

UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS  
General Certificate of Education Ordinary Level

**COMMERCIAL STUDIES**

**7101/03**

Paper 3 Text Processing

October/November 2005

**2 hours**

Additional Materials: A4 plain paper (9 sheets)  
Cover sheet to indicate typewriter or word processor used

**READ THESE INSTRUCTIONS FIRST**

**You may use either a typewriter or a word processor for this examination.**

Write your Centre number, candidate number and name in the spaces provided on the cover sheet.

Answer **all** questions.

Type your answers on the separate paper provided. Start each question on a fresh sheet of A4 paper.

At the end of the examination, place your answers inside the cover sheet and fasten them securely together before handing them in.

The number of marks is given in brackets [ ] at the end of each question or part question.

Insert 1 is for use with Question 3. Two copies of this insert are enclosed.

Insert 2 is for use with Question 5(a). Two copies of this insert are enclosed. Attempt this question **only** if you are using a **typewriter**.

You should read through the paper before answering the questions.

The businesses described in this question paper are entirely fictitious.

If you experience any fault with your typewriter or word processor, tell the invigilator immediately.

**INSTRUCTIONS TO SUPERVISORS**

The typed Accuracy Test (Question 1) must be attempted first and collected at the end of ten minutes.

This document consists of **9** printed pages, **3** blank pages and **4** inserts.





## 1 Accuracy Test

Produce the following passage in double line spacing.  
You have **10 minutes** for this accuracy test.

[10]

## HEALTH &amp; SAFETY AT WORK

The Health & Safety At Work Act 1974 was designed to ensure that healthy and safe working conditions operated in the work place. It encourages high standards and the protection of the law is afforded to all people at work.

The duties and responsibilities under the Act are applicable to employers, employees and the self employed. For instance, it is the duty of the employer to ensure safe entry and exit routes in and out of the work place, to provide adequate welfare facilities and safe equipment and systems of work. The employee has a duty to take reasonable care for his or her own health and safety and that of other people who may be affected by his or her actions.

Each country has its own health and safety laws and enforcement agencies. Some of these laws have been in existence for decades; others, such as the Swaziland Occupational Health & Safety at Work Act of 2001, are relatively new or newly updated.

In the United Kingdom, health and safety legislation is enforced by the Health and Safety Executive (HSE) and by local authorities through their environmental health departments whose officers are responsible for dealing with offices and shops in the area. HSE inspectors investigate factories and other industrial sites.

It is now becoming obvious that stress is the cause of much absenteeism from work. Medically, it is a known fact that people who suffer stress for much of their working lives are likely to suffer an increased risk of heart attacks and strokes in their old age.

2 Produce a copy of the following Staff Notice on A4 paper.

Make all corrections indicated and pay attention to display.

No ruling is required.

[20]

caps Is your workplace safe? → Centre

Last year the following accidents within the company were reported:

Workplace location	Total accidents	Treated at the scene	Treated by company first aider	Referred to hospital	Working days lost
Reception	2	1	1	-	-
Offices	6	2	3	1	2
Factory	12	3	7	2	20
Warehouse	4	1	1	2	20

We all know of the existence of the Health and Safety at Work Act but are we all aware of how we, as employees, must behave?

The Act specifically instructs all employees to take responsibility for their own health and safety and that of other people who may be affected by their actions.

Here is a list of accidents which could result from working in an unsafe workplace.

- 1 Tripping over trailing wires or holes in carpets.
- 2 Slipping on wet/ or uneven floors.
- 3 Bumping into, or tripping over boxes or other articles left lying around.
- 4 Knocking into drawers which have been left open.

5 Getting a shock from tampering with faulty <sup>electrical</sup> equipment.

dy

6 Falling off ~~broken~~ insecure ladders or chairs when reaching high places.

trs

7 Causing a fire by overloading electrical sockets.

<aps What should you do?

Be aware of health and safety at all times.

Familiarise yourself w any rules or regulations relating to yr own work environment.

Never try to repair faulty <sup>electrical</sup> equipment. Call in an expert or report the fault to your immediate supervisor.

emphasise

{ Remember: Health and safety rules are important!

- 3 The Health and Safety Executive (HSE) has received an enquiry from Parker Construction Ltd, 26 Nottingham Lane, Thatcham, RG4 6WY concerning health and safety regulations applicable to the construction industry.

Compose a reply from the following details.

Use the headed paper (Insert 1) for your letter.

Use today's date and the reference PG/MW.

[30]

- Thank Parker Construction Ltd for the letter which was received recently.
- Point out that there are many specific regulations relating to the construction industry.
- Explain that a safety officer will need to be appointed for each construction site.
- Explain that regular inspections of all sites are made by HSE and firms who do not obey the law may be fined.
- Mention you are enclosing a booklet setting out the regulations for the construction industry.
- Offer to send an inspector to talk to them about health and safety regulations.

- 4 (a) Produce the following memorandum on A4 plain paper.

The memo is **from** Human Resources Manager **to** Departmental Heads.

The heading is Health and Safety at Work.

Use today's date and the reference KT/MW.

[15]

There will be a meeting of all  
Departmental Heads on 30 November  
at 2pm in the canteen.

NP [In the light of recently published figures  
L.c. We need to review the present  
stet ~~arrangements~~ <sup>procedures</sup> regarding health and safety.

I enclose a copy of our present  
policy and procedures document. Please  
review this and bring it to the  
meeting.

Please notify me immediately if you  
are unable to attend.

Enc

(b) Produce a copy of the following Agenda on A4 plain paper.

[5]

Meeting of Departmental Heads  
30 November 2005  
2pm  
in the canteen

### AGENDA

Apologies for absence

Minutes of last meeting

Matters arising from Minutes

Figures for accidents during 2004

Review of company policy and  
procedures relating to health  
and safety

Any other business

Date of next meeting



5 (a) Attempt this question **only** if you are using a **typewriter**.

If you are using a word processor, go to **Question 5 (b)**.

Complete the Accident Report Form (Insert 2) with the details given below.

All work must be done on the typewriter.

[20]

At 10 am today, eighteen year old Alice Ndebele of 69 Bright Street, London WC2 3BJ, who works in the Sales Department, tripped over some trailing telephone wires in the reception area.

She hurt her right knee and bruised her right arm.

The accident was witnessed by Geoffrey Marchant who also works in the Sales Department.

Alice had a plaster put on her knee and her arm was bandaged by Tina Khan, a company first aider.

Alice returned to her duties immediately after the accident.

The accident was reported by the Sales Manager, who will be signing the form.

(b) Attempt this question **only** if you are using a **word processor**.

If you are using a typewriter go to **Question 5 (a)**.

Set out the following table.

Use A4 plain paper.

Do not rule the table.

[20]

stet/ ~~QUALIFIED~~  
~~CERTIFIED~~ **FIRST AIDERS**

Heading in bold caps

<u>Name</u>	<u>Dept</u>	<u>Tel Ext</u>	<u>Date Qualified</u>
Thompson, Brett	Warehouse	18	January 2002
Chong, Kim	Reception	12	July 2004
Mabutu, Sunday	Warehouse	18	January 2003
Obutu, Helen	Accounts	54	January 2000
Chinnelli, Marco	Factory	21	January 2001
Armstrong, Mary	Human Resources	16	July 2005
Wrestwood, David	Sales	15	January 2001
Khan Carter, Tina	Purchasing	14	July 2001
Wright, Paula	Administration	13	July 2003
Cortessi, Ivan	Factory	21	January 2000

Double Line spacing, please



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