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MINISTRY OF EDUCATION

**FIJI SCHOOL LEAVING CERTIFICATE
EXAMINATION**

2011

OFFICE TECHNOLOGY

MINISTRY OF EDUCATION**FIJI SCHOOL LEAVING CERTIFICATE EXAMINATION – 2011****EXAMINER'S REPORT****OFFICE TECHNOLOGY****1. INTRODUCTION**

A total of 238 candidates sat for the 2011 examination paper. The format was similar to that of the previous years; however, the content was slightly extended in the areas of Business Communication and Document Processing.

1.1 REFERENCE TEXTS CONSULTED

- Office Skills by Margaret Horsfall
- The Receptionist by Viviene O'Hara
- Communication Skills by Dorothy and David Pinner
- Business and Administration Communication by Kitty O. Locker.
- Click on to Word Processing by Julia Hallas
- Word Processing by Karen Garton
- Click on to Computing by Julia Hallas
- Computer Essentials by O'Leary, Timothy and Linda Oliver, R and H.

1.2 DOCUMENTS PREPARED

- Blue print
- Question Paper and Answer Book
- Answer Schedule (containing all possible answers) attached
- Marking Scheme (outlines marks given for answers rendered) attached.

2. CANDIDATES' PERFORMANCE

The candidates performed reasonably well. It was obvious that candidates had their own choices and favourites. Some candidates, after doing poorly in Part A, did very well in Part B and vice versa. Candidates' achievement ranged from 13 to 91 marks.

In the optional section (Section C) majority of the candidates opted for Questions 1 and 4. However, it was Question 2 that was very well done by those candidates who had attempted it.

2.2 **WEAKNESSES**

2.2.1 **Section B – Question 1 – Matching**

Candidates were not familiar with some of the terms given. Most were confused with the description of “The way operations are performed by the people who have to do them.” They chose “J – Job specification” instead of “G – Organisational procedures.”

Other common mistakes were found in: No. 2 – A letter, memo or note explaining the contents of documents sent., No. 5 – Communication within oneself and No. 6 – A memo report containing a tabulated summary.

2.2.2 **Section B – Question 2 – Fill in the blanks**

The answers for this question are attached. Candidates did not attempt this question well.

2.2.3 **Section C – Question 1 (iii) ‘Chronological Resume’**

It was obvious that most of the candidates did not know what a ‘chronological resume’ is. Most answers given were the description of a normal curriculum vitae.

2.2.4 **Section C – Question 1 (v) Three steps to making a SUMMARY.**

Majority of the candidates had no idea of what was required. Some answers were on steps to writing an essay: Step 1 – Plan, Step 2 – Jot down the main points and Step 3 – Begin writing.

2.2.5 **Section C – Question 2 – PART A – Procedures and Rules for an Improved Office Layout.**

The memorandum layout was well displayed. However, the content was not well structured. This question is a combination of three minor topics:

Memorandum layout (Document processing)

Office layout plan and procedure (Office Administration)

The use of positive and informative messages (Business Communication)

2.2.6 **Section C – Question 2 – PART B – the terms Cleaning Agents and Manual Handling.**

There was clearly some confusion in the use of the above terms. 30% of those that attempted this question explained that ‘cleaning agents’ were those people paid to clean the offices. ‘Manual Handling’ on the other hand was described as the handling of equipment manuals.

2.2.7 Section C – Question 3 – PART B – The implications of the four responses given : Silence, Compliments, Body Language and Voice qualities.

Less than 25 % of those candidates that attempted this question were able to show understanding of the concepts in question.

2.2.8 Section C – Question 4 – PART A – No. (i) Steps to creating an envelope.

It was disappointing to note that less than 15% of the candidates were able to outline the steps to take in order to get a DL size (normal) envelope after typing the letter. This exercise is an integral part of letters and it should be made familiar to the students. However, those that answered outlined steps from either 2003 or 2007.

2.2.9 Section C – Question 4 – PART A – No. (iii) The difference between open punctuation and closed punctuation.

It was surprising to note that the meaning of these two common terms was still not well grasped by students at this level. Two of the common answers that were given were either ‘Open punctuation is when commas and full stops are used whereas Closed punctuation is when commas and fullstops are not used.’ or ‘Open punctuation is when you open a speech made by someone and closed punctuation is when you close it, eg “I love my life”.

2.3 STRENGTHS

2.3.1 Section B – Questions 3 – Short Answers.

Apart from (d) (i) – Identifying the line of communication used, the candidates answered all the questions well.

2.3.2 Section C – Question 1 – PART A – No. (i), (ii) and (iv).

Some candidates were unable to explain ‘chronological resume’ but were able to identify two instances when a chronological resume would be required.

2.3.3 Section C – Question 1 – PART B – Essay Writing

This question was very well attempted by those candidates that did so. They included four rights and four responsibilities. If the essay was grammatically correct and error free, then the candidate scored full marks.

2.3.4 Section C – Question 2 – PART B – Essay Writing – Noise, Lighting

Those candidates that attempted this question did well to identify the hazards and their causes and suggested preventative measures.

2.3.5 Section C – Question 3 – PART A – Short Answers.

This question was very well done by those candidates who attempted it.

2.3.6 Section C – Question 4 – PART B – Essay Writing

It was pleasing to see that this question was well attempted by those candidates who chose to answer it. They were able to give two or more points on each of the functions given. Those that lost marks were either to do with grammar or spelling errors.

3. MARKING OF THE SCRIPTS

The Answer Schedule and Marking Scheme was strictly followed. However, there were a few instances where other logical answers were accepted. For instance, Section B – Question 2. No. 8 ‘Communication’ or ‘Application’ was accepted. No. 10 of the same question – the answer is ‘External’, ‘Interpersonal’ was also accepted because of the definition given alongside it.

Section C – Part B, the essay writing was marked according to the points given. A maximum of two points or ideas for each of the concepts or headings given. Each essay carried 8 marks for content and 2 marks for grammar and spelling.

4. QUERIES REGARDING EXAMINATION PAPER**4.1 Query 1 – Multiple Choice No. 9**

The concept is part of the Form 3 syllabus of 2011 and has been phased out of the Form 6 syllabus. A bonus mark has been awarded to all candidates.

4.2 Query 2 – Section C – Question 4 – Part A – No. (ii) – Sanserif font type.

There are two types of fonts

(a) the serif fonts

(b) the sanserif fonts

Most of the font types that we use are classified into the two major classifications above. Please refer to Teacher’s reference “Word Processing Operations” by Karen Garton on pages 11 – 12.

5. **GUIDELINES TO TEACHERS and FUTURE CANDIDATES**

There are some key areas that need to be looked at in order to improve the student's performance in the examination.

5.1 **Terminologies** - Candidates need to be prepared well in the subject's terminologies or vocabularies. Most of the questions that the students have lacked in are terms. Section B – Question 1 – Matching , are terms that the students need to identify with its description. Section B – Question 2 – Fill in the Blanks are also terms that students need to know in order to complete its description. Weak areas in Section C – both Parts A and B also have to do with terms. For instance, Open punctuation and closed punctuation, chronological resume, etc.

I would propose that teachers encourage the students to keep a vocabulary book at the beginning of the year – to be updated after each topic.

5.2 **Paragraph and Essay Writing** – Candidates should be prepared well on essay writing. Candidates should begin practising prepared well to begin paragraph writing on all the topics covered in order to develop the skills for essay writing. Essay writing in Office Technology focuses mainly on the main points of the question.

5.3 **Skills Analysis** – Candidates should be able to explain the steps taken in order to do a task. Typing an envelope is an important part of 'Letters' in Form 6. Candidates should be taught how to create an envelope straight after typing a letter. This would apply to all practical areas where they may be required to explain how a task is achieved.

6. **CONCLUSION**

6.1 I wish to commend those candidates who have done well in this examination. The ideas and answers put on paper have somewhat reflected the efforts they have put in during the year. To those students preparing for Fiji School Leaving Certificate – Office Technology in 2012, my advice is to begin the year at a bullet start and not to lag behind towards the end. Continually revise and practice on those suggestions stated above in order to achieve well.

6.2 Appreciation goes out to all the Office Technology teachers who prepared the students in 2011 and will be preparing them again in 2012. Your hard work is reflected in your results. Some teachers have done tremendously well to disseminate and instill ideas and concepts in the students' minds. To those that may not have achieved their goals, 2012 should be a promising year. I hope that this document would be a good guide and source of information in the year's plan.

I wish you all a blessed and prosperous 2012.

THE END

FIJI SCHOOL LEAVING CERTIFICATE EXAMINATION – 2011
OFFICE TECHNOLOGY
EXAMINER'S REPORT
PART III – ANSWER SCHEDULE

SECTION A

QUESTION 1

MULTIPLE CHOICE

1	A	B	C	D
2	A	B	C	D
3	A	B	C	D
4	A	B	C	D
5	A	B	C	D
6	A	B	C	D
7	A	B	C	D
8	A	B	C	D
9	A	B	C	D
10	A	B	C	D
11	A	B	C	D
12	A	B	C	D
13	A	B	C	D
14	A	B	C	D
15	A	B	C	D

16	A	B	C	D
17	A	B	C	D
18	A	B	C	D
19	A	B	C	D
20	A	B	C	D
21	A	B	C	D
22	A	B	C	D
23	A	B	C	D
24	A	B	C	D
25	A	B	C	D
26	A	B	C	D
27	A	B	C	D
28	A	B	C	D
29	A	B	C	D
30	A	B	C	D

SECTION B**QUESTION 1****MATCHING**

1	G	6	I
2	K	7	F
3	A	8	D
4	L	9	B
5	H	10	C

QUESTION 2**FILL IN THE BLANKS**

1	functional	6	Spreadsheet
2	open	7	non-verbal
3	in-service	8	Communication/application
4	Personal	9	paraphrasing
5	image	10	External

QUESTION 3**SHORT ANSWERS**

[10 marks]

1. a) Hand-held electronic diaries
b) Computer diaries
c) Paper-based diaries
d) Appointment books
2. a) They are the first people in the organization that clients meet.
b) They have a good knowledge of the products and services offered in the organization.
3. Answer the call within the first three rings.
4. (i) Formal downward

- (ii) Formal downward communication is one that flows from the top management down to the other levels especially when information or instructions are given.
- (iii) Information like policies and procedures to be followed.
- (iv) The use of Reports or internal memos.
- (v) Level 1 – Top Management
- Level 2 – Middle Management
- Level 3 – Operating Management
- vi) a) Negotiation Skills
b) Management Skills
c) Interpersonal Communication Skills
d) Leadership skills

QUESTION 1**WORK ENVIRONMENT**
JOB HUNTING/READING AND WRITING**(20 marks)****PART A****SHORT ANSWERS****(10 marks)**

1. a) To find out what kind of person the applicant is.
b) To check the factual details supplied on the application for or resume.
c) To fill in any gaps in the information supplied.
d) To supply the applicant with more details about the position.
e) To enable the applicant to ask questions about the position.
f) To compare the applicant with the requirements of the position.
g) To select the best person for the job.
2. a) Research the company before the day of the interview.
b) Find out more about the vacant position.
c) Find the location of the office a day earlier to avoid confusion.
3. Chronological Resume summarizes what has been done in a time line, beginning from recent events and going back.
4. a) When your education and experience are a logical preparation for the position for which you are applying.
b) When you have impressive job titles, offices and honors.
5. a) Reading the material and selecting the key words or ideas.
b) Rewriting the sentence utilizing the key words.
(c) Streamlining the sentence into a more polished version.

QUESTION 1**PART B****ESSAY WRITING****RIGHTS OF AN EMPLOYEE**

- A safe physical working environment.
- A fair practice in the workplace in respect of equal employment opportunity and equal promotional opportunity.
- A working environment free from sexual harassment.
- A working environment free from any kind of discrimination.
- A fair rate of pay.
- To have a choice as to whether to join a union or not.
- Training and guidance in the correct methods of performing duties.

RESPONSIBILITIES

- Arriving at the office on time and working the agreed number of hours
- Carrying out the work with care and skill, to a high quality, and in a responsible manner.
- Obeying lawful orders from your employer
- Maintaining the confidentiality of the work carried out.
- Following safety rules according to OHS procedures.
- Being courteous and helpful to other employees and visitors.
- Respecting colleagues
- Behaving in an ethical manner
- Dressing in a suitable manner
- Appearing neat and tidy during working hours
- Being honest and trustworthy.

MARK ALLOCATION:

Four rights = 4 marks

Four responsibilities = 4 marks

Spelling and grammar = 2 marks

QUESTION 2 **LETTERS/MEMO** **(20 marks)**
OCCUPATIONAL HEALTH AND SAFETY

PART A **MEMORANDUM** **(10 marks)**

TO All Administration Staff
 FROM Administration Manager
 DATE (Date of Examination)
 SUBJECT PROCEDURES AND RULES FOR A MORE EFFECTIVE WORKFLOW

PROCEDURES to be included:

- Provide effective allocation and use of floor space for office furniture and equipment.
- Create a pleasant working environment for yourself and other employees.
- Create a positive impact for clients visiting your office.
- Organise your work area to provide efficient and effective workflow.
- An office layout chart shows the location of office workers and the way work moves q from person to person.

RULES to be included.

- Avoid criss-crossing and backtracking.
- Following the ‘Once round and out’ concept.
- Follow a circular route of least distance.

MARK ALLOCATION

Consistency = 1

Layout = 2

Procedures = 3

Rules = 2

Spelling and Grammar = 2

QUESTION 2

PART B **ESSAY WRITING**
Noise

The noise level in any working environment should not exceed exposure standards.
 Long periods of high level of noise can result in :

- Decreased efficiency of work
- Increased stress leading to headaches and other stress symptoms.
- Misinterpretation of verbal communication
- Permanent hearing loss

Preventative measures include:

- Office to be situated away from a major roadway, a manufacturing or industrial area.
- Windows to double-glazed or constructed of industrial quality glazing.
- Noisy equipment within the building should be located away from the main office.
- Sound absorption to be used to reduce the noise level.

Lighting

Lighting at work can affect health and safety by:

- Making it difficult to see and recognize hazards in the workplace.
- Causing and contributing to eye strain.
- Causing people at work to adopt stressful postures to see properly.
- Causing a range of other problems that can directly, or indirectly, affect health and safety.

Preventative and remedial action include:

- Increasing or decreasing the number of lights
- Changing the type of light
- Changing the fittings or housings
- Changing the colouring of the light used
- Changing the position of your desk and your computer.

Manual Handling

Manual Handling is defined as any activity requiring the use of force by a person to lift, push, pull, carry or otherwise move or restrain any object.

Remedial and Preventative measures.

- Redesign to eliminate or reduce the risk
- Provide mechanical aids and provide training in their use.
- Use of correct lifting procedures.
- Sharing the weight (the activity be shared by at least two people).

Cleaning Agents

These are cleaning fluids or detergents for use on office equipment.

Remedial action

- Adequate ventilation provided in areas where the chemicals are used.
- Training given to all personnel in the use of these materials.
- The air-conditioning system should be maintained regularly.
- All chemicals should be well-labeled and stored.

MARK ALLOCATION

Define or provide an effect of each of the hazards mentioned = 1 mark each x 4 = 4 marks
 Provide at least one remedial or preventative measure of each = 1 mark each x 4 = 4 marks
 Spelling and grammar = 2 marks

<u>QUESTION 3</u>	<u>COMPUTER CONCEPTS</u>	(20 marks)
	<u>INTERPERSONAL COMMUNICATION</u>	

<u>PART A</u>	<u>SHORT ANSWERS</u>	(10 marks)
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- (i) (a) Unauthorised access – refers to people reading and copying files that do not belong to them.
- (b) Virus Attack – refers to a program that has been written to destroy (delete) computer files.
- (c) Power failure – refers to the electricity supply being cut off causing the PC to stop working.
- (d) Natural Disaster – refers to problems caused by nature that are beyond our control, such as floods, earthquakes and fire.
- ii) a) Install an antivirus programme.
 b) Back-up data
 c) Avoid copying
- iii) a) It lets you open an old Microsoft Office document
 b) It enables the user to create a new Microsoft Office document.
 c) It lists the software programs you can use.
 d) It lists the documents you have typed recently.
 e) It lets you find folders and files quickly.
 f) Help gives you instructions when you are unsure about what to do.
- iv) All applications software has:
 Window, Icons, Pointer, Graphics, Mouse
- v) a) System software
 b) Application software
 c) Application software
 d) System software
 e) System software
 f) Application software
- vi) a) It enables the hardware to understand application software instructions.
 b) It enables computer users to manage their files
 c) It detects hardware failures
 d) It maintains security on a computer system.

SECTION C (continued)**QUESTION 3****PART B****ESSAY WRITING**

Points are to be highlighted with respect to the different cultures and beliefs in Fiji

Cultures - Fijian, Indian, Chinese. (Any other that may have been covered in class is accepted)

Body Language

Body language – Eye contact, Smiling, Gestures

Compliments

The kind of statements that people interpret as compliments and the socially correct way to respond.

Silence

Silence has different meanings in different cultures. Students to identify with two cultures and the meaning of silence in these cultures.

Voice Qualities

This refers to the rising and falling inflection that tells you whether a group of words is a question or a statement

Whether the speaker is uncertain or confident.

Discussion of how voice inflection is interpreted culturally.

MARK ALLOCATION

Provide two perceptions of each of the ideas = 2 marks x 4 concepts = 8 marks
Spelling and grammar = 2 marks

SECTION C (continued)
QUESTION 4

DOCUMENT PROCESSING
RECEPTIONIST FUNCTIONS

(20 marks)

PART A

SHORT ANSWERS

(1 marks)

i) **2003**

- Make sure your cursor is on the second page.
- Choose ‘File’ from the menu bar.
- Select ‘Page setup’
- In the ‘paper layout’ tab select paper size
- Choose the size of envelope you wish to use
- In the ‘apply to’ tab Select ‘This section forward’
- Click OK

2007

- Make sure your cursor is on the second page.
- Choose ‘Mailings’ from the menu bar.
- Select ‘Envelopes’
- In the ‘Envelope and Labels’ tab select ‘Envelope’
- Enter the address in the ‘Delivery Address’ box
- Choose ‘Add to Document’

- ii) All fonts that do not have an edging over the top or bottom. For example, Arial, Calibri, Microsoft sans serif, etc. (Refer to examiner’s report for more information).
- iii) Open punctuation is where no punctuation is used in the upper and lower part of the letter whereas all punctuations are used in the closed punctuation layout.
- iv) Mrs R T Sharma
Lot 14 Sugar Heights
Lautoka
- v) (The date of the examination) 24 November 2011
- vi) Centred Alignment
- vii) **Re: Information on Products Provided**
- viii) Save as

QUESTION 4**PART B****ESSAY WRITING****Screening Callers**

- Asking questions politely
- Find out whether the visitor has an appointment or not.
- Find out what the visitors' business is.
- Refer him\her to a staff member who should be able to help him/her.

Making Appointments.

- Write or type in the name of the client next to the allocated time slot.
- Tell the client the time of the appointment.
- Make sure he/she repeats it back for confirmation.

Managing the Telephone System

- Should know everything there is to know about the telephone system
- Full training should be provided in areas of doubt.
- Contacts of those to be contacted in cases of fault should be readily available.
- Should know how to correct minor faults.
- Be Prepared to train any relieving receptionist.
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Maintaining the Reception Area

- To check the following daily
 - Magazines are tidy
 - Tables are clean
 - Chairs are placed neatly
 - Plot plants are watered
 - Flower arrangements are fresh
- Ensure that company information is available, eg brochures, maps, etc
- Ensure that the entrance is always well organized and neat-looking.

MARK ALLOCATION

Two points from each of the topics given = 2 marks x 4 = 8 marks
 Spelling and grammar = 2 marks