			••	••	••	••	••	5
Easy to view on a		••	••	••	••	••	••	5

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	CAME	RIDGE I	NIEKI	NATION	AL DIPI	LOMA –	2005		5233/
Desk diary									
z com umr y									
Can be seen at the		f each day	y what	requires	to be do	ne that d	lay		5
Easy to up-date.		••	••	••	••	••	••	••	5
You are in contro	ol of entries	••	••	••	••	••	••	••	5
ndexed system									
ndex cards show	what is requ	ired to be	done e	ach day	••				5
Matters which co						ystem	••	••	5
	S								
ists									
		ee							_
obs completed c			••	••	••	••	••	••	5
asy to expand thee at a glance w		 to be den	••	••	••	••	••	••	5 5
e at a giance wi	nat stin needs	to be don	ie	••	••	••	••	••	3
ASK 4 (2.2 -18 ı	marks)								
Six ways	which might	improve s	site sec	urity					
CCEPT OTHE	D CHUTADI I	A NICHAZE	ID.C						
CCEPT OTHE	R SUITABLE	LANSWE	RS						
se of security ca	ımeras	••	••	••	••	••		••	3
se of security gu		••	••	••	••	••	••	••	3
ll visitors to be		ception st		••	••	••	••	••	3
ecurity locks on		••	••	••		••	••	••	3
aff training on			••	••	••	••	••	••	3
aff to be provid		ity cards	••	••	••	••	••	••	3
se of intercom s	•	••	••	••	••	••	••	••	3
ecurity lights .		••	••	••	••	••	••	••	3
ask 5 (3.4 - 20 m	narks)								
Flow cha	rt showing th	e correct	order i	n which	business	docume	ents are u	ised (16	marks)
E ONE DOCUM	IENT IS OUT		ED DI	EDUCT (2 MADL	7C :c	4 . 4	. :4 4h	
F ONE DOCUM he chart deduct 2					Z WIAKI	AS eg II q	uotation	s is at til	e ena oi
are chart acadet i	2 marks omy	mom the	10 4,41	iubic.					
Enquiry		••	••	••		••	••		2
)atatian		••	••	••	••	••	••	••	2
rder		••	••	••	••	••	••	••	2
elivery Note .		••	••	••	••	••	••	••	2
		••	••	••	••	••	••	••	2
tatement .		••	••	••	••	••	••	••	2
ayment .		••	••	••	••	••	••	••	2
redit Note .		••	••	••	••	••	••	••	2
■ Two uses	s of credit not	a (A marl	e)						
- I wo uses	on creant not	e (4 mark	.5)						
vercharge for g	oods	••	••	••	••	••	••		2
Return of pallets		••	••		••	••	••	••	2
Return of faulty g		••	••	••	••	••	••	••	2
<i>v</i> c	-								

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Office Administration (Communication and Task Management)

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MARKING

TASK 1 (16 marks)

• Four things all staff should know about their organisation to enable them to deal effectively with queries etc. from other staff and visitors. (1.1 – 16 marks)

They should have a:

reliable knowledge of the organisation's work	. 4
knowledge of the organisation's personnel	
a good knowledge of the organisation's layout	
relevant knowledge of individuals	
relevant knowledge of all offices	
relevant knowledge of new products or services which are in the planning stage	4

TASK 2 (16 marks)

Four advantages of computerised filing. (3.2 – 16 marks)

it is space saving4
over 10,000 A4 documents can be stored on an optical disk
documents can be scanned – saving manual filing space
no need to borrow files because different staff can access a networked computer at the
same time as each other4
file contents can be quickly viewed on screen before selecting for printing
documents can be electronically cross-referenced
back-up files are programmed to be created automatically
documents can be filed under several headings, making retrieval quick and easy 4 confidential documents can be special codes, or passwords, so that access to them is
restricted

TASK 3 (12 marks)

■ Three reasons why it is important to use safe working practices. (1.1, 2.1 – 12 marks)

aids effective work output	4
ensures that the workflow is not disrupted	4
safeguards the health and safety of others	4
safeguards one's own health and safety	
ensures that organisational procedures are followed	

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TASK 4 (44 marks)

	<u>List the three main sources available for researching and supplying information.</u> (4.2 – 15 marks)	
	paper-based information	5
•	Five ways in which you can keep waste to the minimum when photocopying researche documents. (4.2 – 25 marks) – alternative answers acceptable	<u>:d</u>
•	get clear instructions before you start	5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5
	return it to the owner in a sealed envelopepersonally hand it back to the person who provided it	
ΓAS	SK 5 (12 marks)	
•	Who has exclusive legal rights to copyright material? (4.2 – 6 marks)	
	The copyright owner The author of the original material	
•	Briefly explain why you are not allowed to photocopy as much as you like of copyright material. (4.2 – 6 marks)	
	sometimes permission is needed from the author	