

0020/403

NATIONAL
QUALIFICATIONS
2007

MONDAY, 30 APRIL
1.00 PM – 2.30 PM

ADMINISTRATION
STANDARD GRADE
Credit Level

Instructions to Candidates

Answer **all** ten questions.

Read each question carefully before you answer it.

Write your answers clearly.



	KU	PS
<p>1. Suggest and justify an appropriate method of communication to be used in the following circumstances which have arisen today at Acro plc.</p> <p>(i) An urgent statement from your Managing Director, received only 30 minutes ago, concerning the closure of the organisation's local office, has to be in the hands of a national newspaper by 4 pm today.</p> <p>(ii) An invitation to all customers asking them to attend the launch of a new product at the end of July.</p> <p>(iii) The Managing Director, who is out of the office, has sent a text message to his Personal Assistant. He has asked her to pass on his apologies as he is unable to attend the Board meeting tomorrow.</p> <p>(iv) Notification to all supervisory staff cancelling a meeting next week.</p> <p>You should use a different method each time.</p>		8
<p>2. (a) Justify the use of e-commerce to a Purchases Department.</p> <p>(b) Describe 2 tasks carried out by each of the following personnel.</p> <p>(i) Finance Manager</p> <p>(ii) Buyer</p> <p>Your answers must be specific to the relevant departments.</p>	4	
<p>3. A recent fire drill highlighted the following problems which have arisen at Phyllosc plc.</p> <p>Suggest how each of these problems could be overcome in the future and justify your answers. You must give a different solution to each problem.</p> <p>(i) Valuable time was wasted trying to account for a member of staff who was out of the office.</p> <p>(ii) Employees on the second floor could not close the fire door as it had been jammed open.</p> <p>(iii) A visitor to the office was unsure of the best route to take to the exit.</p>		6
<p>4. Justify the introduction of an intranet to a business.</p>		3
<p>5. Compare the use of hot desks, touchdown areas and carrels in modern offices.</p>		6
<p>6. One of the main activities of a Human Resources Department is the recruitment of staff.</p> <p>Explain and justify the use of a job description and a person specification in the recruitment of staff.</p>		4

7. The following is an extract from the employee database of Hippo plc. The names have been sorted alphabetically.

NAME	DEPARTMENT	JOB TITLE	DoB	DATE STARTED	GRADING	EXT NO
Alison Geddes	Purchases	Manager	12/06/52	30/06/05	AP6	410
Alistair Spence	Admin Support	Manager	11/08/60	02/02/00	AP7	310
Callum Taylor	Admin Support	Assistant Manager	24/10/77	14/07/05	AP4	411
Davina Campbell	Human Resources	Assistant Manager	16/10/60	03/11/92	AP5	111
Gemma Thomson	Human Resources	Assistant Manager	18/12/71	15/08/00	AP5	112
Graeme Grant	Admin Support	Admin Assistant	02/10/88	02/10/05	AP2	412
Paula Anderson	Purchases	Assistant Manager	17/03/75	08/05/01	AP4	311
Robert Davidson	Sales	Assistant Manager	25/04/60	19/09/99	AP4	511
Samina Miller	Admin Support	Admin Assistant	08/11/85	14/07/05	AP2	412
Tanya Cameron	Sales	Manager	17/09/75	25/06/06	AP7	510
Tom Bradford	Human Resources	Manager	24/12/79	13/03/04	AP7	110
Vijay Sayani	Admin Support	Admin Assistant	26/07/73	30/06/05	AP2	413
William Urquhart	Finance	Manager	30/11/54	06/04/88	AP8	210
Yvonne Sim	Finance	Assistant Manager	17/07/71	25/01/01	AP6	211

(a) **Recommend** and **justify** an improvement to the **structure** of this database.

2

(b) (i) Tom Bradford, the Human Resources Manager, urgently requires an alphabetical list of those employees who were born before 1 January 1960. The list should **not** include the field 'EXT NO'.

Suggest an efficient way of obtaining this information from the database.

3

(ii) Tom is attending a meeting at Head Office in Newcastle this afternoon, but needs to leave the office before you complete the task.

How will you ensure he will have a copy of this information in time for the meeting this afternoon?

2

8. (a) "Reprographics is not just about photocopying."

Justify this statement, highlighting items of reprographics equipment/software (other than a photocopier) that a reprographics assistant may be asked to use.

2

(b) Why do some companies choose to "outsource" some or all of their reprographics work?

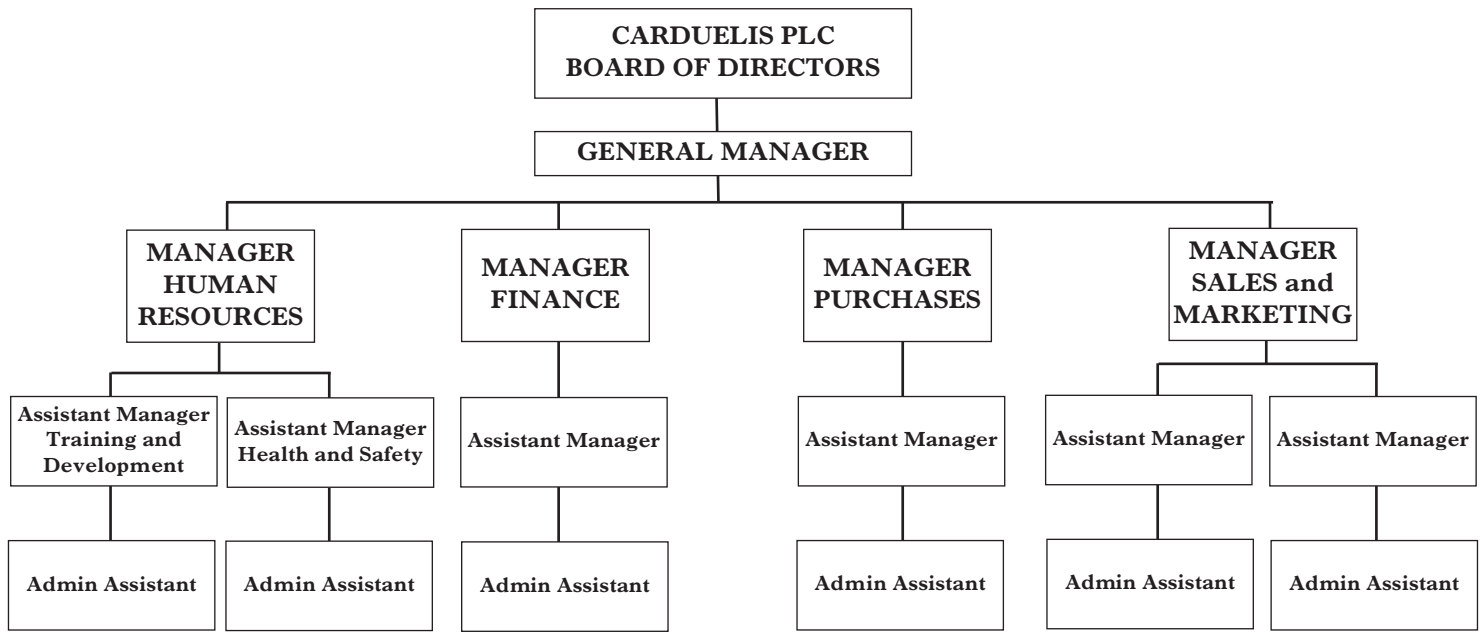
2

(c) Whilst working with the photocopier, the Reprographics Assistant at Lanis plc is aware of a burning smell from the machine. **Suggest** and **justify** the safety procedures that should be followed.

4

[Turn over for Questions 9 and 10 on Page four

9. Below is the Organisation Chart of Carduelis plc.



At a recent Board Meeting, the Directors decided to centralise the administrative support function and to relocate the 6 admin assistants. The Directors appoint Hollie Shaw as the Administration Manager and Grant Mason as her Assistant Manager. Grant will be responsible for the admin assistants in the new department.

- (a) Draw **only that part of the organisation chart** that will illustrate the **administrative support** function.
- (b) What effects will this restructuring have on the promoted members of staff?
- (c) Explain the advantages and disadvantages to other departments as a result of centralising the administrative support function.

10. Several problems have arisen recently at Sylvian Enterprises as a result of the new Travel Administrator, Caroline Khan, selecting inappropriate methods of business travel for staff.

As her line manager, you have been asked to help by preparing new guidelines to ensure that future arrangements are efficient and cost effective.

Suggest and **justify** factors you should include in the guidelines, to help select the most appropriate **method of travel** when arranging business trips.

[END OF QUESTION PAPER]

KU	PS
	3
3	
4	
	5