



CARIBBEAN EXAMINATIONS COUNCIL

**Caribbean Secondary Education Certificate®
CSEC®**

OFFICE ADMINISTRATION SYLLABUS

Effective for examinations from May-June 2014



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Correspondence related to the syllabus should be addressed to:

The Pro-Registrar
Caribbean Examinations Council
Caenwood Centre
37 Arnold Road, Kingston 5, Jamaica

Telephone Number: + 1 (876) 630-5200

Facsimile Number: + 1 (876) 967-4972

E-mail Address: cxcwzo@cx.org

Website: www.cxc.org

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The Garrison, St Michael BB14038, Barbados



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Office Administration Syllabus

◆ RATIONALE

Office Administration is a Business Education subject concerned with the study of administrative principles, policies, procedures and technological competencies governing the modern office environment. The content and teaching strategies used should therefore reflect current trends in the office.

This Office Administration syllabus is designed to provide students with the knowledge, skills and attitudes to function effectively within a modern office environment. The syllabus adopts a practical approach aimed at equipping students with the technical and professional skills to perform effectively as clerical and administrative support personnel within an organisation.

The syllabus seeks to instill tenets of the Ideal Caribbean Person as articulated by the CARICOM Caribbean Education Task Force (CTF) and adopted by the CARICOM Heads of Government at their 18th Summit. To this end the syllabus contains objectives and content intended to nurture and improve students' social responsibility, personal management skills and positive work ethic. *In addition, in keeping with the UNESCO Pillars of Learning, on completion of this course of study students will learn to know, to be, to do, and to live together.*

◆ AIMS

The syllabus aims to:

1. *provide students with the knowledge, skills attitudes and competencies to function in the modern office environment;*
2. develop awareness of the principles, policies, procedures and technological competencies involved in office administration;
3. develop technical, planning, organising, management and problem-solving skills necessary for functioning in a modern office environment;
4. provide students with the capability to adapt to changes that impact the business environment;
5. help students appreciate the wide range of attitudes, attributes and behaviours necessary for success and advancement in the world of work;
6. lay the foundation for career development and further studies in the business field.

◆ GENERAL OBJECTIVES

On completion of the syllabus, students should:

1. acquire the knowledge and skills of office administration to function effectively in a modern office environment;
2. develop problem-solving capabilities to function with minimum supervision;
3. develop the confidence and capability to respond effectively to new processes in the office;
4. acquire technological, communicative, problem-solving and attitudinal skills to function effectively in the working environment;
5. acquire inter-personal skills to help foster organisational harmony and customer goodwill;
6. develop the confidence to seek promotional opportunities within the organisation;
7. develop the competency to choose from a wide range of career paths in the business field;
8. acquire knowledge and skills that would allow them to pursue further education in related fields of business;
9. acquire skills to conduct self-directed investigations into alternative procedures and systems that may assist in maximising the output of the office;
10. develop proper work ethics, social responsibility, and integrity that contribute in promoting a positive image of the organisation in which they are employed;
11. develop the self esteem and confidence to make an easy transition from school to the world of work.

◆ ORGANISATION OF THE SYLLABUS

The syllabus is arranged in twelve *SECTIONS*, sub-divided into specific objectives and corresponding content.

SECTION I	-	OFFICE ORIENTATION
SECTION II	-	COMMUNICATION
SECTION III	-	<i>RECRUITMENT AND ORIENTATION</i>
SECTION IV	-	RECORDS AND INFORMATION MANAGEMENT
SECTION V	-	RECEPTION AND HOSPITALITY

SECTION VI	-	MEETINGS
SECTION VII	-	TRAVEL ARRANGEMENTS
SECTION VIII	-	HUMAN RESOURCES MANAGEMENT
SECTION IX	-	<i>ACCOUNTS AND FINANCIAL SERVICES</i>
SECTION X	-	<i>PROCUREMENT AND INVENTORY MANAGEMENT</i>
SECTION XI	-	<i>SALES, MARKETING AND CUSTOMER SERVICE</i>
SECTION XII	-	<i>OPERATIONS, DESPATCH AND TRANSPORT SERVICES</i>

◆ SUGGESTED TIME-TABLE ALLOCATION

It is recommended that a minimum of five 40-minute periods per week or the equivalent be allocated to teaching the syllabus. This time should include at least one double period.

◆ SUGGESTED TEACHING AND LEARNING ACTIVITIES

To facilitate students' attainment of the objectives of this syllabus, teachers are advised to engage students in the teaching and learning activities listed below.

1. Expose students to offices of varying types and sizes to facilitate comparison between offices.
2. Expose students to different types of office equipment. They should, for example, be able to identify and explain the uses of various equipment found in the modern office.
3. During the delivery of instruction, teachers should highlight those topics that are repeated throughout the syllabus in order to indicate the relevance of the topic to the particular section, for example:
 - (a) attributes;
 - (b) filling out forms;
 - (c) office equipment.
4. Use a variety of methodologies, such as role plays, case studies, simulations, field trips, games and presentations by resource personnel. Practical assignments should be used where possible.
5. Develop lessons using themes that encompass topics from different sections of the syllabus. For example, the following themes could be taught as one extended lesson:
 - (a) plan the agenda for a meeting (SECTION II);
 - (b) conduct the meeting (SECTION VI);
 - (c) prepare the minutes of the meeting (SECTION VI);

- (d) Travel Itinerary (SECTION VII);
- (e) Monetary instruments (SECTION IX).

Where physical examples are not feasible, teachers are advised to utilise the resources of the Internet and other electronic technologies.

◆ CERTIFICATION

The Office Administration syllabus will be examined at the General Proficiency at both the January and May-June sitting. Candidates will be awarded an overall grade reported on a six-point scale. In addition to the overall grade, candidates' performance will be reported by a letter grade under profile dimensions of Knowledge and Comprehension, and Application. These profile dimensions are explained below.

◆ DEFINITION OF PROFILE DIMENSIONS

1. Knowledge and Comprehension

The ability to:

- (a) state, list and identify facts, information, principles and procedures;
- (b) explain and interpret procedures, actions and situations related to office administration;
- (c) use knowledge in familiar contexts.

2. Application

The ability to:

- (a) use knowledge in unfamiliar circumstances;
- (b) design and complete business documents;
- (c) formulate plans for given activities;
- (d) develop strategies to solve problems;
- (e) compose various types of communicative materials and make inferences.

◆ FORMAT OF THE EXAMINATIONS

This examination is offered at the General Proficiency. The examination consists of Paper 01, Paper 02 and Paper 03/1 (School-Based Assessment). Paper 03/2 (alternative to the School-Based Assessment) is offered to Private candidates as an alternative to the School-Based Assessment.

Paper 01
(1 hour 15 minutes)
(60 marks)

A multiple-choice test consisting of 60 items.

The items will test knowledge and application of important facts, concepts, principles, processes and procedures involved in office work and the application of these. *Items* in the paper can come from all Sections of the syllabus. The Knowledge and Comprehension profile and the Application profile will be tested in a ratio of 2:1.

Paper 02
(2 hours)
(90 marks)

An essay paper divided into two sections:

Section I: Three compulsory questions drawn from Sections I – VII of the syllabus.

Section II: Four questions from which the candidate must attempt three. The questions in this paper will be drawn from Sections VIII – XII of the syllabus and will focus on specialised departments in the modern organisation.

Each question on this paper will be worth 15 marks to be distributed as follows:

(i) Compulsory questions:

Question 1 -	Knowledge and Comprehension	8 marks
	Application	7 marks
Questions 2 and 3 -	Knowledge and Comprehension	7 marks
	Application	8 marks

(ii) Optional questions:

Knowledge and Comprehension	6 marks
Application	9 marks

Paper 03/1
(SBA)
(50 marks)

A set of assignments set and marked by the teacher using guidelines and criteria provided in the syllabus. This Paper will be worth 25 per cent of the final grade.

Paper 03/2
(50 marks)
(1 hour 30 minutes)

Paper 03/2 is a written examination designed for candidates whose research projects cannot be monitored by tutors in a recognised educational institution and who have been assigned by the Local Registrar to write Paper 03/2 at a designated examination centre.

◆ WEIGHTING OF THE EXAMINATION COMPONENTS

The weighting of the examination components is shown below.

Papers Profiles	Paper 01 Multiple- choice	Paper 02 Essay	Paper 03 SBA	Total	Per cent
Knowledge and Comprehension	40	40	-	80	40
Application	20	50	50	120	60
TOTAL	60	90	50	200	100
PER CENT	30	45	25	-	100

◆ REGULATIONS FOR PRIVATE CANDIDATES

Private candidates must be entered for the examination through the Local Registrar in their respective territories and will be required to sit Paper 01, Paper 02 and Paper 03/2 (the alternative to the School- Based Assessment).

Paper 03/2 is a written examination designed for candidates whose research projects cannot be monitored by tutors in a recognised educational institution and who have been assigned by the Local Registrar to write Paper 03/2 at a designated examination centre. It will consist of a case study and related questions.

◆ REGULATIONS FOR RESIT CANDIDATES

Resit candidates who have obtained 50 per cent or more of the total SBA marks will not be required to repeat this component of the examination provided that they write the examination in the academic year immediately following their first sitting of the examination. Resit candidates who failed to achieve 50 per cent of the total SBA marks must repeat the project during the academic year in which the examination is repeated. Resit candidates must indicate at registration that they are resit candidates.

Private candidates will be required to resit all components of the examination.

◆ SECTION I: OFFICE ORIENTATION

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. describe the role and functions of the office in business activities;	Role and functions of the office in keeping with its mission (<i>commitment</i>), vision (<i>the means/the how</i>) and goals (<i>measurable objectives</i>): (a) <i>productivity</i> ; (b) distribution and exchange of goods and services; (c) collection, processing and preservation of data (manual); (d) collection, processing and storage of data (electronic); (e) dissemination of information; (f) organisational management and legal control.
2. describe how office structure and activity may be organised according to the size and nature of a business;	Size and nature of a business will <i>impact</i>: (a) the multiplicity of positions on staff; (b) types and patterns of relationships (use of organisational charts); (c) nature of duties and responsibilities; (d) deployment of employees; (e) decisions regarding decentralisation or centralisation (for example, reprographics, word processing and records management); (f) extent of computer hardware/software usage.
3. compare different types of office layouts;	Types of office layout: (a) traditional (enclosed or cellular); (b) open plan (modular); (c) virtual office;

SECTION I: OFFICE ORIENTATION (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
4. examine the ergonomics of the office as it relates to comfort, health and safety issues;	Ergonomics as it relates to comfort, health and safety <ul style="list-style-type: none">(a) layout and size;(b) furniture and equipment;(c) seating, lighting, ventilation, temperature;(d) related injuries.
5. describe the contribution of various types of equipment to office efficiency;	Types and purpose of equipment used in general and specialised office work, including: <ul style="list-style-type: none">(a) guillotine and shredder;(b) photocopier, risograph, scanner, printer-laser, inkjet, impact, plotter;(c) computer;(d) multimedia devices (digital camera, projector);(e) facsimile machine;(f) laminator, binding machine;(g) labelers.
6. propose desirable skills, attitudes and attributes of office personnel;	(a) Skills: <ul style="list-style-type: none">(i) literacy and numeracy;(ii) computer literacy and proficiency in the use of productivity tools;(iii) effective communication;(iv) time management;(v) analytical, problem-solving.

SECTION I: OFFICE ORIENTATION (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
	(b) Attitudes:
	(i) team-spirit, group dynamics, cooperation; (ii) tolerance, appreciation of diversity; (iii) safety conscious; (iv) environmental awareness; (v) social responsibility.
	(c) Attributes:
	(i) regularity, punctuality; (ii) positive work ethic; (iii) ethics, integrity, honesty, confidentiality; (iv) willingness; (v) <i>deportment</i> ; (vi) self-esteem, confidence.
7. assess the value of good human relationships to office efficiency.	The importance of good relationships with: (a) supervisors; (b) colleagues; (c) internal and external customers.

◆ SECTION II: COMMUNICATION

SPECIFIC OBJECTIVES

Students should be able to:

1. describe the various channels of communication used in the office;

CONTENT

Channels of communication:

(a) *Directional*

- (i) *formal/official;*
- (ii) *informal/unofficial.*

(b) **Oral**

- (i) *interviews;*
- (ii) *meetings and conferences;*
- (iii) *radio and television;*
- (iv) *telephone; intercom.*

(c) **Electronic**

- (i) tele-conferencing, video-conferencing;
- (ii) computer, Internet, intranet, world wide web, electronic mail, social media;
- (iii) telephone; facsimile;
- (iv) scanning, scan to email, scan to file;
- (v) Telecommuting, telemarketing.

(d) **Written**

- (i) letters;
- (ii) memoranda;
- (iii) agendas, notices of meetings;
- (iv) reports, minutes;
- (v) questionnaires;

SECTION II: COMMUNICATION (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
	(vi) itineraries;
	(vii) notices, press releases;
	(viii) advertisements.
	(e) Visual
	(i) pictures, charts, graphs;
	(ii) signals, signs;
	(iii) multi-media presentations;
	(iv) body language.
2. identify factors affecting the selection of communication channel;	Factors to be considered in selecting communication channel:
	(a) degree of urgency;
	(b) genre (oral, written, electronic, visual);
	(c) level of confidentiality, privacy;
	(d) location and distance, time zones;
	(e) cost, <i>efficiency, effectiveness</i> ;
	(f) audience size.
3. identify factors affecting the flow of communication;	Communication flows:
	(a) upward, downward, vertical, horizontal, grapevine;
	(b) Communication Climate
	(i) closed;
	(ii) open.

SECTION II: COMMUNICATION (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
4. discuss the barriers to effective communication;	Barriers to communication, including: <ul style="list-style-type: none">(a) perceptual, cultural and personal bias;(b) semantics;(c) language;(d) literacy skills;(e) Internal, external barriers.
5. identify the various forms of business structure;	Forms of decision-making business structures: <ul style="list-style-type: none">(a) Centralised Entrepreneurial/centralised.(b) Decentralised<ul style="list-style-type: none">(i) pyramid;(ii) matrix;(iii) independent.
6. select appropriate types and sizes of stationery for a variety of uses;	(a) Types of stationery, for example: <ul style="list-style-type: none">(i) bond;(ii) parchment;(iii) NCR paper (no carbon required). Sizes of paper, envelopes and label dimensions including: <p>Letter, legal, A4, A5, A6, DL, C4, C5</p>
7. select relevant sources of information;	Reference material including: <ul style="list-style-type: none">(a) dictionary, thesaurus;(b) official gazettes;

SECTION II: COMMUNICATION (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
	(c) telephone directory;
	(d) maps;
	(e) schedules;
	(f) post office guide;
	(g) trade journals;
	(h) Hansard;
	(i) Internet, <i>search engines</i> .
8. describe proper techniques for receiving and relaying messages by telephone;	Telephone techniques: (a) telephone etiquette; (b) recording systems; (c) receiving and delivering messages; (d) use of the telephone directory; (e) maintaining a personal and a company directory; (f) functions and operations of <i>automated</i> switchboards; (g) paging devices.
9. Assess the communication services offered by telecommunication providers;	Telephone services: (a) local, long distance and overseas calls; (b) station-to-station, person-to-person, collect calls, emergency calls; (c) conference calls, video conferencing;

SECTION II: COMMUNICATON (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	(d) call waiting, call forwarding, voice mail; speed dialing, caller identification;
	(e) phone cards; electronic top-up machines;
	(f) mobile phones; text messaging; instant messaging;
	(g) Voice Over Internet Protocol (VoIP);
	(h) Skype.
10. describe the services available for despatching mail;	(a) Courier services: (i) local; (ii) overseas.
	(b) Postal services: (i) classification of mail (priority, first class, express, standard); (ii) delivery options (registered, express delivery, recorded delivery, poste restante); (iii) <i>courier services; Skybox.</i>
11. outline procedures for sending and receiving parcels;	Procedures for sending and receiving parcels: (a) regulations for sending and receiving money and other valuables; (b) parcel post services - nature and use; (c) packaging.
12. outline procedures for dealing with incoming and outgoing mail in large and small offices.	(a) Procedures for dealing with incoming mail: (i) receiving; (ii) recording; (iii) stamping;

SECTION II: COMMUNICATON (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
	(iv) routing of mail;
	(v) treatment of remittances and registered mail;
	(vi) archiving.
	(b) Procedures for despatching mail:
	(i) sorting of mail;
	(ii) preparation of mailing lists;
	(iii) use of postage books.
	(c) Automation of mailing activities in large offices:
	(i) <i>mail merge</i> ;
	(ii) addressing machines;
	(iii) franking machines;
	(iv) letter openers;
	(v) folding machines;
	(vi) collating machines;
	(vii) sealing machines.

◆ SECTION III: RECRUITMENT AND ORIENTATION

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. identify sources of information on job opportunities;	Sources of job information: <ul style="list-style-type: none">(a) newspapers;(b) employment agency;(c) <i>Internet</i>, for example, Facebook, Twitter, <i>company websites</i>;(d) personal contact;(e) trade journals;(f) company newsletters;(g) magazines;(h) guidance counsellor.
2. outline factors to be considered when seeking employment;	Factors to consider when seeking a position: <ul style="list-style-type: none">(a) career interest;(b) job descriptions;(c) personal taste;(d) training and qualifications;(e) salary, fringe benefits;(f) location;(g) image of the firm;(h) career advancement.
3. prepare applications for a job;	(a) Procedures for making applications: <ul style="list-style-type: none">(i) application forms;(ii) letters;

SECTION III: RECRUITMENT AND ORIENTATION (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
	(iii) curriculum vitae;
	(iv) résumé;
	(v) portfolio.
	(b) Follow-up letters for each of the following conditions:
	(i) no reply received to application;
	(ii) acceptance of job;
	(iii) non-acceptance of job.
4. prepare other types of business letters;	Prepare various types of letters
	(a) resignation from job;
	(b) application for leave;
	(c) application for vacation;
	(d) acknowledgement.
	Factors to be considered:
5. explain factors to be considered when preparing for a job interview;	(a) selection of attire;
	(b) deportment;
	(c) research on organisation;
	(d) types of questions that may be asked by the interviewer and the interviewee;
	(e) Portfolio; evidence of qualifications.
6. demonstrate knowledge of the requirements of the work environment.	Knowledge of the work environment:
	(a) labour laws;
	(b) culture of school vs. organisation.

◆ SECTION IV: RECORDS AND INFORMATION MANAGEMENT

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. describe the characteristics of an information management system;	<p>(a) Characteristics of an information management system:</p> <ul style="list-style-type: none">(i) <i>data input/data storage;</i>(ii) <i>database management system;</i>(iii) <i>processing: batch and real time;</i>(iv) retrieval of information;(v) compressing (zipping) files for storage;(vi) archiving. <p>(b) Characteristics of an effective records management system:</p> <ul style="list-style-type: none">(i) Access protocols;(ii) security: physical and password;(iii) accountability;(iv) expansion.
2. describe the duties of a records management clerk;	<p>Duties of a records management clerk:</p> <ul style="list-style-type: none">(a) preparing documents;(b) processing data;(c) managing records;(d) retrieving <i>information/records</i>.
3. maintain a records management system by electronic and other means;	<p>(a) Classifications of Record Management Systems:</p> <ul style="list-style-type: none">(i) alphabetical;(ii) geographical;(iii) subject;(iv) numerical;(v) chronological.

SECTION IV: RECORDS AND INFORMATION MANAGEMENT (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
	(b) Indexing: Methods and procedures for cross-referencing:
	(i) out sheets;
	(ii) tickler file;
	(iii) card indicators;
	(iv) colour coding;
	(v) searches, shared database.
4. outline the procedures for dealing with inactive files;	Methods and procedures for dealing with inactive files:
	(a) use of microfilming;
	(b) retention periods;
	(c) disposal of files;
	(d) archiving;
	(e) <i>backing up to external storage media;</i>
	(f) <i>Electronic Documents and Records Management System.</i>
5. describe the main legal stipulations governing access to and retention of documents;	Regulations related to:
	(a) the right of access;
	(b) limitations on the right of access;
	(c) infringement of copyright;
	(d) defamation;
	(e) breach of confidence;
	(f) secrecy provisions;
	(g) <i>Freedom of Information Act.</i>

SECTION IV: RECORDS AND INFORMATION MANAGEMENT (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
6. explain the use of filing equipment and supplies in records and information management;	Filing equipment and supplies: <ul style="list-style-type: none">(a) filing cabinets and folders; index cards;(b) minute sheets;(c) charge-out cards;(d) dividers;(e) treasury tags;(f) fasteners;(g) microfilm, <i>microfiche</i>;(h) external <i>storage media</i>.
7. differentiate between centralised and departmental records management systems.	<ul style="list-style-type: none">(a) Centralised and departmental/decentralised records management systems; advantages and disadvantages.(b) Organisation and operation of records management systems for small and large-scale businesses.

◆ SECTION V: RECEPTION AND HOSPITALITY

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. assess the contribution of the reception desk to the welfare of the organisation;	Contribution of reception desk: <ul style="list-style-type: none">(a) maintaining effective inter-personal relationships between the organisation and members of the public;(b) promoting goodwill and a positive image of the business.
2. identify the duties and attributes of a receptionist;	(a) Duties and responsibilities of a receptionist: <ul style="list-style-type: none">(i) receiving and screening visitors;(ii) introducing visitors using appropriate protocol;(iii) maintaining the reception register (manual, electronic);(iv) operating a switchboard;(v) receiving letters and parcels;(vi) managing and maintaining the reception area;(vii) receiving and filing business cards. (b) Attributes: <ul style="list-style-type: none">(i) appropriate personal appearance and grooming;(ii) good temperament;(iii) willingness to use initiative;(iv) tact;(v) articulate.

SECTION V: RECEPTION AND HOSPITALITY (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
3. manage appointments for an executive using electronic or manual systems;	Managing appointments: <ul style="list-style-type: none">(a) procedures for making and cancelling appointments on behalf of an executive;(b) maintaining a diary;(c) rescheduling;(d) online schedules.
4. explain the importance and use of electronic and manual reminder systems.	Importance and use of the following reminder systems: <ul style="list-style-type: none">(a) tickler files;(b) diaries;(c) calendars (<i>electronic/manual</i>).

◆ SECTION VI: MEETINGS

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. define terms associated with business meetings;	Familiarity with terms associated with business meetings, including: <ul style="list-style-type: none">(a) Ad hoc;(b) verbatim;(c) quorum;(d) casting vote;(e) adjourn;(f) postpone;(g) cancel;(h) proposal;(i) motion;(j) resolution.
2. <i>prepare documents associated with meetings:</i>	Preparation of various documents used at meetings <ul style="list-style-type: none">(a) <i>notice;</i>(b) <i>agenda;</i>(c) <i>minutes.</i>
3. <i>discuss the roles of personnel associated with meetings:</i>	Roles and function of personnel associated with meetings <ul style="list-style-type: none">(a) <i>chair;</i>(b) <i>secretary;</i>(c) <i>treasurer;</i>(d) <i>proxy;</i>(e) <i>Ex-officio.</i>

SECTION VI: MEETINGS (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
4. list the various types of meetings;	Types of meetings: (a) Formal (i) General Meeting; (ii) Annual General Meeting; (iii) Extraordinary General Meeting; (iv) Board and Committee Meeting; (v) Statutory Meetings. (b) Informal (i) Staff Meeting; (ii) Departmental Meeting.
5. organise different types of meetings;	(a) The importance of meetings and their purpose. (b) Requirements before, during and after meetings: (i) supplies and equipment for different meetings; (ii) Meeting Protocol, for example, seating arrangements; (iii) Robert's Rule of Order governing meetings.
6. <i>discuss</i> basic legal requirements of Annual General Meetings;	Knowledge of the following Acts and terms: (a) Company's Act of relevant country; (b) management <i>structure</i> of companies; (c) officers, shareholders of companies; (d) meeting proxies; (e) corporate records; (f) Articles of Incorporation.

SECTION VI: MEETINGS (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
7. outline the follow-up procedures related to decisions made at meetings.	<p data-bbox="770 439 1058 472">Importance of minutes.</p> <p data-bbox="770 510 1294 544">Follow-up procedures related to decisions:</p> <ul data-bbox="770 577 1394 828" style="list-style-type: none"><li data-bbox="770 577 1254 611">(a) filing and indexing of minutes;<li data-bbox="770 651 1394 685">(b) acting on decisions taken at the meeting;<li data-bbox="770 725 1214 759">(c) circulation of action sheet;<li data-bbox="770 799 1161 833">(d) circulation of minutes.

◆ SECTION VII: TRAVEL ARRANGEMENTS

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. outline the types of information and services required for travel;	<p>Information and services required for travel:</p> <ul style="list-style-type: none"> (a) tickets, e-tickets; (b) preparation of itineraries; (c) scheduling of appointments; (d) making hotel reservations; (e) preparing travel folders.
2. calculate time based on knowledge of time differences between two or more countries;	<ul style="list-style-type: none"> (a) Time zones and their significance. (b) Expression of time in 12-hour, 24-hour format.
3. outline procedure for making travel arrangements	<p><i>Procedures for making travel arrangements</i></p> <ul style="list-style-type: none"> (a) <i>Preferred dates of travel;</i> (b) <i>Preferred time of travel;</i> (c) <i>Selecting the appropriate carrier for the destination;</i> (d) <i>Ascertaining health and visa requirements;</i> (e) <i>Restrictions for entering destination;</i> (f) <i>Alternative travel routes and cost;</i> (g) <i>Other services such as accommodation, travel, tours that may be made.</i>
4. interpret travel schedules;	Air, sea and land travel schedules.
5. <i>explain the necessity for various valid travel documents;</i>	<p>Documents <i>that may be</i> required for travel:</p> <ul style="list-style-type: none"> (a) passport; (b) visa; (c) entry permit; (d) health certificate.

SECTION VII: TRAVEL ARRANGEMENTS (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
6. determine monetary instruments for use during travel.	Monetary instruments: (a) travellers cheques; (b) debit/credit cards; (c) letters of credit; (d) bank draft; (e) cash.

◆ SECTION VIII: HUMAN RESOURCE MANAGEMENT

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. describe the functions of the Human Resource Management office;	(a) Role and functions of the Human Resource Management office: <ul style="list-style-type: none">(i) recruitment;(ii) induction;(iii) deployment;(iv) appraisal;(v) training;(vi) staff welfare;(vii) disciplinary procedures;(viii) job description.
	(b) Relationship with other departments and importance of the Human Resource Management office.
2. identify the duties and attributes of a clerk in the Human Resource Management office;	(a) Duties and attributes of a clerk in the Human Resource Management office: <ul style="list-style-type: none">(i) <i>maintain database of</i> personnel records;(ii) prepare for interviews;(iii) attend to staff welfare;(iv) assist with the functions of the Human Resource Management Office.
	(b) Attributes <ul style="list-style-type: none">(i) <i>confidentiality;</i>(ii) <i>patience;</i>(iii) <i>tact.</i>

SECTION VIII: HUMAN RESOURCE MANAGEMENT (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
3. identify the benefits of legislation related to workers' welfare;	Benefits as outlined in: <ul style="list-style-type: none">(a) statutory provisions for employee protection;(b) ILO conventions (Factories Act - protective clothing and gear, workmen's compensation);(c) Occupational Safety and Health Act (OSHA);(d) Collective Agreements.
4. maintain records used in a human resources office;	Maintenance of Records: <ul style="list-style-type: none">(a) contracts of employment, service records;(b) types of leave;(c) personal history/records;(d) appraisal forms;(e) job specification;(f) job description.
5. describe the factors that contribute to employee/labour turnover in an organisation.	(a) Internal factors: <ul style="list-style-type: none">(i) working conditions;(ii) low salary;(iii) lack of job satisfaction;(iv) lack of training opportunities;(v) redundancy;(vi) resignation. (b) External factors: <ul style="list-style-type: none">(i) state of the economy;(ii) better opportunities;

SECTION VIII: HUMAN RESOURCE MANAGEMENT (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
	(iii) competition for job placement;
	(iv) migration;
	(v) globalisation.

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of this Syllabus, teachers are advised to engage students in the teaching and learning activities below. These activities are designed to promote inquiry-based learning that caters to students with various learning styles.

1. *Invite HR manager to discuss HR related concerns.*
2. *Design various forms, for example, appraisal.*
3. *Use of scenarios, mock interviews.*

◆ SECTION IX: ACCOUNTS AND *FINANCIAL SERVICES*

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. describe the role and functions of the accounts office;	Role and functions of the accounts office: <ul style="list-style-type: none">(a) preparation of payroll;(b) credit control;(c) collection of accounts;(d) treatment of debit and credit notes;(e) preparation of audit;(f) different types of bank accounts, for example, current, savings, fixed deposit.
2. identify the duties and attributes of a clerk in the accounts office;	<ul style="list-style-type: none">(a) Duties of a clerk in the accounts office:<ul style="list-style-type: none">(i) preparing payroll;(ii) writing cheques;(iii) reconciling accounts;(iv) making ledger entries;(v) preparing statement of accounts;(vi) writing up the cash book;(vii) preparing final accounts.(b) Attributes:<ul style="list-style-type: none">(i) integrity;(ii) confidentiality;(iii) reliability.

SECTION IX: ACCOUNTS AND FINANCIAL SERVICES (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
3. <i>prepare</i> simple documents in the <i>accounts</i> office;	Documents: <ul style="list-style-type: none">(a) <i>pay slip or payroll</i>;(b) currency memorandum;(c) debit and credit notes;(d) simple statements of account;(e) cheques.
4. identify resources used in the accounts office;	(a) Hardware resources: <ul style="list-style-type: none">(i) calculators;(ii) adding machines;(iii) computers;(iv) printers; scanners; copiers. (b) Software resources <ul style="list-style-type: none">(i) accounting packages;(ii) spreadsheet packages.
5. distinguish among types of Financial Institutions;	(a) Credit Unions. (b) Commercial Banks. (c) Central Banks. (d) Insurance Companies. (e) Offshore Institutions. (f) Investment Companies. (g) Cambios/Bureaux de Change.

SECTION IX: ACCOUNTS AND FINANCIAL SERVICES (cont'd)

CONTENT

SPECIFIC OBJECTIVES

Students should be able to:

6. outline the procedures for making and receiving different types of payments;

Payment through Financial Institutions:

- (a) cash, cheques;
- (b) credit cards;
- (c) money orders, postal orders;
- (d) electronic transfers, credit transfers;
- (e) standing orders;
- (f) bank drafts;
- (g) letters of credit.

7. interpret the information on cheques;

Types of cheques:

- (a) open cheques;
- (b) certified/managers cheques;
- (c) counter cheques;
- (d) crossed cheques;
- (e) post-dated cheques/stale-dated cheques.

8. interpret entries in a bank statement;

Identification and interpretation of entries in a bank statement:

- (a) debit and credit entries;
- (b) service charges;
- (c) outstanding cheques;
- (d) outstanding deposits;
- (e) standing orders;
- (f) credit transfers;

SECTION IX: ACCOUNTS AND FINANCIAL SERVICES (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
	(g) interest paid and received;
	(h) (NSF) Insufficient funds/Refer to Drawer.
9. reconcile bank and cash book balances;	Procedures for reconciling: (a) bank statements with cash book balances; (b) cash book balances with bank statements.
10. prepare petty cash records.	Procedures for the payment and control of petty cash using the imprest system: (a) vouchers; (b) cash disbursements sheets; (c) summarising expenses.

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of the syllabus, teachers are advised to engage students in the teaching and learning activities below. These activities are designed to promote inquiry-based learning that caters to students with various learning styles.

1. *Preparation and completion of business forms.*
2. *Group presentations on specified topics.*

◆ SECTION X: *PROCUREMENT AND INVENTORY MANAGEMENT*

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. describe the functions of the <i>procurement and inventory management</i> office;	<p>(a) Role and functions of the <i>procurement</i> office:</p> <ul style="list-style-type: none">(i) determine items to purchase;(ii) liaise with other departments;(iii) manage inventory. <p>(b) Terminology and abbreviations used in purchasing documents and literature:</p> <ul style="list-style-type: none">(i) free on board (F.O.B.);(ii) cost, insurance and freight (C.I.F.);(iii) errors and omissions excepted (E & O.E);(iv) cash on delivery (c.o.d.);(v) excluding works (ex works);(vi) discounts.
2. identify the duties and attributes of a clerk in the purchasing department;	<p>(a) Duties of a purchasing clerk:</p> <ul style="list-style-type: none">(i) preparing and processing purchase <i>and stock</i> requisitions;(ii) filing of purchasing records;(iii) maintaining stock records;(iv) maintaining database of supplier records;(v) verifying orders received.

SECTION X: *PROCUREMENT AND INVENTORY MANAGEMENT (cont'd)*

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
	(b) Attributes
	(i) <i>integrity;</i>
	(ii) <i>honesty;</i>
	(iii) <i>initiative;</i>
	(iv) <i>detail oriented.</i>
3. outline procedures for purchasing goods and acquiring services;	(a) Factors influencing procedures:
	(i) <i>urgency;</i>
	(ii) <i>cost;</i>
	(iii) <i>incentives;</i>
	(iv) <i>availability.</i>
	(b) Procedures for purchasing:
	(i) <i>catalogues and price lists;</i>
	(ii) <i>tenders/inquiries;</i>
	(iii) <i>quotations;</i>
	(iv) <i>e-commerce;</i>
	(v) <i>order placement;</i>
	(vi) <i>shipment/delivery.</i>
4. prepare documents used in the purchase of goods and services;	Preparation and interpretation of:
	(a) <i>requisition forms (purchase and stock);</i>
	(b) <i>order forms.</i>

SECTION X: *PROCUREMENT AND INVENTORY MANAGEMENT (cont'd)*

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
5. explain the importance of <i>inventory management</i> ;	Importance of <i>inventory management</i>: (a) prevention of pilferage; (b) control of inventory; (c) signaling of market trends; (d) availability of capital; (e) optimisation of storage space; (f) Just-in-Time (JIT).
6. maintain stock records (manual and electronic).	Stock records: (a) stock requisition forms and stock cards; (b) storage of office supplies; (c) reporting on stock levels; - Last-in-First-Out (LIFO), First-in-First-Out (FIFO); Average Cost (AVCO); (d) use of software and electronic devices in stock control, including inventory software, bar code scanners.

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of the syllabus, teachers are advised to engage students in the teaching and learning activities below. These activities are designed to promote inquiry-based learning that caters to students with various learning styles.

1. *Students visit businesses to note electronic methods of procurement and inventory.*
2. *Simulation of business where students order items and complete documents.*
3. *Invite resource persons, for example, from supermarket, to discuss inventory management.*

◆ SECTION XI: SALES, MARKETING AND CUSTOMER SERVICE

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. explain the functions of staff involved in Sales, <i>Marketing and Customer Service</i> ;	<p>(a) Functions of the sales office:</p> <ul style="list-style-type: none">(i) maintenance of sales records;(ii) calculation of commissions <i>and discount</i>;(iii) stock control;(iv) liaising with other departments;(v) customer follow-up. <p>(b) Functions of the marketing office:</p> <ul style="list-style-type: none">(i) organising promotional activities;(ii) designing marketing strategies;(iii) budgeting;(iv) advertising;(v) branding;(vi) liaising with advertising entities internal and external to the office;(vii) developing new markets/new products. <p>(c) Functions of the Customer Services Department</p> <ul style="list-style-type: none">(i) ensure customer satisfaction;(ii) handle customer complaints;(iii) advise customer on product offerings;(iv) answer questions/queries;(v) liaise between customer and company.

SECTION XI: SALES, MARKETING AND CUSTOMER SERVICE (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
2. identify duties of a clerk in the sales office;	<p>(a) Duties of a clerk in the Sales office:</p> <ul style="list-style-type: none">(i) preparing sales documents;(ii) filing of sales records;(iii) maintaining mailing lists. <p>(b) Duties of a marketing clerk:</p> <ul style="list-style-type: none">(i) Assist in preparing advertising material;(ii) assisting with promotional activities;(iii) maintaining mailing lists and records;(iv) assist in preparing press releases. <p>(c) Duties of a clerk in the customer services department:</p> <ul style="list-style-type: none">(i) interface with customer;(ii) liaise between customer and company;(iii) inform customers on promotions and offers;(iv) answer customer queries.
3. identify skills required by a clerk in the sales, marketing and customer service <i>offices</i> ;	<p>Skills required of a clerk in the Sales office:</p> <ul style="list-style-type: none">(a) basic information technology;(b) <i>proficiency in the use of</i> productivity tools;(c) data entry;(d) <i>proficiency in the use of</i> organisational tools;(e) filing;(f) literacy/numeracy.

SECTION XI: SALES, MARKETING AND CUSTOMER SERVICE (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
4. prepare <i>documents used in sales and marketing</i> ;	Preparation of documents, including: (a) quotations; (b) invoices; (c) proforma invoices.
5. distinguish among the different types of discounts;	Types of Discounts: (a) trade; (b) cash; (c) special/loyalty cards; (d) quantity; (e) goods on consignment.
6. outline the functions of the Corporate Communications Clerk.	Functions of the Corporate Communications Clerk: Assists in: (a) promoting and enhancing the corporate image of the company; (b) interfacing with media houses, advertising agencies; (c) producing company newsletter/magazine/calendar; (d) upkeep of company's website; (e) <i>planning</i> family day activities; (f) coordinating and sponsoring events that show the company's corporate social responsibility.

SECTION XI: SALES, MARKETING AND CUSTOMER SERVICE (cont'd)

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of the syllabus, teachers are advised to engage students in the teaching and learning activities below. These activities are designed to promote inquiry-based learning that caters to students with various learning styles.

- 1. Students participate in role play for different scenarios (for example, unpleasant customer).*
- 2. Invite resource persons from organisations to give presentations/discussions with students.*
- 3. Simulate duties and functions of key persons in sales, marketing and customer service.*

◆ SECTION XII: OPERATIONS, DESPATCH AND TRANSPORT SERVICES

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
1. explain the functions of the <i>operations, despatch and transport</i> office;	<p>(a) Functions of the <i>operations</i> office:</p> <ul style="list-style-type: none">(i) coordinating activities related to production;(ii) protecting workers and the environment;(iii) <i>maintenance</i> of factory records;(iv) <i>quality assurance; awareness of standards, ISO;</i>(v) costing of finished products;(vi) liaising with other departments. <p>(b) Functions of the <i>despatch</i> office:</p> <ul style="list-style-type: none">(i) maintain documents for despatch of goods;(ii) maintain database of couriers/contractors/agents;(iii) work in collaboration with the sales office;(iv) adhere to statutory requirements;(v) coordination of delivery of goods. <p>(c) Functions of the <i>transport</i> office:</p> <ul style="list-style-type: none">(i) maintain transportation records;(ii) maintain destination sheets;(iii) liaising with customers;(iv) maintenance of vehicles.

SECTION XII: OPERATIONS, DESPATCH AND TRANSPORT SERVICES (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
2. explain the duties of a clerk in a operations, despatch and transport office;	<p>(a) Duties of a clerk in the operations office:</p> <ul style="list-style-type: none">(i) preparation of shift roster;(ii) preparation of daily production reports;(iii) preparation of documents used in production;(iv) completion of forms used in factory office. For example, job cards, job cost cards, cost analysis, planning masters, cost cards and time cards. <p>(b) Duties of a clerk in an despatch office:</p> <ul style="list-style-type: none">(i) completion of documents for despatched goods;(ii) storage of information of couriers employed;(iii) maintain database of couriers; transport contractors and agents;(iv) liaise with sales, customer services and marketing departments;(v) adhering to statutory requirements;(vi) coordination of delivery of goods. <p>(c) Duties of a clerk in the transport office:</p> <ul style="list-style-type: none">(i) maintain transportation records;(ii) <i>maintain destination sheets;</i>(iii) <i>liaise with customers;</i>(iv) <i>schedule maintenance of vehicles.</i>

SECTION XII: OPERATIONS, DESPATCH AND TRANSPORT SERVICES (cont'd)

SPECIFIC OBJECTIVES	CONTENT
Students should be able to:	
3. <i>interpret</i> information on documents used in <i>operations despatch and transport</i> .	Documents: <ul style="list-style-type: none">(a) delivery schedules;(b) destination sheets;(c) delivery notes, bills of lading;(d) customs forms;(e) insurance certificates;(f) airway bills;(g) manifest;(h) export and import license;(i) advice note;(j) certificate of origin;(k) freight note.

Suggested Teaching and Learning Activities

To facilitate students' attainment of the objectives of the syllabus, teachers are advised to engage students in the teaching and learning activities below. These activities are designed to promote inquiry-based learning that caters to students with various learning styles.

1. *Student tours to manufacturing enterprises to view operations, despatch and transport services.*
2. *Video presentation of companies' operations.*

◆ GUIDELINES TO TEACHERS FOR THE CONDUCT OF SCHOOL-BASED ASSESSMENT

School-Based Assessment is an integral part of student assessment in the course covered by this syllabus. It proposes to assist students with acquiring specific knowledge, skills and attitudes that are critical to the subject. The activities for the School-Based Assessment are linked to the specific SECTIONS of the syllabus and should form part of the learning activities enabling the student to achieve the related objectives. It should be based on an investigation into a real or virtual office.

During the course of study of this subject, students obtain marks for the competence they develop and demonstrate when undertaking their School-Based Assessment assignments. These marks contribute to the final marks and grades that are awarded to students for their performance in the examination.

The guidelines provided in this syllabus for selecting appropriate tasks are expected to assist teachers and students with the selection of assignments that are valid for the purpose of School-Based Assessment. These guidelines should assist teachers with awarding marks according to the degree of achievement of the candidates in the School-Based Assessment component of the course. In order to ensure that the scores awarded by teachers are aligned with CXC standards, the Council undertakes the moderation of a sample of School-Based Assessment assignments marked by each teacher.

School-Based Assessment provides an opportunity to individualise a part of the curriculum to meet the needs of students. It facilitates feedback to the students at various stages of the experience. This helps to build the self-confidence of the students as they proceed with their studies. School-Based Assessment further facilitates the development of essential research skills that allow the student to function more effectively in his or her chosen vocation. School-Based Assessment, therefore, makes a significant and unique contribution to the development of relevant skills in the students. It also provides an instrument for testing them and rewarding them for their achievements.

RATIONALE FOR SCHOOL-BASED ASSESSMENT IN OFFICE ADMINISTRATION

The School-Based Assessment component of the Office Administration Syllabus is a single guided research project consisting of objectives from one or more of the SECTIONS in the syllabus. The project is intended to develop in the candidate an interest in self-directed investigation and the collection of data in a scientific manner. The execution of the SBA project should lead to a sense of accomplishment while facilitating the development of the basic skills of research. Teachers should regard School-Based Assessment as an integral part of teaching the syllabus and not as a separate entity.

The School-Based Assessment should:

1. provide the candidate with an opportunity to investigate an area of special interest within the prescribed syllabus;
2. develop the candidate's ability to conduct an enquiry and present the findings;
3. provide an opportunity for the teacher to be involved in the evaluation process.

SBA REQUIREMENTS

Every candidate who enters for the Office Administration examination must submit an individual project. Students may work individually or in groups to investigate a specific problem. No two projects from the same group should be identical. The project should not exceed **1,000** words in length and should include charts, graphs, tables and pictures that are relevant to the topic being studied.

The teacher will be required to approve the problem to be investigated, guide the candidate during the process of investigation, mark the completed work according to the guidelines provided by CXC and submit the marks to CXC by April 30 in the year of the examination.

Students doing more than one subject in the Business cognate group may submit one SBA project under a theme which covers the group.

SBA PROJECT COMPONENTS

A candidate's project should be presented in a folder bearing the candidate's number, name of subject and the date submitted. The project *may be submitted electronically and* must be set out according to the criteria outlined below. The project report will include:

- (a) title page should be repeated for each section;
- (b) table of contents should be relevant to each section;
- (c) aims and objectives must be stated;
- (d) methodology employed;
- (e) letter, schedule, regulations, forms, graphics, charts;
- (f) report (500-750 words), discussing:
 - (i) findings;
 - (ii) limitations;
 - (iii) recommendations.

TOPICS FOR SCHOOL-BASED ASSESSMENT

The project **MUST** be drawn from one or more aspects of the twelve **SECTIONS** of the syllabus. Teachers are asked to assist candidates with the selection of topics appropriate for research from within the prescribed Sections stated below. Candidates must choose tasks that are relevant to jobs performed by entry-level personnel in the various departments of organisations.

Candidates are to choose from the following combination of topics when attempting the School-Based Assessment:

School-Based Assessment Topics to be tested in the following years:

- 1. 2014 - Communication and Operations Despatch and Transport Services.
- 2. 2015 - Office Orientation and Procurement and Inventory Management.
- 3. 2016 - Records and Information Management and *Sales, Marketing and Customer Service*.
- 4. 2017 - Human Resource Management, Travel Arrangements and *Recruitment and Orientation*.
- 5. 2018 - Reception and Hospitality and Meetings.

SPECIFIC GUIDELINES FOR THE SBA

Criteria: Preparation

1. TITLE

Select a suitable topic for the Project and state the title clearly. The project must be appropriate and relevant to the syllabus.

2. AIM

State the aims and objectives of the project. These should indicate what you hope to accomplish/discover/learn more about in carrying out the Project.

3. CORRESPONDENCE

There should be a copy of a letter that you sent asking for permission to conduct the Project. For example, seeking permission to visit a business place, an institution, an organisation seeking to interview or observe person(s) on the job. It is expected that candidates will use a business format and the language associated with the subject.

Criteria: Gathering Data

1. METHODOLOGY

Give a clear description of how, when and from whom you gathered information and indicate the methods used to gather the information. Indicate if you used telephone interviews, questionnaires or observations.

2. QUESTIONS

List the exact wording of questions asked and to whom they were directed. These should be relevant to learning more about the topic of the Project.

3. SCHEDULE

The Schedule should be in a table format with three columns under the headings DATE, ACTIVITY, and COMMENT. The dates should state on what date or over what time period the activity took place. Activities should state exactly what took place. Comments should indicate information such as the problems encountered the need for repeating an activity, meeting with a person or engaging in any kind of follow-up activity.

4. REGULATIONS

As a 'visitor, 'observer' you would have to be aware of some of the regulations, staff rules, health and safety practices that applied in the work environment where you carried out your project. List ONE and indicate how it was relevant to your project.

Criteria: Presentation

1. REPORT

The written report component should be 500-750 words of the 1000 words required for the project. The report must include:

- (a) discussion of the findings (*in relation to objectives*);
- (b) limitations of the research;
- (c) recommendations on how the efficiency of the office can be improved using technology

2. OFFICE EQUIPMENT

The focus here will be on the development of candidates' competence in determining the efficiency of equipment used in the office and the suitability of the equipment for the tasks for which they are used. This information must be recorded in a table format under the headings DATE, EQUIPMENT USED, PURPOSE, and SUITABILITY FOR TASK.

Candidates without access to equipment should make a statement about the improvement of efficiency in the completion of tasks with the use of different types of equipment based on their research.

SOURCES OF DATA AND INFORMATION

The Research activity for the SBA must be based on *SECTIONS* in the syllabus that could be combined to investigate a problem or issue drawn from authentic practices in the modern day office. Primary and secondary sources of data can be obtained directly from business organisations or simulations should be created which imitate the conditions in the literature on Office Administration. Regardless of the source, the candidate must observe rules of copyright and intellectual property laws.

MANAGEMENT OF THE PROJECT

The teacher must:

1. assist candidates in delineating suitable titles from the topics suggested for research; the topic must be relevant to entry-level personnel;
2. approve candidates' research topics;
3. advise candidates about the final date for completion and submission of the project;
4. ensure that syllabus content relevant to the project are adequately covered;
5. advise candidates about the nature of the task, the scope and depth required to achieve it and the availability of resource material;
6. monitor candidates' progress by advising them of the quality of their work and recommending ways to improve the quality of the project;



7. ensure that the guidelines are closely followed and the criteria are adequately met;
8. collect and mark candidates' projects;
9. keep records of candidates' marks and submit these, together with samples of candidates' work, as requested by CXC. *Submission must be made via the SBA Data Capture Module of the Online Registration System (ORS) found on the Council's website www.cxc.org.*

DETAILED CRITERIA AND MARK SCHEME

CRITERIA 1 Preparation - Total 13 marks	Descriptor	Marks
The candidate has:		
1. included a title page; (maximum 1 mark)	<ul style="list-style-type: none"> • Title page includes project title and names of candidate, school and teacher, territory, candidate number. • Title page is incomplete. 	1 0
2. included a table of contents; (maximum 2 marks)	<ul style="list-style-type: none"> • Table of contents includes: <ul style="list-style-type: none"> (a) a heading and a list of topics; (b) page numbers. 	1 1
3. stated the title of the project; (maximum 2 mark)	<ul style="list-style-type: none"> • Title of project is related to the objectives in the syllabus and to the business being studied. • Title of project is outside the scope of the syllabus or not clearly stated. 	2 1
4. listed TWO aims of the project; (maximum 2 marks)	<ul style="list-style-type: none"> • Two Aims of the project are relevant, unambiguous and clearly stated. • One Aim of the project is irrelevant, ambiguous or not clearly stated. 	2 1
5. listed TWO functions of the relevant department <i>of the firm chosen for the project</i> ; (maximum 2 marks)	<ul style="list-style-type: none"> • 2 functions accurately listed. • 1 function accurately listed. 	2 1

CRITERIA 2 Gathering Data – Total 15 marks	Descriptor	Marks
4. submitted evidence of regulations and Policies governing the firm selected for the project. (maximum 4 marks)	• ONE piece of legislation governing the work place is referenced.	1
	• An explanation of how the candidate became aware of the legislation is given.	1
	• ONE of the health and safety practices observed when carrying out the Project is stated.	1
	• ONE staff rule with which the candidate had to comply in carrying out the Project is stated.	1
	TOTAL	15 marks

CRITERIA 3 Presentation - Total 22 marks	Descriptor	Marks
The candidate has:		
1. presented a written report; (maximum 8 marks)	• <i>Limitations relevant and clearly stated.</i>	2
	• <i>Limitations relevant but not clearly stated.</i>	1
	• <i>Findings relevant and clearly discussed.</i>	3 - 4
	• <i>Findings relevant but not clearly discussed.</i>	1 - 2
	• <i>Recommendations relevant and clearly discussed.</i>	2
	• <i>Recommendations relevant but not clearly discussed.</i>	1
2. Assessed the impact of office equipment used in the business selected for the project; (maximum 4 marks)	• A 4-column table completed with headings “Date”, “Equipment used”, “Purpose of equipment” and “Suitability for tasks” is completed.	1
	• <i>Accurate response on purpose and suitability of equipment for task.</i>	1-3
3. prepared a bibliography acknowledging all sources of information in alphabetical order; (maximum 2 marks)	• For persons interviewed, list comprises date, place and job title.	2
	• For publications list comprises the names of the author, publisher and year published.	
	• For Internet sites list comprises the address of the website, names of authors and organisations and dates accessed.	

CRITERIA 3 Presentation - Total 22 marks	Descriptor	Marks
4. presented information in a logical manner using correct grammar; (maximum 4 marks)	<ul style="list-style-type: none"> • Information is well presented and ideas are communicated in a highly effective manner with no spelling or grammatical errors. • Information is presented in a very good and meaningful manner with no more than two spelling or grammatical errors. • Information is fairly well organised and ideas are communicated satisfactorily with no more than two spelling or grammatical errors. • Information showed weaknesses in syntax, spelling, punctuation or the sequencing of ideas. 	<p style="text-align: center;">4</p> <p style="text-align: center;">3</p> <p style="text-align: center;">2</p> <p style="text-align: center;">1</p>
5. completed project with all required components in an acceptable manner. (maximum 4 marks)	<ul style="list-style-type: none"> • All required components included. • Use of appropriate chart/graphics to compliment project. • Overall appearance of project: <ul style="list-style-type: none"> - very good; - adequate. 	<p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">2</p> <p style="text-align: center;">1</p>
	TOTAL	22 marks

Western Zone Office
6 September 2013

CARIBBEAN EXAMINATIONS COUNCIL

Caribbean Secondary Education Certificate®



OFFICE ADMINISTRATION

Specimen Papers and Mark Schemes/Keys

Specimen Papers:

- Paper 01
- Paper 02
- Paper 032

Mark Schemes and Keys:

- Paper 01
- Paper 02
- Paper 032



CARIBBEAN EXAMINATIONS COUNCIL

**SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

SPECIMEN

**MULTIPLE CHOICE QUESTIONS
FOR**

OFFICE ADMINISTRATION

Paper 01

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

Each item in this test has four suggested answers lettered (A), (B), (C), (D). Read each item you are about to answer and decide which choice is best.

Sample Item

A cheque is usually crossed in order to

- (A) prevent theft
- (B) provide a means of tracing it
- (C) supply a special endorsement
- (D) allow a particular person to cash it

Sample Answer



The best answer to this item is “provide a means of tracing it”, so answer space (B) has been shaded.

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1. Which of the following organizations will at some time be involved in office activities?

- I. Schools
- II. Recreational centres
- III. Hair-dressing salons
- IV. Departmental stores

- (A) I only
- (B) I and IV only
- (C) I, III and IV only
- (D) I, II, III and IV

2. You are a clerk in a small organization. Your supervisor is the secretary, and the head of the organization is the General Manager. You feel that some improvements can be made in the filing system. Which of the following actions should you take?

- (A) Discuss your ideas with the secretary.
- (B) Make the changes you feel are necessary.
- (C) Continue with the old system until you are asked for an opinion.
- (D) Discuss your ideas with the General Manager.

3. Which of the following pieces of equipment would be MOST useful in an office where replicas of original documents are often needed?

- (A) Photocopier
- (B) Ink duplicator
- (C) Spirit duplicator
- (D) Offset litho machine

Item 4 refers to the following list of duties.

- 1. Ascertain value of production
- 2. Conserve time and materials
- 3. Maintain control over the stores
- 4. Provide figures for final accounts
- 5. Keep management informed at all points

4. The duties listed above could BEST be performed by the

- (A) store clerk
- (B) book keeper
- (C) progress chaser
- (D) cost accounts clerk

5. Your regular lunch hour is from 1200 hours to 1300 hours, but you have an appointment between 1300 hours and 1400 hours today. You should request

- (A) the Supervisor to change your lunch hour
- (B) that the Human Resource Manager change your working hours
- (C) that a colleague explains your absence if anyone asks for you
- (D) a switch today with a colleague who has lunch from 1300 hours to 1400 hours

6. Which of the following factors can contribute to repetitive stress injuries?
- I. Poor posture
 - II. Prolonged computer use
 - III. Occasional breaks
- (A) I only
(B) I and II only
(C) II and III only
(D) I, II and III
7. An officer left last night for a three-day business conference in another Caribbean territory. You have just seen on your desk a copy of a short letter which you had prepared for his folder. Which of the following is the MOST appropriate action to take?
- (A) Send the details of the letter to him by electronic mail.
(B) Send a copy of the letter to him by special delivery.
(C) Tell him the details of the letter by telephone.
(D) Assume that he no longer requires the letter and file it.
8. The MOST appropriate purpose of a memorandum is to communicate
- (A) within an organization
(B) with external business associates
(C) informal confirmation of business messages received from external callers
(D) within an organization
9. Which of the following methods can be used for written communication to staff members?
- I. Circulars
 - II. Letters
 - III. Index cards on files
- (A) I only
(B) II only
(C) I and II only
(D) II and III only
10. Which of the following procedures may be used to find a telephone number in the yellow pages for Thompson Electrical Services?
- I. Look for the section headed Services.
 - II. Look for the section headed Electrical.
 - III. Look for Thompson Electrical Services.
- (A) III only
(B) I and III only
(C) II and III only
(D) I, II and III
11. Which of the following is NOT proper telephone etiquette in a business environment?
- (A) Answering the telephone as soon as it rings
(B) Thanking the customer for calling
(C) Allowing the person who called to end the conversation
(D) Answering the phone with a cheery "hello"

GO ON TO THE NEXT PAGE

12. It is your first day at work. The office manager is discussing your duties with you, in her office. During the course of the meeting, she leaves the room to attend to another matter. While she is away, her cell phone which she had placed on the table rings. Which of the following is the MOST appropriate action for you to take?
- (A) Try to find her.
 - (B) Let the cell phone ring.
 - (C) Answer the cell phone.
 - (D) Ask someone to answer the cell phone.
13. A staff member has asked the receptionist to make a person-to-person call to Mr. Wray. Which of the following procedures should the receptionist use?
- (A) Request an appointment for the staff member to see Mr. Wray.
 - (B) Call Mr. Wray and ask him to contact the staff member at his convenience.
 - (C) Dial Mr. Wray's number and connect the staff member when Mr. Wray is on the line.
 - (D) Dial Mr. Wray's number and connect the staff member.
14. The time in England is 5 hours ahead of the time in Barbados. When it is 2:00 pm in Barbados, what time is it in England?
- (A) 0200 hours
 - (B) 1400 hours
 - (C) 1900 hours
 - (D) 2000 hours
15. Which of the following machines is NOT likely to be found in a mailing room?
- (A) Collating
 - (B) Sorting
 - (C) Franking
 - (D) Folding
16. To which of the following departments should the mail clerk in a large company send a letter which is addressed to the General Manager and which outlines a complaint about the non-delivery of an assignment of goods?
- (A) Sales
 - (B) Production
 - (C) General Administration
 - (D) Despatch and Transport
17. At XYZ Company, information from staff files which are currently kept in the general office has been leaked on many occasions. Which of the following actions would MOST likely increase employee data security?
- I. Use the alphabetic filing system for staff files.
 - II. Use the numeric filing system for staff files.
 - III. Ask each staff member to keep his/her file.
 - IV. Store all staff files in the Human Resources department.
- (A) I and III only
 - (B) II and III only
 - (C) II and IV only
 - (D) III and IV only

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18. The accounts department has requested a file from the central filing department. Which of the following actions should the file clerk take?
- I. Make a record of the written request.
 - II. Complete an "out" sheet and place it in the file.
 - III. Ask the person receiving the file to sign for it.
 - IV. Send the file with a request for it to be returned in an hour's time.
- (A) I, II and III only
 - (B) I, II and IV only
 - (C) I, III and IV only
 - (D) II, III and IV only
19. In a terminal digit filing system, a folder in position 7 on shelf 4 of bay 36 should be numbered
- (A) 7436
 - (B) 4736
 - (C) 3674
 - (D) 3647
20. Which of the following files would be MOST suitable for filing petty cash vouchers?
- (A) Circular rotary
 - (B) Concertina
 - (C) Visible index
 - (D) Card wheel index
21. Microfilm will be MOST useful when there is limited space for the storage of
- (A) inactive files
 - (B) temporary files
 - (C) documents transferred from inactive files
 - (D) documents transferred between active files
22. Which of the following situations would MOST likely result in a supplier's file being classified as inactive?
- (A) A supplier now sells a wider range of goods.
 - (B) The organization has stopped buying from a particular supplier.
 - (C) The supplier with which the organization does business has changed its name.
 - (D) The supplier with which the organization does business has changed its business address.
23. Which of the following is/are NOT needed when using microfilming?
- (A) Printer
 - (B) Roll of film
 - (C) Aperture cards
 - (D) Magnetic tape
24. Which of the following are desirable attributes of a receptionist?
- I. Initiative
 - II. Courtesy
 - III. Influence
- (A) I and II only
 - (B) I and III only
 - (C) II and III only
 - (D) I, II and III

GO ON TO THE NEXT PAGE

25. A busy receptionist remembers having taken a call for a company executive from a regular client but cannot find a record of the message.
- Which of the following is the MOST appropriate action for the receptionist to take?
- (A) Decide not to mention the call.
 - (B) Hope that the client calls again.
 - (C) Call the client to get the information.
 - (D) Apologize to the executive and explain that he/she was busy.
26. A receptionist forgot to notify an executive of an appointment with a consultant. When the consultant arrives for the appointment, the receptionist should immediately
- (A) ask the executive if he/she would meet with the consultant
 - (B) send the consultant into the executive's office
 - (C) offer to make another appointment for the consultant
 - (D) tell the consultant that she made a mistake about the date
27. The receptionist has been informed that Mr. Bell will be out of the office for the day. She has noticed that he has a number of appointments scheduled for that day. What action should she take?
- (A) Explain his absence to clients when they come to the office.
 - (B) Notify clients by telephone and offer to make new appointments.
 - (C) Postpone all appointments for that day by letter.
 - (D) Remind Mr. Bell of his appointments and suggest that he uses another day to be out of the office.
28. From which of the following can a person who is travelling overseas obtain foreign currency?
- I. Commercial Bank
 - II. Central Bank/Treasury
 - III. Travel agent
 - IV. Embassy of the overseas country
- (A) I only
 - (B) I and II only
 - (C) I, II and III only
 - (D) I, II, III and IV
29. Assume that you have been elected to be secretary of your school's Thrift Society. One of your duties will be the preparation of meeting agendas. Which of the following gives the CORRECT sequence of items on an agenda?
- I. Matters arising
 - II. New business
 - III. Approval of the minutes
 - IV. Any other business
- (A) I, II, III, IV
 - (B) II, III, I, IV
 - (C) III, I, II, IV
 - (D) III, I, IV, II
30. Which of the following is the MOST appropriate time, for correcting the minutes of a meeting?
- (A) Anytime the Secretary or Chairman detects an error
 - (B) At a meeting at which the minutes are presented but before they are adopted
 - (C) At the meeting at which the minutes are presented but only after they are adopted
 - (D) At a subsequent meeting following the adoption of the minutes

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31. Which of the following duties are performed by a secretary prior to meetings?
- I. Circulate minutes of last meeting
 - II. Arrange seating accommodation
 - III. Circulate notice and agenda
 - IV. Obtain Chairman's signature on minutes of last meeting
- (A) I only
(B) II and III only
(C) I, II and III only
(D) I, III and IV only
32. Two staff members and a consultant were invited to a management committee meeting to discuss a particular item on the agenda. Which of the following persons should receive copies of the minutes of this meeting?
- I. Members of the management committee who were present
 - II. Members of the management committee who were absent
 - III. The two staff members
 - IV. The consultant
- (A) I only
(B) I and II only
(C) I, II and III only
(D) I, II, III and IV
33. The Annual General Meeting for Info Tech Ltd is being planned. Which of the following MUST be circulated before this meeting?
- I. Notice of the meeting and agenda
 - II. Minutes of the last annual general meeting
 - III. Minutes of the regular meeting
 - IV. Copy of the firm's memoranda of association
- (A) I and II only
(B) II and III only
(C) II and IV only
(D) III and IV only
34. Which of the following is the MOST appropriate sequence to be used when writing a letter of application for a job?
- I. Qualifications
 - II. List of references
 - III. Interest in the position
 - IV. Request for an interview
- (A) I, II, III and IV
(B) II, IV, I and III
(C) III, I, II and IV
(D) III, I, IV and II
35. The document which outlines the details for a business trip for an executive is referred to as
- (A) a schedule
(B) a programme
(C) an itinerary
(D) a travelogue

36. Which of the following documents must a Caribbean citizen ALWAYS submit at a port of entry before he/she can enter into a foreign country?
- I. Passport or travel permit
 - II. Vaccination certificate
 - III. Visitors' visa
 - IV. Travellers cheques or bank draft
- (A) I only
(B) I and II only
(C) I, II and III only
(D) I, II, III and IV
37. Sweet Lime Bottling Company is ISO-certified. Which of the following is the correct meaning of the acronym ISO?
- (A) Information Service Organization
 - (B) Industrial Systems Operation
 - (C) International Organization for Standardization
 - (D) Internal Sales Office
38. Which of the following functions are performed by the Human Resource office?
- I. Preparing job cards
 - II. Shortlisting job applications
 - III. Preparing wages and salaries for staff
 - IV. Arranging training and providing welfare facilities for staff
- (A) I and IV only
(B) II and IV only
(C) I, II and III only
(D) II, III and IV only
39. Which of the following contributions is NOT a fringe benefit for employees?
- (A) Pension plan
 - (B) Training grant
 - (C) National insurance
 - (D) Medical insurance
40. An employee became ill while on holiday and will therefore be late in returning to work. Which of the following persons should the employee notify?
- (A) Office clerk
 - (B) Receptionist
 - (C) General Manager
 - (D) Human Resource Manager
41. A company receives an invoice for goods purchased on May 6, costing \$1 350. The terms written on the invoice are 2/10, N/30. If the invoice is paid on May 8 how much must be paid?
- (A) \$ 945
 - (B) \$1 215
 - (C) \$1 323
 - (D) \$1 350
42. The term "By Returns" and a corresponding credit of \$80 on a statement of account mean that a sum of \$80 was
- (A) paid to the seller
 - (B) paid to the buyer
 - (C) added to the amount owing
 - (D) deducted from the amount owing
43. Mr. Jones has an agreed credit limit of \$250 at Trendy Clothing Store. He submits an order for 5 school shirts each costing \$60 to the store. Which of the following actions should the store's credit clerk take?
- (A) Adjust the order and supply the goods.
 - (B) Show the order to the Credit Manager.
 - (C) Send a statement to the customer showing overdue amount.
 - (D) Return the order to the customer and request prior payment.

GO ON TO THE NEXT PAGE

Item 44 refers to the following information which was extracted from a statement of account.

Balance B/F \$60 (Dr)
March 2, Invoice \$150
March 4, Invoice \$78
March 20, Debit Note \$11.60

44. The amount outstanding on March 21 is
- (A) \$299.60
 - (B) \$276.40
 - (C) \$179.60
 - (D) \$156.40
45. What should Mr Jones do if his cash book and bank statement show a difference of \$20.00?
- (A) Reconcile his bank statement with his cash book.
 - (B) Regard the \$20.00 as interest on his current account.
 - (C) Inform the bank that an error has been made on his account.
 - (D) Write a cheque for \$20.00 to balance his statement with the bank.
46. The cancelled cheques that one receives with a bank statement are those cheques which
- (A) the bank dishonoured
 - (B) the bank exchanged for cash
 - (C) are more than 3 months old
 - (D) the account holder did not negotiate
47. Mr Parker is trying to prepare a bank reconciliation statement but is unable to complete it because a cheque paid to the utility company for \$60 is unaccounted for. In order to reconcile the bank statement with the cash book, the \$60 should be
- (A) added to the cash book balance
 - (B) deducted from the cash book balance
 - (C) added to the bank statement balance
 - (D) deducted from the bank statement balance
48. Which of the following would be the MOST economical purchase price?
- (A) \$20 per 50 kg CIF
 - (B) \$22 per 50 kg FOB
 - (C) \$24 per 50 kg less 5% trade discount
 - (D) \$24 per 50 kg less 10% cash discount
49. The Joy High School wants to build a new canteen. In order to select the most suitable firm for the job, the school should invite competing firms to submit
- (A) price lists
 - (B) catalogues
 - (C) statements
 - (D) tenders
50. Assuming a similar quality and quantity of goods and the same rate of insurance coverage, which of the following shipping terms will give the greatest benefit to a company purchasing goods?
- (A) F.O.B.
 - (B) C.I.F.
 - (C) Ex works
 - (D) E & OE

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- 51.** On the morning of April 20, the stock card for leather bags showed that the stock in hand was 650 bags. Later that day, 150 bags were received from the factory and 90 bags were sold. Which of the following would show the entries in the order that they would have been completed on the stock card on April 20?
- I. Issues 90, Balance 710
 - II. Receipts 150, Issues 90, Balance 710
 - III. Receipts 150, Balance 800
 - IV. Receipt 800, Issues 90, Balance 710
- (A) II only
 - (B) IV only
 - (C) I and II only
 - (D) I and III only
- 52.** Which of the following activities are normally carried out by the sales department of a wholesale grocery?
- I. Preparation of invoices
 - II. Completion of order forms
 - III. Submission of purchase requisitions
 - IV. Preparation of credit notes
- (A) I and II only
 - (B) I and III only
 - (C) II and IV only
 - (D) II, III and IV only
- 53.** Which of the following functions is NOT typically performed by a sales clerk?
- (A) Filing correspondence
 - (B) Despatching quotations
 - (C) Preparing the index of suppliers
 - (D) Dealing with telephone enquiries
- 54.** Which of the following pieces of information should be used in preparing a sales quotation?
- (A) Terms, quantity, condition, goods available
 - (B) Price, goods available, delivery dates, terms
 - (C) Quantity, discounts, description, delivery dates
 - (D) Trade price, quality, catalogue no., method of delivery

GO ON TO THE NEXT PAGE

Item 55 refers to the stock card shown below.

Stock Record				
Description: Broad paper		Supplier: Getfers Ltd.		
Stock Ref: 8/12		Max: 100 reams		
		Min: 20 reams		
Date	Order No.	In	Out	Balance
2012				
Jan 01				22
Jan 02	40/21	78		100
Jan 03	5c/8		14	86
Jan 04	BE/10		20	66
Jan 05	Tec/4		15	51
Jan 07	A/20		30	21
Jan 08	So/4		2	19
Jan 10	Ag/2		4	15

55. Which of the following is the date on which the stock clerk should have placed an order for paper?
- (A) Jan 05
 - (B) Jan 07
 - (C) Jan 08
 - (D) Jan 10

56. Which of the following documents originates from the carrier as a contract between the carrier and the supplier when goods are to be shipped?
- (A) Bill of lading
 - (B) Delivery note
 - (C) Despatch note
 - (D) Consignment note

57. Which of the following documents must be prepared when exporting goods by air?
- I. Airway bill
 - II. Bill of lading
 - III. Invoice
 - IV. Destination sheet
- (A) I and II only
 - (B) I and III only
 - (C) II and III only
 - (D) III and IV only

58. Which of the following actions does NOT represent corporate social responsibility?
- (A) Donating books to a school
 - (B) Sponsoring a local steel band
 - (C) Employing environmentally-friendly policies
 - (D) Distributing vouchers at a corporate function
59. Which of the following items usually appears first on a resumé?
- (A) Name
 - (B) Address
 - (C) Date of birth
 - (D) Telephone number
60. Which of the following is the MOST appropriate action to take if you are offered a job which you do not wish to accept?
- (A) Visit the human resource officer and apologize for not taking the job.
 - (B) Telephone the human resource officer, thank him/her and advise that you will not be taking the job.
 - (C) Write a letter thanking the human resource officer but declining the job offer.
 - (D) Decide that if the company does not hear from you, they will know you are not taking the job.

END OF TEST

CARIBBEAN EXAMINATIONS COUNCIL

**SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

OFFICE ADMINISTRATION

SPECIMEN PAPER 01

KEY

CARIBBEAN EXAMINATIONS COUNCIL

**SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

OFFICE ADMINISTRATION

SPECIMEN PAPER 2011

Item No.	Key
1	D
2	A
3	A
4	D
5	D
6	B
7	C
8	A
9	C
10	D
11	D
12	B
13	C
14	C
15	A
16	A
17	C
18	A
19	D
20	B
21	A
22	B
23	D
24	A
25	C
26	A
27	B
28	A
29	C
30	B

Item No.	Key
31	C
32	D
33	A
34	C
35	C
36	A
37	C
38	B
39	C
40	D
41	C
42	D
43	B
44	A
45	A
46	B
47	D
48	A
49	D
50	B
51	A
52	B
53	C
54	B
55	B
56	A
57	B
58	D
59	A
60	C



TEST CODE **01237020/SPEC**

FORM 01237020/SPEC

C A R I B B E A N E X A M I N A T I O N S C O U N C I L

**SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

OFFICE ADMINISTRATION

SPECIMEN PAPER

PAPER 02 – General Proficiency

2 hours

INSTRUCTIONS TO CANDIDATES

1. This paper consists of SEVEN questions.
2. Answer ALL questions in SECTION I and any THREE questions in SECTION II.
3. Use the blank form(s) supplied to prepare answers where necessary.
4. Begin each answer on a new page.
5. You may use a silent non-programmable electronic calculator.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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SECTION I

Answer ALL questions in this section.

1. (a) State FOUR ways in which employees can show tolerance and appreciation for the diverse cultures within an organization. **(4 marks)**
- (b) List FOUR environmentally friendly practices that may be implemented in an office. **(4 marks)**
- (c) Mr Sugars, manager of Sweets 'R' Us wants to market his products throughout the Caribbean. He is considering using a virtual office space.
 - (i) State FOUR ways in which a virtual office can benefit Mr. Sugars' company. **(4 marks)**
 - (ii) Advise Mr Sugars on THREE resources he needs to consider in setting up the virtual office. **(3 marks)**

Total 15 marks

2. (a) List FOUR duties of a receptionist in a small organization, other than making travel arrangements. **(4 marks)**
- (b) Mr Dude Jerome, is the Manager of Cool Company Limited located in Port of Spain, Trinidad. He is due to attend two sets of meetings during the month of August 2011, the first set in Barbados and the other in St. Vincent. The meetings in Barbados, begin on the first Tuesday in August and will last for three full working days. While in Barbados, Mr Jerome will stay at The Golden Apple Beach Resort and will meet with Mr Burgess each day, from 9:00 am to 4:00 pm, in the Conference Room of the hotel.

The second set of meetings to be held in St. Vincent will start with a dinner at 6:00 pm on the Friday of that week, at his hotel, The Ackee Beach Resort. Mr Jerome will remain in St Vincent until Tuesday of the following week. While in St Vincent, he will also meet with Mrs Singh, Manager of Island Imports Inc., on Saturday and Monday, from 10:00 am to 3:00 pm each day, in the Conference Room of his hotel. Mr Jerome leaves St Vincent for Port of Spain on Tuesday, 9 August 2011.

 - (i) Using the information provided in Figures 1 and 2 on the following page, prepare an itinerary for Mr Jerome giving details of dates and times of departure and arrival. Use the 24-hour format.

(8 marks)

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August 2011

<i>Sun</i>	<i>Mon</i>	<i>Tue</i>	<i>Wed</i>	<i>Thu</i>	<i>Fri</i>	<i>Sat</i>
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Figure 1: Calendar for the month of August 2011

Flights to Barbados from Port of Spain

Liat operates two (2) direct flights to Barbados daily. One flight leaves at 8.00 am and the other leaves at 3.30 pm.

Caribbean Airlines (formerly BWIA) operates flights to Barbados Wednesdays, Fridays & Saturdays. All flights leave 7.00 am, 11.00 am and 4.00 pm.

Flights to St Vincent from Barbados

Liat operates two (2) direct flights to St Vincent daily. One flight leaves at 8.00 am and the other leaves at 3.30 pm.

Caribbean Airlines (formerly BWIA) operates flights to St. Vincent Mondays, Wednesdays & Saturdays. All flights leave 7.00 am, 11.00 am and 4.00 pm.

Flights to Port of Spain from St. Vincent

Liat operates two (2) direct flights to Port of Spain daily. One flight leaves at 8.00 am and the other leaves at 3.30 pm.

Caribbean Airlines (formerly BWIA) operates flights to Port of Spain Mondays, Wednesdays, Fridays & Saturdays. All flights leave 7.00 am, 11.00 am and 4.00 pm.

(All flights are approximately 45 mins flying time)

Figure 2: Flight Schedule

- (ii) State THREE monetary instruments that Mr Jerome may use during his overseas travel. **(3 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

3. (a) For security purposes, members of staff have been given guidelines on the limitations on the right of access to information within organizations in the Caribbean.
- (i) List FOUR items of employees' personal information that are governed by this regulation. **(4 marks)**
- (ii) State THREE ways in which copyright may be violated in your country. **(3 marks)**
- (b) Assume that you are Lorrett Nunes, Office Assistant. You receive a voice message from Mr Zerryo, Office Manager, who is overseas. He has asked you to send e-mail messages to all managers to inform them that the weekly meeting has been postponed. In addition, they must forward their departmental reports to him via e-mail at zerryo@company.org by 30 November 2011. Compose an e-mail to be sent to all managers, as requested by the Office Manager. **(8 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

SECTION II

Answer any **THREE** questions in this section.

4. (a) List **TWO** attributes that are required of a purchasing clerk working in a procurement office. **(2 marks)**
- (b) Over the past five years, the Kola Company, which started out as a very small company, has grown so large that management has decided to upgrade from a manual to electronic stock taking system.
- (i) List **TWO** of the electronic devices that may be needed to make the transition. **(2 marks)**
- (ii) State **TWO** factors that can hinder the change. **(2 marks)**
- (iii) As the stock control clerk at the Kola Company, you are responsible for the electronic tracking of stock received and sold. Draw a flow chart beginning with the receipt of the product and ending at the point of sale, illustrating the list of processes involved in tracking the stock. **(9 marks)**

Total 15 marks

5. (a) List **THREE** functions of a Customer Service Department. **(3 marks)**
- (b) Identify **THREE** activities that staff in a marketing office may undertake when launching a new product on the market. **(3 marks)**
- (c) On 12 November 2011, Best Stationery Ltd purchased the following items from Office Pro Ltd:
- 60 boxes of No. 10 envelopes @ \$10.00 each
 - 30 packs of ivory stock @ \$15.00 each
 - 10 boxes of A4 paper @ \$12.50 each
- The terms of sale offered by Office Pro Ltd are a 20% trade discount and a cash discount of 5% if the net amount is paid within 14 days.
- (i) Complete the **invoice form** provided to show the sales transactions. **(7 marks)**
- (ii) If the debt was settled within 14 days, calculate the amount that Best Stationery Ltd paid. **(2 marks)**

Total 15 marks

GO ON TO THE NEXT PAGE

6. (a) Susan Maraj is a clerk in the Human Resources Department of a company.
- (i) State THREE staff welfare duties that Ms Maraj is likely to perform in her job. (3 marks)
 - (ii) Identify THREE types of records relating to employees that Ms Maraj will be required to maintain in a filing system. (3 marks)
- (b) William Chin-Lee has received his bank statement (shown in Figure 3) from National Bank, Trinidad and Tobago. On checking his statement, he realizes that the balance does not agree with his records in the cash book (shown in Figure 4).
- (i) Advise Mr Chin-Lee on THREE steps that he should take before he raises a query with the bank regarding the discrepancy. (3 marks)
 - (ii) Use the information shown in the Figure 3 and Figure 4 to answer the questions that follow.

NATIONAL BANK Bridge Street Trinidad & Tobago <u>BANK STATEMENT</u>				
ACCOUNT NAME		William Chin-Lee		
ACCOUNT NUMBER		76543		
Date	Particulars	Debit	Credit	Balance
2011		\$	\$	\$
2 Jan	Balance			11,000.00
4 Jan	Drawings	5,000.00		6,000.00
5 Jan	Bank Charges	6.60		5,993.40
9 Jan	Cheque		14,000.00	19,993.40
18 Jan	Bank Charges	7.00		19,986.40
19 Jan	Interest		14.75	20,001.15
23 Jan	Cheque	350.00		19,651.15
26 Jan	Cheque		7,000.00	26,651.15
30 Jan	Balance			26,651.15

Figure 3: Bank Statement

GO ON TO THE NEXT PAGE

WILLIAM CHIN-LEE CASH BOOK						
Account No: 76543						
Date	Category	Ref	Details	Cash Receipts (\$)	Payment (\$)	Balance (\$)
2 Jan 2011						11,000.00
4 Jan 2011	Drawings	DD			5,000.00	6,000.00
6 Jan 2011	M Rogers	23345		14,000.00		20,000.00
9 Jan 2011	Telephone Co	1287			350.00	19,650.00
18 Jan 2011	Electricity Co	23348			500.00	19,150.00
26 Jan 2011	R. Moore	4736		7,000.00		26,150.00
				Cash Book Balance		26,150.00

Figure 4: Cash book

a) Compare the two statements in Figure 3 and Figure 4, highlighting THREE of the differences between them. (3 marks)

b) Prepare a reconciliation statement for Mr Chin-Lee's cash book balance as at 31 January 2011. (3 marks)

Total 15 marks

GO ON TO THE NEXT PAGE

7. (a) State THREE reasons why it is necessary for the operations department of a manufacturing company to put quality control measures in place. (3 marks)
- (b) State THREE ways in which a company can demonstrate compliance with statutory health and safety requirements. (3 marks)

A & B Co Ltd is a large manufacturing firm. Schedules of the company's fleet of vehicles and drivers are listed below in Figure 5.

VEHICLE SCHEDULE		
Vehicle	Vehicle Number	Available days
Truck	T3232	Mon, Wed, Fri
Van	TA 175	Tues, Thurs, Sat

DRIVER SCHEDULE		
Driver	Assistant	Available days
Wins Lott	Mark Vince	Mon, Tues
Avery Betts	Peter James	Wed, Thurs
Mark Anton	Carl Lorde	Fri, Sat

Figure 5: Vehicle and driver schedule

For the first week of November 2011, the following deliveries are to be made to customers:

- Two cartons of replacement machine parts to Fayette Ltd, Guave on Tuesday, 1 November 2011, twenty miles from A & B Co Ltd
- Twelve cartons of designer handbags to Johnson & Karina in St. Andrew on Wednesday, 2 November 2011. The destination is 20 miles from A & B Co Ltd.
- Six washing machines to Vincent Stores on Lafayette Street, Guave, which is approximately 25 miles away, on Thursday, 3 November 2011
- One refrigerator to Mrs Lotta Noise in St. Andrew on Friday, 4 November 2011, thirteen miles away from A & B Co Ltd

- (c) Use the **destination sheet provided** to organize the transportation schedule for the deliveries by A & B Co Ltd for 1 to 4 November 2011. (7 marks)

Total 15 marks

END OF TEST



01237020/MS/SPEC 2011

**C A R I B B E A N E X A M I N A T I O N S C O U N C I L
H E A D Q U A R T E R S**

**S E C O N D A R Y E D U C A T I O N C E R T I F I C A T E
E X A M I N A T I O N**

O F F I C E A D M I N I S T R A T I O N

P A P E R 0 2 - G e n e r a l P r o f i c i e n c y

S P E C I M E N P A P E R

K E Y A N D M A R K S C H E M E

OFFICE ADMINISTRATION
PAPER 02 – GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
1(a)	<p>Ways of showing tolerance and appreciation:</p> <ul style="list-style-type: none"> - Respect for each other - Participate where possible in various cultural/social activities and celebrations - Be tolerant to differences in class, gender, race, religion, political, sexual orientation etc. - Allow everyone to contribute ideas on improving the organization - Use language that fosters trust - Invite resource persons from various backgrounds to make presentations - Organise activities in which all members of the staff can participate or contribute <p>(One mark each for any 4)</p>	4	
1(b)	<p>Environmentally friendly practices:</p> <ul style="list-style-type: none"> - Use energy saving light bulbs - Only print documents and emails when necessary - Use double-sided printing - Use intra mail - Recycle paper, envelopes, plastics etc - Where possible turn off lights, air conditioning units, computers at end of day - Minimize use of aerosol products - Practise proper disposal of equipment, CDs, cartridges etc. - Encourage e-filing <p>(One mark each for any 4)</p>	4	

Section I: 6(b) (ii), 6(b) (iv)

OFFICE ADMINISTRATION
PAPER 02 – GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
1(c) (i)	<p>Ways in which a virtual office can benefit Mr Sugars' company:</p> <ul style="list-style-type: none"> - Less travel - Reduce/Eliminate rent costs - Fewer overheads - Minimal staff - Wider target market - Can work from home - { Open all day 24/7 - { Flexibility - can set own work schedules - Increase productivity by working when most physically and mentally prepared - Cost savings <p>(One mark each for any 4)</p>		4
1(c) (ii)	<p>Resources to consider in setting up a virtual office:</p> <ul style="list-style-type: none"> - Trained Staff - Equipment - Notebook, computer - Internet access/e-mail/websites - Tracking devices - Cell/mobile phones - Fax machines - Copier/printer <p>(One mark each for any 3)</p>		3
		8	7

Section I: 3(c)

OFFICE ADMINISTRATION
PAPER 02 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
2(a)	Duties of a receptionist in a small organization: <ul style="list-style-type: none"> - Answering telephone/switchboard - Making appointments - Greeting visitors/Screening visitors/ Maintaining reception register - Managing incoming/outgoing mail - Receiving packages - Handling petty cash - Filing - Reprographics <p>(One mark each for any 4)</p>	4	

Section V: 2(a)

OFFICE ADMINISTRATION
PAPER 02 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
2 (b) (ii)	<p>Monetary instruments that Mr. Jerome may use during his overseas travel:</p> <ul style="list-style-type: none"> - Cash - Travellers cheques - Debit/Credit Cards - Bank Drafts - Letters of Credit <p>(One mark each for any 3)</p>	3	
		7	8

Section VII: 5(a-e)

Question	Key	K	A
3(a) (i)	<p>Items of personal information governed by limitation on the right of access:</p> <ul style="list-style-type: none"> - Salary/Financial - Address - Health Status - Telephone Number - National Insurance number - Income Tax Registration number - Names of family members - Next of kin <p>(One mark each for any 4)</p>	4	
3(a) (ii)	<p>THREE ways in which copyright may be violated:</p> <ul style="list-style-type: none"> - Reproduction of original material for commercial use without permission (eg music, art, movies, etc.) - Photocopy of entire literary works e.g. books - Plagiarism - Piracy/Using copyright on fake items <p>(One mark each for any 3)</p>	3	

Section IV: 5(a,b,c)

OFFICE ADMINISTRATION
PAPER 02 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
3(b)	<p>TO: All Managers FROM: Lorrett Nunes, Office Assistant DATE: 13 November 2011 SUBJECT: Postponement of Weekly Meeting</p> <p>Mr Zerryo has asked me to inform you that the meeting originally planned for this week has been postponed.</p> <p>He is also requesting that you send your departmental report to him via email at zerryo@company.org by 30 November 2011.</p> <p>Please confirm receipt of this email.</p> <p>Thank you.</p> <p><u>Mark Allocation</u></p> <p>To: and an appropriate date 2 marks From: 1 mark Subject: 1 mark Indicated that Mr. Zerryo asked that she sends the message 1 mark Indicated that meeting for the week has been postponed 1 mark Indicated a reasonable date for submission of report to given e-mail address 1 mark Used correct spelling/grammar (1 error allowed) 1 mark</p>		8
		7	8

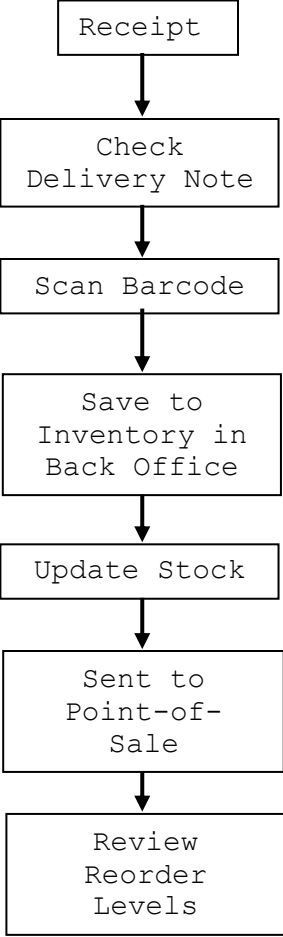
Section II: 1(c) (ii), 1(d) (ii)

OFFICE ADMINISTRATION
PAPER 02 – GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
4(a)	Attributes that are required of a purchasing clerk working in a procurement office: <ul style="list-style-type: none"> - Integrity - Honesty - Initiative - Detail-Oriented - Punctuality - Quality driven <p>(One mark each for any 2)</p>	2	
4(b) (i)	Electronic devices needed to make the transition from a manual to electronic stock taking system: <ul style="list-style-type: none"> - Computer - Point-of-sale - Printer <p>(One mark each for any 2)</p>	2	
4(b) (ii)	Factors that can hinder the change : <ul style="list-style-type: none"> - Lack of training - Lack of equipment - Unavailability of capital - Resistance to change <p>(One mark each for any 2)</p>	2	

Section X: 2(a), 5(b), 6(d)

OFFICE ADMINISTRATION
 PAPER 02 - GENERAL PROFICIENCY
 KEY AND MARK SCHEME

Question	Key	K	A
4(b) (iii)	<p>Flowchart illustrating sequence of POS processes</p>  <pre> graph TD A[Receipt] --> B[Check Delivery Note] B --> C[Scan Barcode] C --> D[Save to Inventory in Back Office] D --> E[Update Stock] E --> F[Sent to Point-of-Sale] F --> G[Review Reorder Levels] </pre>		
4(b) (iii)	<ul style="list-style-type: none"> - Heading - Appropriate drawing of flowchart - Any five (5) steps in the process (one mark for each) - Proper Sequencing - Use of arrows showing direction 		<p>1 1 5 1 1</p>
		6	9

Section X: 6(d)

OFFICE ADMINISTRATION
PAPER 02 – GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
5(a)	<p>Functions of the Customer Service Department:</p> <ul style="list-style-type: none"> - Answering customer queries - Handling customer complaints - Ensuring customer satisfaction - Liaising between the company and customer - Customer follow-up - Advising customer on products/services offered <p>(One mark each for any 3)</p>	3	
5(b)	<p>Activities that staff in a marketing office may undertake when launching a new product on the market:</p> <ul style="list-style-type: none"> - Advertising - Trade fairs - Personal selling - Sales promotion: Samples Competitions Free gifts Demonstrations Twinning/Banded offers Point-of-sale displays Coupons <p>(One mark each for any 3)</p>	3	

Section XI: 1(c) (i-iv) , 1(b) (i,vii)

OFFICE ADMINISTRATION
PAPER 02 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A																																
5(c) (i)	<p>Complete the invoice from provided:</p> <p style="text-align: right;">Candidate No.</p> <p style="text-align: center;">INVOICE NO. 0123</p> <p style="text-align: center;">Office Pro Ltd #22 Collymore Rock St Michael BARBADOS Telephone (246) 888-0000 Fax (246) 828-9999 E-mail: officeproltd@bus.com</p> <p style="text-align: right;">Terms: <u>5%/14/N30</u></p> <p>Best Stationery Ltd Date: 12 November 2011 Six Roads Plaza St. Philip BARBADOS</p> <hr/> <p style="text-align: center;">Dispatched: By Road</p> <hr/> <p style="text-align: center;">Customer's Order No. B50789</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 20%;">QUANTITY</th> <th style="width: 30%;">DESCRIPTION</th> <th style="width: 15%;">UNIT PRICE</th> <th style="width: 35%;">AMOUNT</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> <td style="text-align: center;">\$</td> <td style="text-align: center;">\$</td> </tr> <tr> <td>60 Boxes</td> <td>No 10 Envelopes</td> <td style="text-align: center;">10.00</td> <td style="text-align: center;">600.00</td> </tr> <tr> <td>30 packs</td> <td>Ivory Stock</td> <td style="text-align: center;">15.00</td> <td style="text-align: center;">450.00</td> </tr> <tr> <td>10 boxes</td> <td>A4 paper</td> <td style="text-align: center;">12.50</td> <td style="text-align: center;">125.00</td> </tr> <tr> <td></td> <td style="text-align: right;">Less</td> <td>Gross Price</td> <td style="text-align: center;">1175.00</td> </tr> <tr> <td></td> <td></td> <td>Trade discount (20%)</td> <td style="text-align: center;">235.00</td> </tr> <tr> <td></td> <td></td> <td>Net/Trade Price</td> <td style="text-align: center;">940.00</td> </tr> </tbody> </table>	QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT			\$	\$	60 Boxes	No 10 Envelopes	10.00	600.00	30 packs	Ivory Stock	15.00	450.00	10 boxes	A4 paper	12.50	125.00		Less	Gross Price	1175.00			Trade discount (20%)	235.00			Net/Trade Price	940.00	1	
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Section XI: 4(b)

OFFICE ADMINISTRATION
PAPER 02 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
5(c) (i) (cont'd)	<ul style="list-style-type: none"> - For calculating the cost of envelopes correctly - For calculating the cost of ivory stock correctly - For calculating the cost of A4 paper correctly - For calculating the gross price correctly - For calculating the trade discount correctly - For calculating the net/trade price correctly 		1 1 1 1 1 1
5(c) (ii)	<p>If the debt was settled in 14 days:</p> $\frac{5}{100} \times 940 = \$47.00 \text{ (cash discount)}$ $\$940.00 - \$47.00 = \$893.00$ <p>For correctly calculating cash discount 1 mark</p> <p>For correctly calculating how much was paid 1 mark</p>		2
		6	9

Section XI: 4(b)

OFFICE ADMINISTRATION
PAPER 02 – GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
6(a) (i)	<p>Duties related to staff welfare:</p> <ul style="list-style-type: none"> - Assisting with social activities e.g., parties, outings... - Making contact with or visiting staff who are ill, hospitalized, bereaved - Sending flowers, get well wishes, congratulatory notes on behalf of the company - Organizing support for staff e.g., counselling, fund raisers - Assisting employees complete staff welfare related forms e.g., insurance, medical, pension plans - Receiving complaints regarding furnishings, equipment/supplies - Assist with organising safety programmes <p>(One mark each for any 3)</p>	3	
6(a) (ii)	<p>Types of records related to employees that Ms Maraj will be required to maintain in a filing system:</p> <ul style="list-style-type: none"> - Contracts of employment - Job Application forms - Service record forms - Appraisal forms - Medical record forms e.g., claim forms - Requests for documents e.g., job letters, training or staff development - Leave forms - Personal history - Job specifications - Job descriptions <p>(One mark each for any 3)</p>	3	

Section VIII: 1 (a) (vi), 2(a) (i), 4

OFFICE ADMINISTRATION
PAPER 02 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A
6(b) (i)	<p>Steps that Mr Chin-Lee should follow before he raises a query with the bank with regard to the discrepancy:</p> <ul style="list-style-type: none"> - Determine the difference (plus or minus) on the bank statement balance - Check his records carefully for incorrect entries or omitted transactions - Check the payments on the bank statement with the cheque counterfoils or copy slips and with entries on the credit side of the cashbook; tick off on both record and bank statement - Check the receipts on the bank statement with the paying-in slip counterfoils or copies and/or with entries on the debit side of the cash book. Tick off as above - List the cheques drawn that have not yet been passed for payment. Add them to the balance on the record - List cash, cheques and credit transfers that have been paid into the bank but have not been credited to the account; deduct them from the balance on the statement - List all receipts paid directly into the bank that are not shown on the record, add them to the statement balance - List standing orders, direct debits and credit transfers that have not been entered in the record and deduct them from the bank statement balance - Check the new balance in the record with the bank statement. Match figures and update the record with details in the bank statement. <p>(One mark each for any 3)</p>		3

Section IX: 9(a), (b)

OFFICE ADMINISTRATION
PAPER 02 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	K	A																																																																
6(b) (ii)	<p>Differences between the cash book and bank statement:</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 15%;">1.</td> <td style="width: 40%;">Electricity Ref #: 23348</td> <td style="width: 15%;">\$500.00</td> <td style="width: 30%;">(payment)</td> </tr> <tr> <td>2.</td> <td>Bank Charges</td> <td>\$ 6.60</td> <td></td> </tr> <tr> <td>3.</td> <td>Bank Charges</td> <td>\$ 7.00</td> <td></td> </tr> <tr> <td>4.</td> <td>Interest</td> <td>\$ 14.75</td> <td></td> </tr> </table> <p>(One mark for any of the 3 differences)</p> <p style="text-align: center;">WILLIAM CHIN-LEE CASH BOOK RECONCILIATION STATEMENT 31 JAN 2011</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 45%;">Ending Cash Book Balance</td> <td style="width: 15%;"></td> <td style="width: 15%; text-align: right;">26, 150.00</td> <td style="width: 25%;"></td> </tr> <tr> <td>Add: Payment in transit</td> <td style="text-align: right;">500.00</td> <td></td> <td></td> </tr> <tr> <td>Interest Earned</td> <td style="text-align: right;">14.75</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td style="text-align: right;">514.75</td> <td></td> </tr> <tr> <td></td> <td></td> <td style="text-align: right;">26, 664.75</td> <td></td> </tr> <tr> <td>Deduct: Bank charge</td> <td style="text-align: right;">6.60</td> <td></td> <td></td> </tr> <tr> <td>Bank Charge</td> <td style="text-align: right;">7.00</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td style="text-align: right;">(13.60)</td> <td></td> </tr> <tr> <td>CORRECTED CASH BOOK BALANCE</td> <td></td> <td style="text-align: right;">26, 651.15</td> <td></td> </tr> </table> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 45%;">Ending Cash Book Balance</td> <td style="width: 15%;"></td> <td style="width: 15%;"></td> <td style="width: 25%;"></td> </tr> <tr> <td>Total Deductions from CB</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Total Additions to CB</td> <td></td> <td></td> <td></td> </tr> </table> <p style="text-align: right;">1 mark each</p>	1.	Electricity Ref #: 23348	\$500.00	(payment)	2.	Bank Charges	\$ 6.60		3.	Bank Charges	\$ 7.00		4.	Interest	\$ 14.75		Ending Cash Book Balance		26, 150.00		Add: Payment in transit	500.00			Interest Earned	14.75					514.75				26, 664.75		Deduct: Bank charge	6.60			Bank Charge	7.00					(13.60)		CORRECTED CASH BOOK BALANCE		26, 651.15		Ending Cash Book Balance				Total Deductions from CB				Total Additions to CB					3
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		6	9																																																																

Section IX: 9(a), (b)

Question	Key	K	A
7(a)	<p>Reasons why it is necessary for the operations department of a manufacturing company to put quality control measures in place:</p> <ul style="list-style-type: none"> - To ensure that the products/processes provided meet or exceed specific requirements/standards/ISO - To ensure success in business - To meet the needs/expectations of customers - To detect defective output - To maintain a positive company image/reputation <p>(One mark each for any 3)</p>	3	
7(b)	<p>Ways in which a company can demonstrate compliance with statutory health & safety requirements:</p> <ul style="list-style-type: none"> - By having a written safety policy with respect to health and safety of workers - Appointing Occupational Health and Safety Officers - Ensuring that on-site emergency plans are tested periodically - Where necessary, providing employees with safety equipment - Posting cautions where necessary - Training employees to reduce occupational safety and health incidents - Clearly marked emergency exits in building <p>(One mark each for any 3)</p>	3	

Section XII: 1(a) (iv) , 1(b) (iv)

OFFICE ADMINISTRATION
PAPER 02 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Destination Sheet for Question 7 (c)

A & B Co Ltd Butterfield Road St. Georges, Grenada								
DATE 2011	VEHICLE	VEHICLE NUMBER	DRIVER	ASSISTANT DRIVER	DESTINATION	CONSIGNEE	SHIPMENT	MILEAGE
1 Nov	Van	TA 175	Wins Lott	Mark Vince	Guave	Fayette Limited	2 cartons Replacements Machine Parts	20
2 Nov	Truck	TA3232	Avery Betts	Peter James	St. Andrew	Johnson & Karina	12 Cartons Designer Bags	20
3 Nov	Van	TA 175	Avery Betts	Peter James	Lafayette St. Guave	Vincent Stores	6 Washing Machines	25
4 Nov	Truck	T3232	Marc Anton	Carl Lorde	St. Andrew	Mrs Lotta Noise	1 Refrigerator	13

1 mark for each of 8 columns correctly completed

1 mark for logical data sequence

Total: 9 marks (Application)

Section XII: 3(a,b)



TEST CODE 01237032/SPEC

FORM TP 01237032/SPEC 2011

C A R I B B E A N E X A M I N A T I O N S C O U N C I L

**SECONDARY EDUCATION CERTIFICATE
EXAMINATION**

OFFICE ADMINISTRATION

SPECIMEN PAPER

Paper 032 – General Proficiency

1 ½ hours

In addition to the 1 ½ hours candidates are allowed 15 minutes to read through the paper. Writing MAY begin during this time.

INSTRUCTIONS TO CANDIDATES

1. Candidates **MUST** use this answer booklet when responding to the questions. For **EACH** question, write your answer in the space indicated and return the answer booklet at the end of the examination.
2. Use the **CASE** to answer the questions.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.

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01237032/SPEC 2011

THE CASE**Expansion of Home Furnishings Ltd**

Home Furnishings Ltd, a retail company that sells furniture and appliances, has its head office at 75 Bamboo Lane, Dominica, and is managed by Mrs Ann Taylor. The company has two subsidiary offices in Jamaica and St Lucia, managed by Mr Green and Mr Xavier respectively. Home Furnishings Ltd is seeking to expand and establish a new retail outlet in Barbados.

The company has scheduled a meeting of its divisional managers including those in the Jamaica and St Lucia offices to apprise them of the proposed expansion.

The meeting will be held on Monday, 24 January 2012 at 10:00 a.m., Eastern Caribbean time at the head office in Dominica.

All divisional managers are expected to attend the meeting. The time in Jamaica is one hour behind that of the Eastern Caribbean.

Answer ALL questions.

1. Assume that you are Mrs Penny Hoad, administrative assistant to Mrs Ann Taylor, at the head office in Dominica. Use the space provided to draft a MEMORANDUM which will be faxed to the divisional managers in Jamaica and St Lucia to inform them of the meeting in Dominica.

(6 marks)

GO ON TO THE NEXT PAGE

3. The management of Home Furnishings Ltd is concerned about the level of sales in each of its three locations. As a result, the head office is compiling a sales report for the period January to June 2011, to inform their decisions on the way forward. The sales figures in the three territories are given in the table below.

Sales ('000s)			
Country	Small Appliances	Furniture	Large Appliances
Dominica	150	50	300
St Lucia	200	100	250
Jamaica	400	75	500

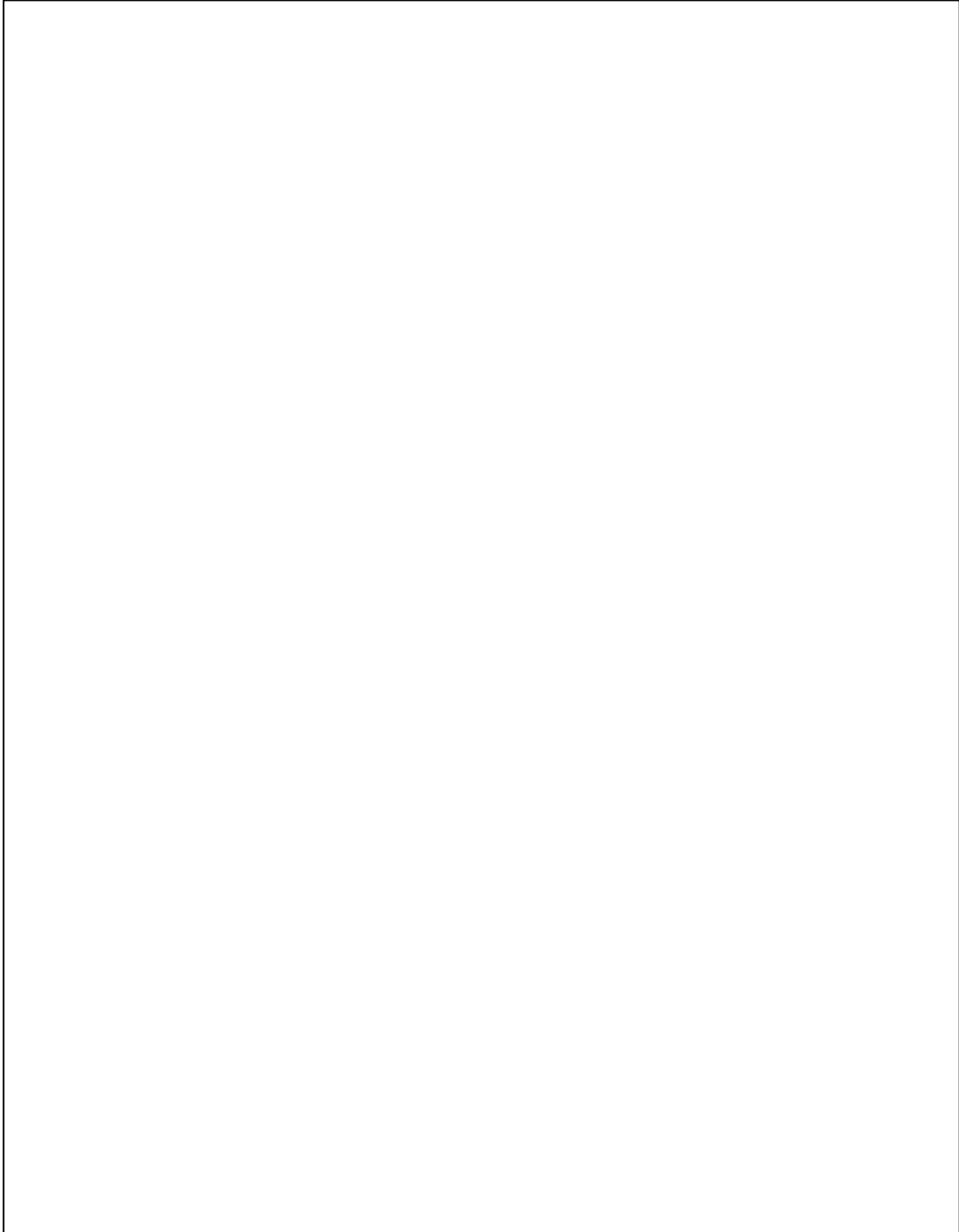
- (a) On the grid below, draw a bar chart comparing the sales figures in the three countries, for inclusion in the report.



(8 marks)

GO ON TO THE NEXT PAGE

5. In preparation for the meeting scheduled for 15 February 2012, travel arrangements must be made. All travel activities are to be coordinated by the head office in Dominica. Use the space provided to make a checklist of FOUR activities that must be addressed to facilitate travel arrangements to Dominica for Mr Green and Mr Xavier.

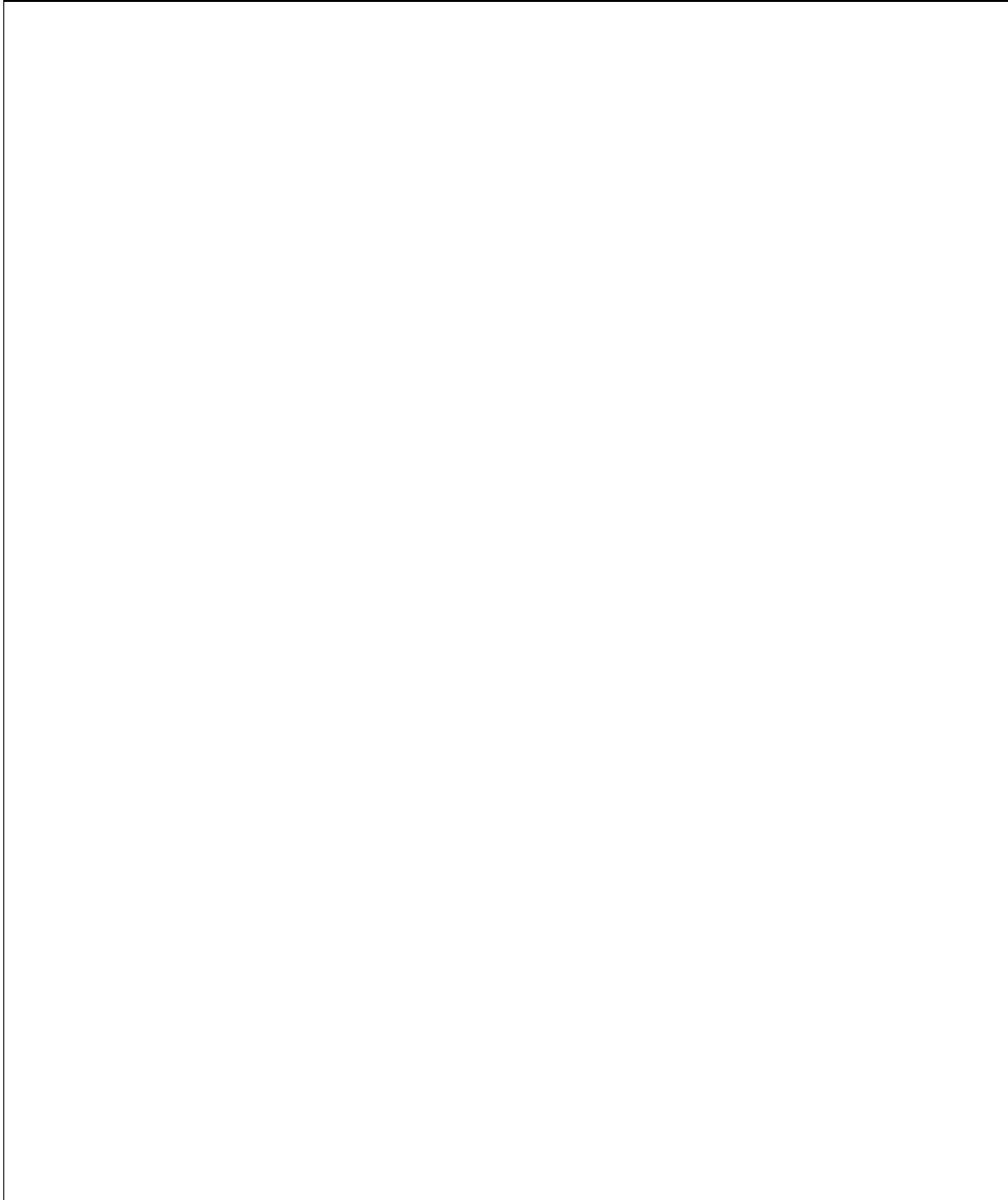


(6 marks)

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6. Home Furnishings Ltd will require sales clerks for its retail outlet in Barbados. The starting salary is BDS \$1 500 a month and applicants are required to have five CSEC passes at the General Proficiency level including English Language, Mathematics and Office Administration. All applications must be received by electronic mail (e-mail) before 30 June 2012. Applications must be addressed to the Human Resource Manager and emailed to HRCarib@caribnet.com.

Draft an advertisement for the vacant posts.



(8 marks)

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C A R I B B E A N E X A M I N A T I O N S C O U N C I L
H E A D Q U A R T E R S

S E C O N D A R Y E D U C A T I O N C E R T I F I C A T E
E X A M I N A T I O N

O F F I C E A D M I N I S T R A T I O N

P A P E R 0 3 2 - G e n e r a l P r o f i c i e n c y
S P E C I M E N P A P E R
K E Y A N D M A R K S C H E M E

OFFICE ADMINISTRATION
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KEY AND MARK SCHEME

Question	Key	A
1	<p style="text-align: center;">MEMORANDUM</p> <p>TO: Mr Green Manager Jamaica Branch</p> <p style="padding-left: 40px;">Mr Xavier Manager St Lucia Branch</p> <p>FROM: Mrs Penny Hoad, Administrative Assistant</p> <p>DATE: Current</p> <p>RE: Proposed Office Site - Barbados</p> <p>A meeting of all managers to discuss the subject as captioned will be held on Monday, 24 January 2012 at 1000 hours Eastern Caribbean time at the Head Office in Dominica.</p> <p>All divisional managers are required to attend.</p> <p>Further information will be forwarded to you in due course.</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>

Section II: 1(d) (ii)

OFFICE ADMINISTRATION
PAPER 032 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

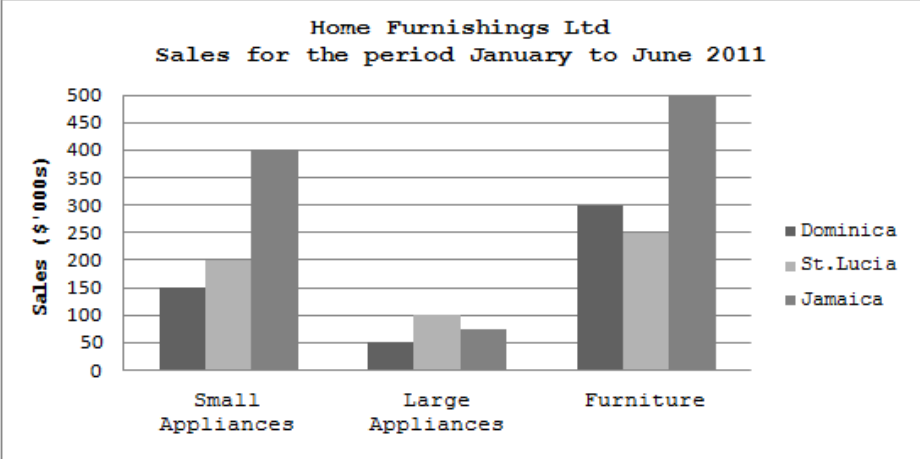
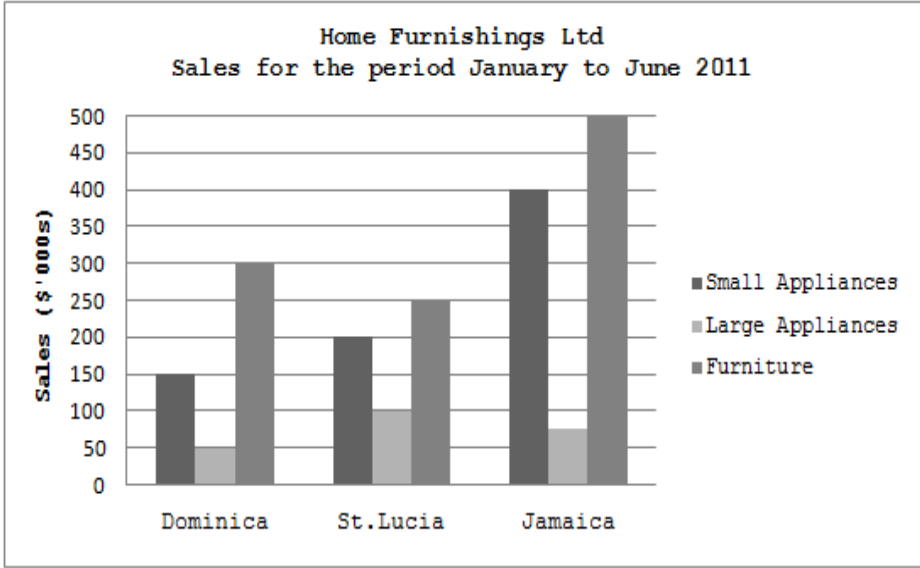
Question	Key	A
2	<p>TELE-CONFERRING</p> <p>Advantages: Saves on cost of travel Real time responses Can be done using company office/conference room/cafeteria Enhances/Promotes communication and coordination between and head office Flexibility in joining conference whenever necessary</p> <p>Disadvantages: Persons may constantly have to identify self No visibility Might be difficult to control depending on the size of staff Telephone problems/Technical failures Poses challenge when dealing with complex issues e.g. negotiation/bargaining issues</p> <p>ELECTRONIC INTER-OFFICE COMMUNICATOR (eg: Outlook, MSN Messenger, Yahoo Messenger)</p> <p>Advantages: Formal/written Persons do not have to leave desk Real time responses Saves on cost of travel Saves on cost of paper</p> <p>Disadvantages: Less personal More prone to misinterpretation Not confidential</p>	A

OFFICE ADMINISTRATION
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KEY AND MARK SCHEME

Question	Key	A
<p style="text-align: center;">2 (cont'd)</p>	<p>VIDEO CONFERENCING</p> <p>Advantages:</p> <p style="padding-left: 40px;">Visibility More personal Real time responses Identify with persons in other regions</p> <p>Disadvantages:</p> <p style="padding-left: 40px;">May have to rent a facility for use May have to move physical location Costly to set up</p> <p>For any TWO appropriate methods - 1 mark each (2 x 1)</p> <p>For TWO advantages - 1 mark each (2 x 1)</p> <p>For TWO disadvantages - 1 mark each (2 x 1)</p>	<p style="text-align: center;">2</p> <p style="text-align: center;">2</p> <p style="text-align: center;">2</p>

Section II: 1(c)(i)

OFFICE ADMINISTRATION
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 KEY AND MARK SCHEME

Question	Key	A
<p>3a</p>	<div style="text-align: center;">  <p>OR</p>  </div> <p>Chart Title 1</p> <p>Bar Chart by either Product line or by Country 1</p> <p>Labelling x axis 1</p> <p>Labelling y axis 1</p> <p>Legend 2</p> <p>Plotting more than 6 values correctly (2 marks) 2</p> <p>Plotting 3-5 values correctly (1 mark)</p>	<p>A</p>

Section II: 1(e) (i)

OFFICE ADMINISTRATION
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KEY AND MARK SCHEME

Question	Key	A
3 (b)	Appropriate Product Identified (Large Appliances) Supporting Reason - Sales are significantly lower for the large appliances as compared with the other product lines	1 1

Section II: 1(e) (i)

OFFICE ADMINISTRATION
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KEY AND MARK SCHEME

Question	Key	A
4	<p><u>NOTICE Heading</u></p> <p>A meeting of all managers will be held on 15 February 2012 at Hadden Hall Conference Room, Dominica at 1330 hours.</p> <p>AGENDA</p> <ol style="list-style-type: none"> 1. Opening Remarks / Prayer 2. Apologies for absence 3. Minutes of last meeting 4. Matters arising from minutes of last meeting 5. Manager's report re: Sales for January - June 2011 6. Formulation of strategies for new office in Barbados 7. Discussion of location and resources required 8. Any other business 9. Date and time of next meeting 10. Adjournment of meeting <hr style="width: 20%; margin-left: 0;"/> <p>Date</p> <p style="text-align: right;">A. Taylor Manager</p> <p><u>Mark Scheme</u></p> <ul style="list-style-type: none"> • Stated Heading • Date, time, venue and purpose • Agenda items presented in a logical format • Stated main item (to formulate strategies) to be discussed in meeting <p>Agenda</p> <ul style="list-style-type: none"> • Stated at least FOUR (4) items on Agenda • Dated document • Included blank space for name of signatory (Ann Taylor) 	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>

Section VI: 2(b)

OFFICE ADMINISTRATION
PAPER 032 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	A
5	<p style="text-align: center;">TRAVEL CHECKLIST</p> <div style="border: 1px solid black; padding: 10px; margin: 10px auto; width: 80%;"> <ul style="list-style-type: none"> <input type="checkbox"/> Names of persons travelling <input type="checkbox"/> Dates of travel <input type="checkbox"/> Airline Arrangements / Reservations <input type="checkbox"/> Hotel Accommodation <input type="checkbox"/> Travel Documents <input type="checkbox"/> Monetary Documents/Foreign currency <input type="checkbox"/> Ground Transportation </div> <p>Heading (1 mark)</p> <p>Any four correct items on check list (1 mark x 4)</p> <p>Use of check box (1 mark)</p>	<p>1</p> <p>4</p> <p>1</p>

Section VII: 1(a,d),4,5

OFFICE ADMINISTRATION
PAPER 032 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	A
6	<p style="text-align: center;">VACANCY</p> <p style="text-align: center;">HOME FURNISHINGS LTD</p> <p style="text-align: center;">Requires</p> <p style="text-align: center;">SALES CLERKS</p> <p>QUALIFICATIONS: CSEC General passes in : Five subjects including English Language Mathematics Office Administration</p> <p>SALARY: Bds\$1 500.00 monthly</p> <p>CLOSING DATE: 30 June 2012</p> <p style="text-align: center;">All applications should be emailed to HRCarib@caribnet.com (1) (1) Attention: HR Manager</p> <p style="text-align: center;">HOME FURNISHINGS LTD 75 Bamboo Lane DOMINICA</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>2</p> <p>1</p>

Section VIII: 1(a) (i)

OFFICE ADMINISTRATION
PAPER 032 - GENERAL PROFICIENCY
KEY AND MARK SCHEME

Question	Key	A
7	<p><u>Important elements to be included in the letter of application:</u></p> <ul style="list-style-type: none"> - A return address and date - An inside address to the Human Resource Manager - An appropriate salutation - Body of letter <ul style="list-style-type: none"> • Purpose of letter (Paragraph 1) • Brief personal data with reference to the resume attached • Request for interview and provision of contact information - Expression of appreciation for opportunity to apply and complimentary, professional close 	<p>1</p> <p>1</p> <p>1</p> <p>3</p> <p>1</p>

Section III: 3(a) (ii)