FORM TP 2021062

TEST CODE 01251020

MAY/JUNE 2021

CARIBBEAN EXAMINATIONS COUNCIL

CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

2 hours 20 minutes

03 MAY 2021 (a.m.)

READ THE FOLLOWING INSTRUCTIONS CAREFULLY.

1. This examination consists of a speed test (Question 1) and THREE other questions.

2. **After completing EACH question, save your work on the available storage device.**

   At the conclusion of the examination, the invigilator will give you instructions for submitting the saved files.

3. Question 1 is provided as an insert. The invigilator will allow TEN minutes for Question 1. At the end of ten minutes, the invigilator will tell you to stop and save your work. This question will be collected. You will continue working on Questions 2, 3 and 4.

4. Answer ALL questions.

5. Read all instructions carefully before attempting EACH question.

6. The 2 hours and 20 minutes allocated for this paper should be used as follows:

10 minutes	–	warm-up on the computer followed by
10 minutes	–	speed test (Question 1)
10 minutes	–	reading time
1 hour and 50 minutes	–	responding to Questions 2, 3 and 4

7. Report any defect in the machine to the invigilator who will make the appropriate notation and indicate on your folder any time lost. The invigilator will also record this information on the Supervisors' Irregularity Report.

8. Key your candidate number in the upper right-hand corner of each page.

9. You will be penalized for uncorrected errors.

10. Any accepted method of display consistently used in letters and/or tabular exercises will be credited unless instructed otherwise.

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

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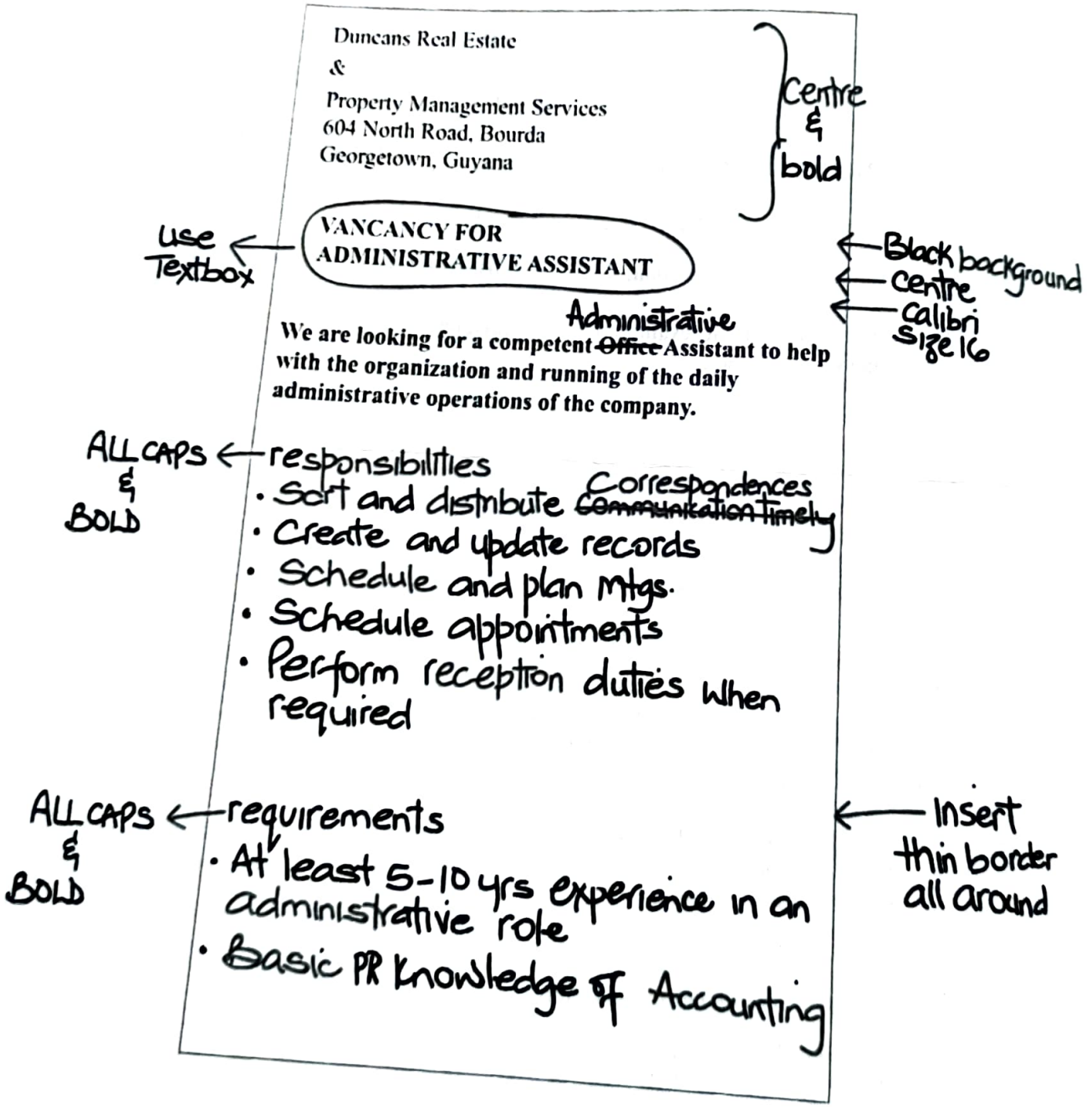
Answer ALL questions.

Question 2 (a)

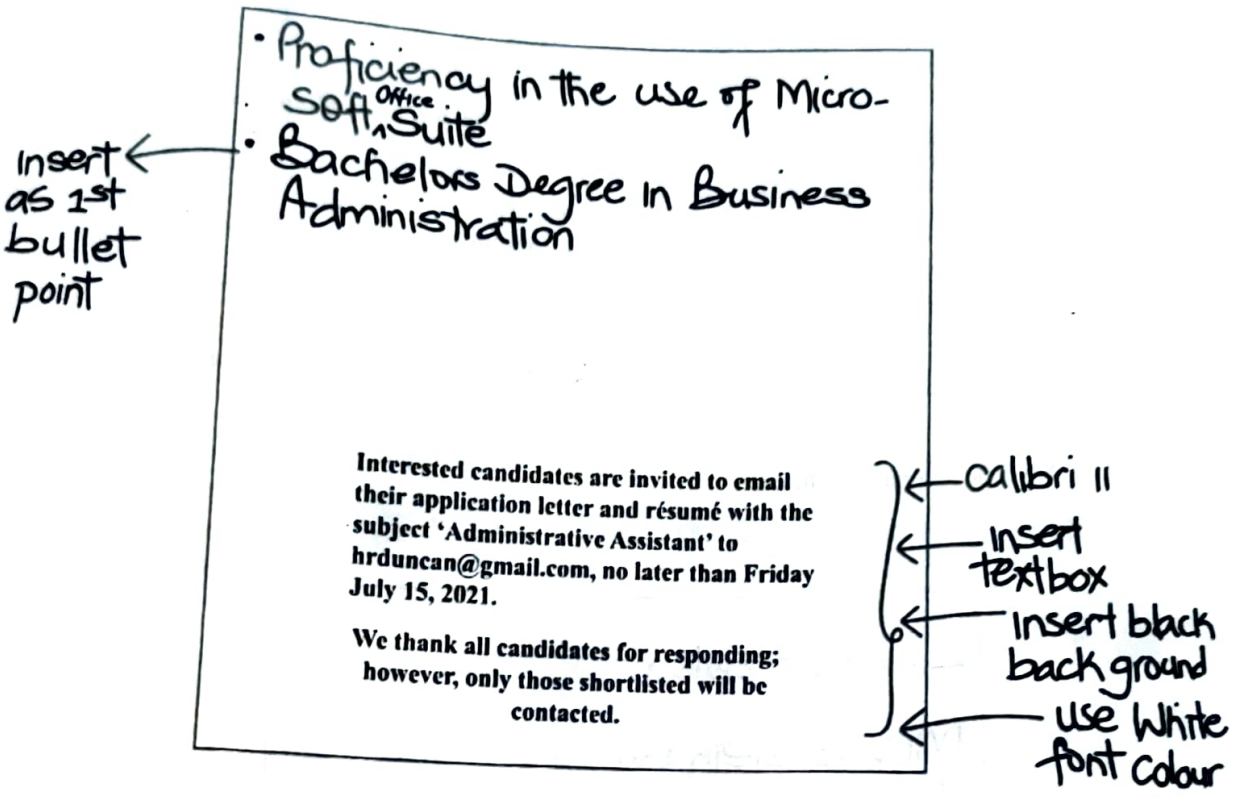
Time: 20 minutes

(i) Using A4 or letter size paper, produce the required document following ALL instructions.

(ii) Save the document as **Advertisement**.



Question 2 (a) cont'd



(19 marks)

GO ON TO THE NEXT PAGE

Question 2 (b)

Time: 20 minutes

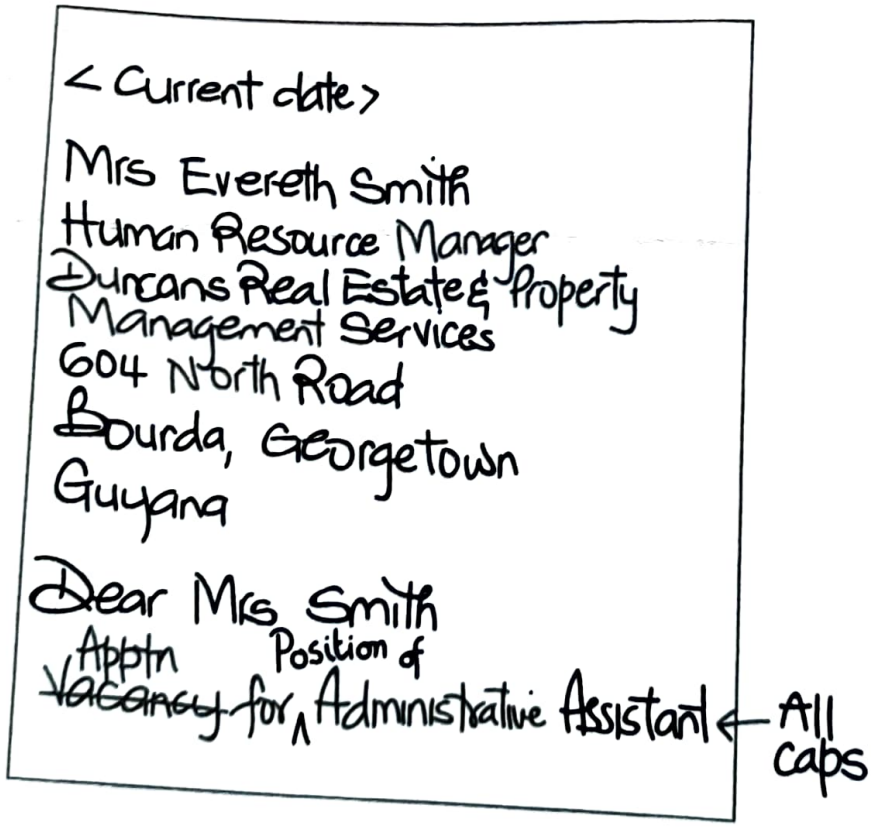
(i) Produce the required document following ALL instructions.

(ii) Using A4 or letter size paper, create a suitable letterhead using the information below

Donna-Lesia P. Persaud
Lot 154 Success Housing Scheme
New Amsterdam, Guyana
Telephone (594) 226-4136 Email:dlp.persaud@gmail.com

(iii) Using the letterhead created, type the letter below in semi-blocked style, with the following margins: 1.25" (3.175 cm) left and right; 1" (2.54 cm) top and bottom.

(iv) Save the letter as **Application**.

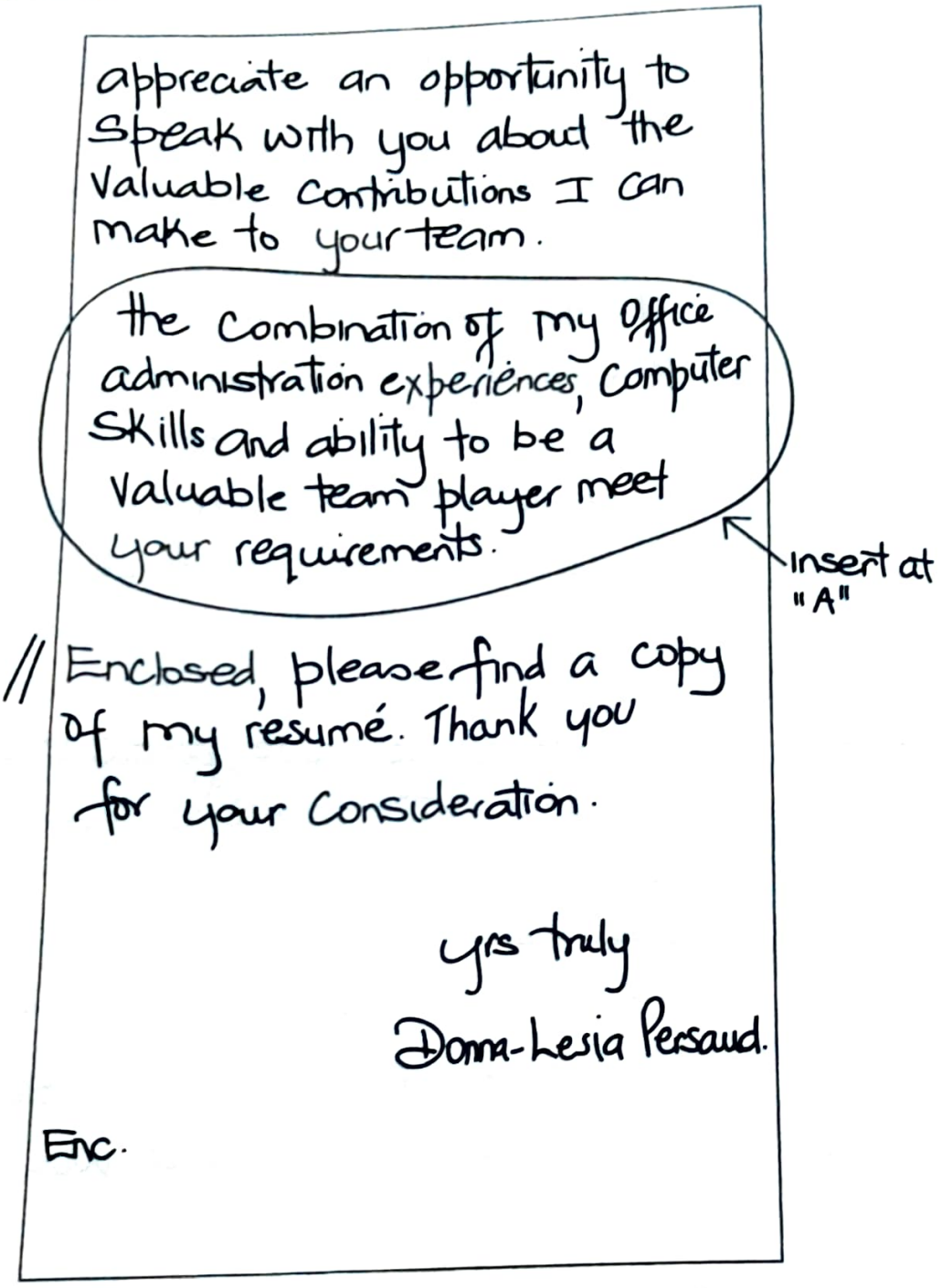


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Question 2 (b) cont'd

With reference to your advertisement in the Guyana Chronicle, I am writing to apply for the position of Administrative Assistant. / I'm NP
an experienced administrative professional with over 12 yrs. experience working in an ~~office~~ environment. I embrace creativity, new ideas and am able to work in a fast-paced setting. My ultimate career goal is to grow with a Co. that is passionate about what it does. [I believe (A) ~~my dedication, experience and advanced skills would be an ideal match for the position.~~ NP
I am eager to learn more about the position and would

Question 2 (b) cont'd



(11 marks)

Total 30 marks

Question 3 (a)

Time: 15 minutes

(i) Type the following résumé on A4 or letter size paper.

(ii) Follow ALL instructions given.

(iii) Set margins as follows: 1.5" (3.81 cm) left, 1" (2.54 cm) top and bottom.

(iv) Save the document as **Resume**.

Donna-Lesia P. Persaud
Lot 154 Success Housing Scheme
New Amsterdam, Guyana
Telephone (594) 226-4136 Dlp.persaud@gmail.com

OBJECTIVE:

As an Administrative Assistant with over 10 yrs of experience in an administrative role seeking to apply detail-oriented talent and adaptable personality to fulfil the company's needs.

PROFESSIONAL EXPERIENCE

BRODFORD AND SONS LTD — **Rose Hall, Guyana**
Administrative Assistant ← italic — *September 2011-Present* } right align

- *Schedule and coordinate meetings, appointments, and travel arrangements for supervisors and managers*
- *Manage travel and expense reports for department team members*

DIGITAL BUSINESS SOLUTION — **West PALm, Guyana**
Adm. Assistant ← italic — June 2008-August 2011 } right align

use bullets same as above

Oversee reception area, including greeting visitors, responding to telephone calls and in-person requests for information
Handled all correspondences
Designed electronic filing systems and maintained electronic paper files
Created PowerPoint presentations use for business development manage day-to-day calendar for the company's Director
Drafted meeting agendas, followed-up for meeting and conferences
Handled and maintained petty cash

Question 3 (a) cont'd

EDUCATION

University of Guyana
May 2008
Business Administration
Bachelor's Degree

Georgetown, Guyana

Georgetown, Guyana

right align

012510

AY/JUNE

THE BUS. SCH expand
August 2009
Advanced Certificate in Microsoft Suite

TUTORIAL ACADEMY
July 2010
Business Writing Certificate

Georgetown, Guyana

ENT

ADDITIONAL SKILLS

shorthand ; competent in Conversational Spanish

Proficient in ~~Ms Excel, PP and Word~~

Typing at ^WPM 90

cn

KEY ELEMENTS

- Exceptional organization and customer service skills
- Proficient in Microsoft Office Suite
- Professional demeanour
- Detail orientated, accurate, flexible and reliable
- Team player with the ability to work effectively in any environment
- Strong oral and written communication skills

REFERENCES

Mr John Brodford
Managing Director
Brodford and Sons
Rose Hall
Guyana
Telephone: (592) 555-1234

Mrs Francine Seepersaud
Executive Director
Digital Business Solutions
West Palm
Guyana
Telephone: (592) 555-9876

(20 marks)

GO ON TO THE NEXT PAGE

Question 3 (b)

Time: 15 minutes

(i) Complete the tasks, following ALL instructions.

(ii) Use the appropriate software to prepare the document.

(iii) Use landscape orientation.

(iv) Merge column headings as indicated.

(v) Use wrap text for column headings as indicated.

(vi) Centre ALL column headings.

(vii) Use formula to calculate ALL totals where applicable.

(viii) Create a bar chart to show total overtime hours for each employee.

(ix) Save the file as **Barchart**.

Question 3 (b) cont'd

Duncans Realty & Property Management Services
Employee Time Sheet

Centre + bold

DEPARMENT								
WEEK 1								
DAY	MON	TUES	WED	THUR	FRI		Time Worked	
DATE	June 8	June 9	June 10	June 11	June 12	Weekly Total	Regular	Overtime
EMPLOYEES								
SMITH, NEOMI	8	10	9.5	10.5	8			
CRANSTON, JHENELL	10	8	8	10.5	10.5			
DAVIS, SHANTE-A	9.5	9.5	9.5	8.5	8			
RAMGOOLIE, KAMIEL	8	8	8	8	12			
RICHARDS, MONIFA	8	9.5	9.5	8	8			

Ascending order by last name

Note:

Total = sum of hours for the week

Employees are required to work 40 hours per week (regular hours), so overtime is the number of hours greater than 40

(15 marks)

Total 35 marks

Question 4

Time: 15 minutes

(i) Create a database to capture the information given below. Name this database APPLICANTS.

(ii) Create the relevant table to capture the details of the applications. Name this table TB_DETAILS.

(iii) Using the TB_DETAILS table, create a query which produces a list of all MALE applicants. Name this query Q_MALE.

(iv) Using the TB_DETAILS table, create a query which produces a list of all applicants with a Bachelor's Degree in Business Administration. Name this query Q_BUSINESS.

(v) Produce a report using the query Q_BUSINESS. Save this report as **R_REPORT**.

Applicant First Name	Applicant Surname	Title	Mailing Address	Country	Contact Email	Qualification
Angela	Ramgoolie	Mrs.	Belmopan	Belize	aramgoolie@live.com	Associate Degree in Business Administration
Peta-Gay	Mohammed	Miss	Road Town	British Virgin Islands	peta.mohammed@gmail.com	Bachelor's Degree in Business Administration
Marcus	Chin	Mr.	George Town	Cayman Islands	Marcus.chin@yahoo.com	Bachelor's Degree in Business Administration
Michelle	St. Hill	Ms.	Roseau	Dominica	michelle@gmail.com	Corporate Secretary's Certificate
Desiree	Brathwaite	Mrs.	St. Georges	Grenada	dbrathwaite@live.com	Bachelor's Degree in Economics
Keisha	Sealey	Miss	Kingstown	St. Vincent and the Grenadines	Keisha.sealey@gmail.com	Associate Degree in Business Administration
Esther	Campbell	Mrs.	St. Augustine	Trinidad and Tobago	ecampbell@yahoo.com	Bachelor's Degree in Business Administration
James	Thomas	Mr.	Cockburn Town	Turks and Caicos Islands	James.thomas@gmail.com	Bachelor's Degree in Human Resource Management
Donna-Lesia	Persaud	Ms.	New Amsterdam	Guyana	dlp.persaud@gmail.com	Bachelor's Degree in Business Administration

(25 marks)

END OF TEST

IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.

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ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

Paper 02 – General Proficiency

Insert for Question 1

COPY TEST

(a) Type the following in double line spacing. Use ALL equal margins of 1" (2.54 cm), Times New Roman 12.

(b) Save the completed document as **Social Media**.

Social Media

Social media has changed the way we engage with each other and with the world. It has become a resource where connections are made, information shared, and news consumed on a daily basis. What was seen not too long ago as mere entertainment, social media has evolved to become a legitimate form of having ongoing conversations between organizations and their stakeholders.

Over the years, CXC has embraced the use of social media platforms such as Facebook, Twitter, Flickr, LinkedIn, YouTube, with plans of incorporating others in the near future in order to reach our audiences wherever they reside digitally. While this journey has not been free from challenges, here are some important lessons learnt and key benefits derived along the way.

Social media is a powerful way of humanizing CXC. As a regional institution and examining body, the Council's digital presence is arguably the most effective method of countering the narrative of secrecy and inaccessibility typically associated with such organizations. Connecting with our stakeholders online has meant demonstrating CXC's core values by sharing content which is beneficial to the academic advancement of each follower. This includes addressing individual queries in a timely manner and delivering personalized attention.

Throughout this transition, social media has afforded CXC the opportunity to further reinforce its position as a thought leader in the Caribbean education arena. For the Council to function effectively, it requires public trust in its capacity to deliver on its mandate. By commenting on related issues online and regularly reporting its work throughout the region using images and video, CXC builds upon that trust.

Posts on social media have proven to be effective ways of driving traffic to CXC's corporate website. Similarly, sharing relevant content from CXC's blog via our social channels is a great strategy to engage readers and expose potential candidates to the suite of products that the Council offers. Hence, social media has become a leading way of lead generation and customer acquisition for the Council.

Another crucial lesson learnt is the extent to which our stakeholders have come to expect institutions like CXC to be available on social media as an avenue for customer service. Research published in the *Harvard Business Review* demonstrates that brands which don't meet these expectations online risk damaging their reputations. CXC therefore implemented a sophisticated customer relationship management system known as Freshdesk which collates all social media feeds and online customer queries into a central repository which offers the Council the capacity to respond to queries in an efficient manner.

Excerpt from The Caribbean Examiner 2018

Total 10 marks