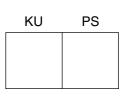
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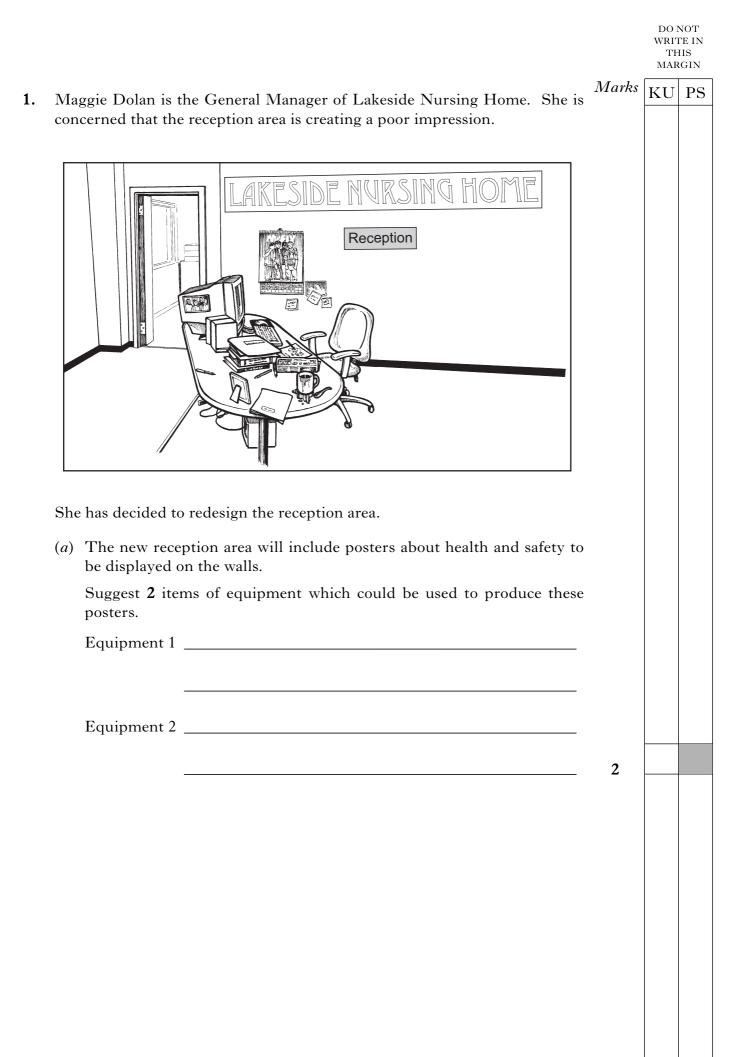
NATIONAL QUALIFICATIONS 2007 MONDAY, 30 APRIL 10.20 AM - 11.35 AM

ADMINISTRATION STANDARD GRADE General Level

Fill in these boxes and read what is printed below.	
Full name of centre	Town
Forename(s)	Surname
Date of birth Day Month Year Scottish candidate number Image: Scottish candidate number Image: S	Number of seat
Read each question carefully before you answer it.	
Write your answers clearly.	
Before leaving the examination room you must give the not, you may lose all the marks for this paper.	nis booklet to the invigilator. If you do







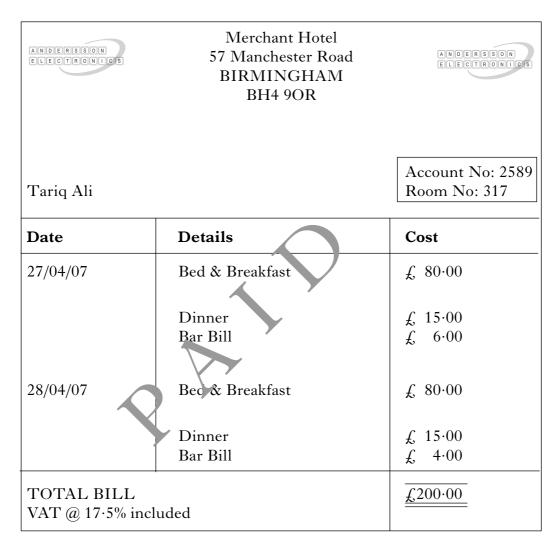
					DO NOT WRITE IN THIS MARGIN		
1.	(cont	tinu	ed)	Marks	KU	PS	
	(<i>b</i>) S	Sugg	est 3 features which could improve this reception area.				
	D	Do n	ot include anything which has been mentioned in Q1 (a).				
	((i)	Feature 1				
	(i	ii)	Feature 2				
	(i	iii)	Feature 3				
				3			
			[Turn over				

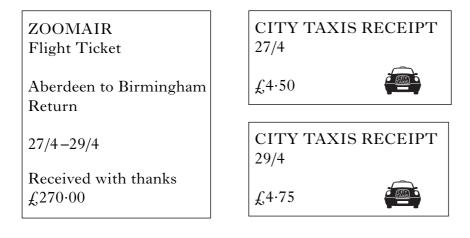
			WRI' TH	NOT FE IN HIS RGIN
	lega Machines & Co has transferred all its records to an electronic system. he following concerns have been raised by staff.	Marks	KU	PS
1	All files have been saved in one folder.			
2	All staff have access to confidential information.			
3	A virus corrupted the computer network through an infected e-mail.			
Pı	rovide a different solution to each of the above problems.			
Se	olution 1			
So	olution 2			
So	plution 3			
		3		
		5		

[Turn over for Question 3 on Page six

3. Tariq Ali is the Marketing Manager of Andersson Electronics, based in Aberdeen. He has recently attended a 3-day conference in Birmingham.

Study the information below and complete the Expense Claim Form on the next page.





3.	(continued)
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3. (continued)			Marks	KU	PS				
	ANDERSSON ELECTRONICS EXPENSE CLAIM FORM								
Name									
Department									
Date(s) 27/04/07-29/04/07	Total Ex	penditure							
TRAVEL (please detail)	£	p							
ACCOMMODATION (please detail)									
MEALS (please detail)									
OTHER EXPENSES (please detail)									
TOTAL EXPENSES DUE	479	25							
Employee's Signature	Date01	./05/07	5						

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				DO I WRIT TH MAR	FE IN HIS
4. ((<i>a</i>)	Describe one advantage of a tall organisational structure.	Marks	KU	PS
			_ 1		
	(<i>b</i>)	Describe one disadvantage of a tall organisational structure.	_		
			_ 1		
	(c)	Explain what is meant by the term lateral relationship .			
			_		
			_ 1		
	(<i>d</i>)	Describe one disadvantage of using an organisation chart.			
			_ 1		

	erson Publishers has experienced the following security problems.	Marks	MAF KU
	gest one solution to each of the problems identified.		
(<i>a</i>)	A visitor was found in a restricted area.		
(<i>b</i>)	A new member of staff was refused access to the building.		
	A miniter and in the building of the class of business		
(c)	A visitor was locked in the building at the close of business.		
		3	
	[Turn over		

Sav	vyers	Solicitors has branches in several towns across Scotland.	Marks	KU	P
(<i>a</i>)		following are examples of information which is held by Sawyers citors.			
		gest a suitable way of storing the following information tronically . Use a different method for each.			
	(i)	Handwritten witness statements			
	(ii)	Letters to clients			
	(iii)	Clients' personal details			
<i>(b)</i>	The	following problems have also been experienced.	3		
	1 C	Clients have difficulty contacting Sawyers Solicitors outwith business hours.			
		Solicitors from different branches are unable to meet regularly due o the large travelling distances involved.			
	Sugg	gest a different solution to each of these problems using ICT .			
	Solu	tion 1			
	Solu	tion 2			
			2		

		DO I WRIT TH MAR	FE IN HIS
The Human Resources Department of Gibson Electronics has a cellular office layout. The following issues have been raised by staff.	Marks	KU	PS
1 Equipment costs are very high.			
2 Staff feel isolated from other employees.			
Suggest a different solution to each of these problems.			
Solution 1			
Solution 2			
	2		
[Turn over	•		

Exp	lain what is meant by each of the following terms.	Marks	KU	P
	Backup			
(<i>b</i>)	Hyperlink			
(<i>c</i>)	Induction Training			
(<i>d</i>)	Itinerary			
		4		

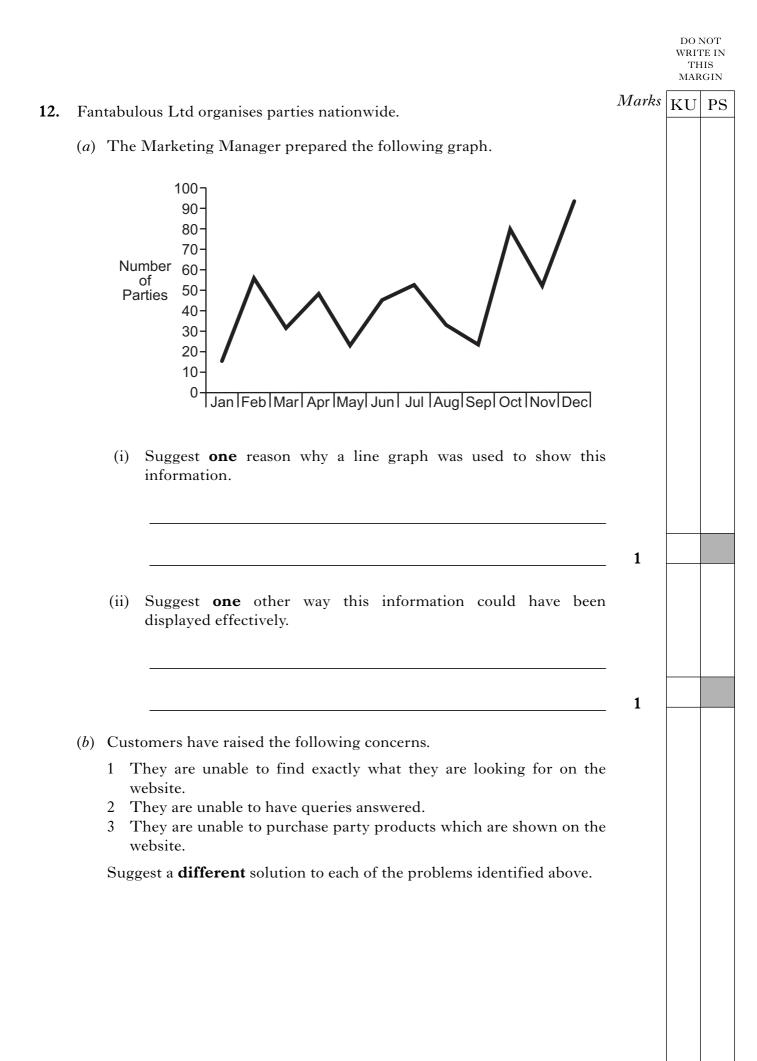
					DO N WRIT Th Mar	'E IN IS
9.	mal	ke the	her Howard, Administrative Assistant of Fair Isle Shipping, must e necessary travel arrangements for the Managing Director to conference in Paris.	Marks	KU	PS
	1	Trav	el and accommodation must be booked today.			
	2	Payn	nent must be made at the time of booking .			
	Ho	w cou	ld this be done?			
				2		
10.	(<i>a</i>)		following incidents occurred within Rodgers & Co. Suggest how e problems could be avoided in the future.			
		(i)	A member of staff tripped over a wire trailing from a printer.			
		(ii)	A member of staff received an electric shock when trying to load paper into the photocopier.			
				2		
	(<i>b</i>)		e 2 responsibilities of employees with regard to health and safety e workplace.	_		
		(i)				
		(::)				
		(ii)		2		
			[Turn over	4		
[002	0/40	2]	Page thirteen		1	I

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11. (a) Describe 2 tasks which would be carried out by an Administrative Assistant in the Human Resources Department. Your answers must be specific to the Human Resources Department.

	(i)			
	(ii)			
			2	
(<i>b</i>)	Sugg	following problems have arisen within the Purchases Department. gest a different solution to each of the problems identified below h would prevent them happening in the future.		
	(i)	An urgent order form missed the postal collection.		
	(ii)	A homeworker within the department did not know about an important meeting.		
	(iii)	Two suppliers arrived for an appointment with the Purchases Manager at the same time .		

					DO I WRIT Th Mar	ΓΕ IN HIS	
11.	(b)	(con	atinued)	Marks	KU	PS	
		(iv)	The Chief Buyer was on her way to a conference which had just been cancelled.				
				4			
			[Turn over				



			DO I WRIT TH MAR	ΓΕ IN HIS
(b)	(continued)	Marks	KU	PS
	Suggestion 1			
	Suggestion 2			
	Suggestion 3			
		3		
(c)	Name and describe 2 features of websites which make them user-friendly. Do not include in your answer anything used in (b) above.	U		
	Feature 1			
	Feature 2			
(<i>d</i>)	Most customers do not know that Fantabulous Ltd has a website. How could this problem be solved?	4		
		1		

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13. MacKenzie & Gordon uses a spreadsheet package to record employees' *Marks* KU PS travel costs.

	Α	В	C	D	Ε	F			
1	MacKenzie & Go	ordon	•						
2									
3	3 Employee Travel Costs								
4		Travel Costs Paid to Employees							
5	Employee Name	Job Title	June	July	August	September			
6	Martha Jones	Marketing Manager	£95	£105	£99	£102			
7	Nathan Daniels	Sales Supervisor	£40	£41	£42	£38			
8	Andy Mitchell	Finance Director	£125	£117	£121	£109			
9	Sara Jacobs	Human Resources Manager	£87	£94	£100	£96			
10	Average Travel Costs								

- (*a*) State the formula to be entered into cell C10.
- (b) How could the formula have been entered into cells D10 to F10 without re-keying the formula separately in each cell?
- (c) Another employee's travel costs have been omitted from the spreadsheet. How could the spreadsheet be amended to include this information?

(d) The cells in columns C to F have been formatted to show the numbers as currency. Name **one** other way in which **these** cells could be formatted.

1

1

2

1

				DO NOT WRITE IN THIS MARGIN		
13.	(co	ntinued)	Marks	KU	PS	
	(<i>e</i>)	Spreadsheets are widely used in all departments. Suggest 2 uses of a spreadsheet specific to a Purchases Department . 1 2 2				
			2			

[END OF QUESTION PAPER]

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