

0020/403

NATIONAL
QUALIFICATIONS
2008

WEDNESDAY, 7 MAY
1.00 PM – 2.30 PM

ADMINISTRATION
STANDARD GRADE
Credit Level

Instructions to Candidates

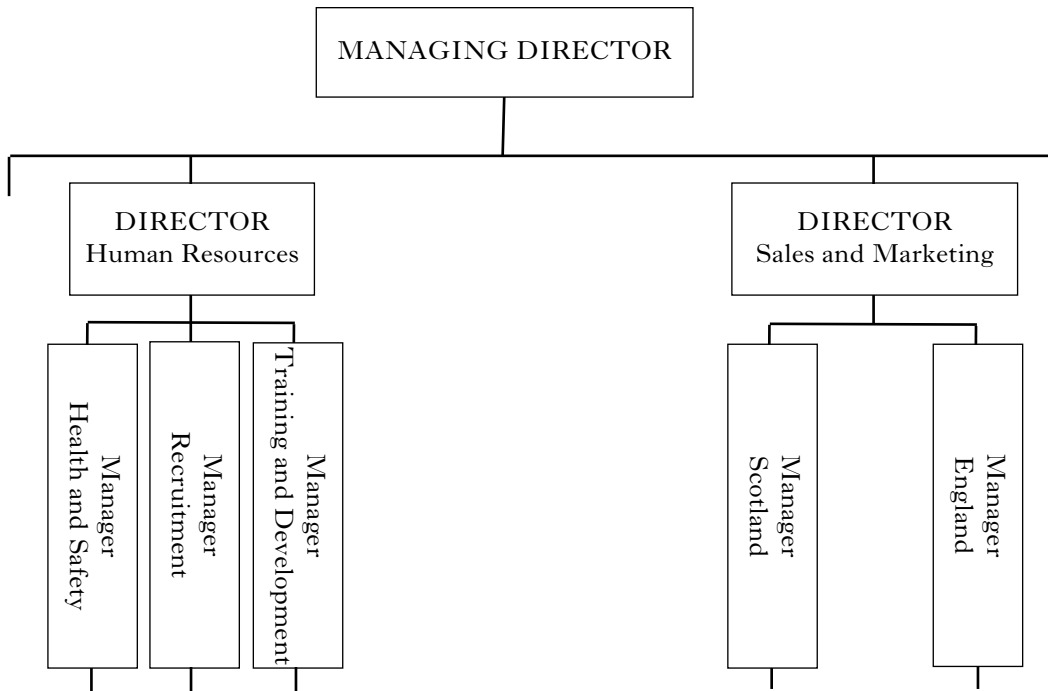
Answer **all** twelve questions.

Read each question carefully before you answer it.

Write your answers clearly.



1. (a) The following is a section of the organisation chart of The Escada Corporation.



Identify **2** types of relationship shown, giving examples from the chart to support your answer.

- (b) Describe **2** duties which would be undertaken by the Manager, Recruitment.

2. (a) Abstract Ads has recently moved to a new suite of open plan offices but after several weeks the following problems have been highlighted.

- (i) Meetings, interviews, appraisals, etc can be seen and overheard in the office.
- (ii) Staff are complaining of noise and distractions from the photocopiers.
- (iii) Homeworkers, who occasionally come into the office, need access to a computer and telephone but very often this equipment is not available.
- (iv) Sales representatives, who often make brief visits to the office to complete their expenses claim forms, are having difficulty finding a place to work.

Suggest and justify a **different** way each of these problems could be overcome.

- (b) Explain, and give an advantage of, the following flexible working practices.

- (i) Core Time
- (ii) Job Share

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3. Describe the advantages and disadvantages to an **employer** of introducing videoconferencing.

4. Lisa Maxwell is the Sales Manager of GoGolf Ltd. She holds regular meetings with the sales representatives to keep them up-to-date with their targets and sales performance.

All the information Lisa requires is available on spreadsheets but she has been told her presentations would improve if she used graphs/charts.

Recommend **2** types of graph/chart which could be used. Give reasons for your answers.

5. Justify the use of the Autoreply/Out of Office Reply feature on e-mail.

6. You are working in the Mail Room of Insignia Ltd. The following problems have arisen.

(i) A booklet, which is subject to copyright, must be seen by all department heads.

(ii) Mailroom staff are regularly having to work late preparing the mail for posting.

(iii) One of the sales representatives, who is at a conference in London, has mistakenly left his passport in the office; he needs it by 5 pm tomorrow.

(iv) The draft company financial statement, produced this morning, is urgently required by each of Insignia's branch managers.

Suggest how these problems can be overcome. Justify your answers. A **different** justification must be given for each.

7. (a) Orion Recruitment Ltd is changing from manual to electronic filing. In order to do this successfully, it is essential to operate an **effective file management system**.

Explain what is meant by this statement, using examples to support your answer.

(b) Identify **2** advantages of using a computerised database.

(c) Data users holding information on individuals must comply with the principles of the Data Protection Act. Outline **3** of these principles.

[Turn over for Questions 8 to 12 on Page four

