

2003 Administration

Intermediate 1

Finalised Marking Instructions

phoneus.co.uk

Amazing New¹ Offer

only £11.99² per month

50³ free text messages⁴ every month for⁵ life

Also included⁶

FREE

600 minutes⁷ of calls

Rokia⁸ 750 phone

portable⁹ hands-free kit

2 months¹⁰ insurance

Offer ends¹¹ 30 June 2003

Open¹² 24 hours, 7 days¹³ a week

0800 001437¹⁴

MARKS TO BE DEDUCTED

| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Typographical error: | 1 mark per error (no max) |
| Instructional error: <ul style="list-style-type: none"> - Failure to fit notice on one page - poor attempt at display eg use of only one font and size/less than two-thirds of page used (-1 max); - keying in any part/or all of the memo (-1 max); - failure to transpose text <p>(failure to insert additional text at end of notice will be penalised as incomplete document – see flags)</p> | 1 mark per instruction (max -4) |
| Inconsistencies Capitalisation: Accept if different from copy, but penalise <ul style="list-style-type: none"> - inconsistent use of upper and lower case on the same line: eg penalise 600 minutes of Calls <p>Accept initial capital at start of each line Accept all text in upper case</p> | 1 mark per inconsistency (max -1) |
| Incomplete document: | See flags on document |
| Omission of text: | Reduce total marks possible by 1 mark for every 3 words omitted or part of 3 words (no max) |
| Extraneous text (Do not apply this to the keying in of any part/or all of the memo.) | Deduct one mark for every extra 3 words or part of 3 words |

14 marks

Other points arising from candidate scripts:

Accept all text from “NOTE THIS” and the words “NOTE THIS” if included
Accept telephone number with/without space

TASK 1

MEMORANDUM

To: All Staff

From: Sarah Longworth, Sales Manager

Date: 27 May 2003¹

Subject: Mobile Phone Offer

A new promotion will start on² Tuesday, 1 July 2003. Adverts will be placed in all³ national newspapers during the first week in July. It⁴ is anticipated that demand for the offer will be⁵ very high, therefore experienced members of staff will deal⁶ with these calls.

If you receive a call about⁷ the promotion please redirect it to the following people.⁸

Jennifer Thomas – Ext No 359

Sarah Longworth – Ext No⁹ 358

Hanif Sidat – Ext No 356

We are considering¹⁰ further offers for the months of September and October. ¹¹ These will include:

free connection;

2 months' free insurance;¹²

double texts (an extra 50 free text messages per¹³ month) for the first 6 months;

free carryover minutes.¹⁴

Further information will be given in August after an¹⁵ initial evaluation of the success of the July offer.¹⁶

16 marks

MARKS TO BE DEDUCTED

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Typographical error | 1 mark per error (no max) |
| Instructional error: <ul style="list-style-type: none"> - failure to fit memo on one page - insert <i>names/extension numbers</i> of all managers. Embolden. (3 instructions – minus one mark per instruction. Complete omission of insert treated as 3 instructional errors. If all extension numbers are inserted deduct one mark only.) - inclusion of room numbers (-1 max) - any change to template (-1 max) | 1 mark per instruction (max -6) |
| Inconsistencies: <ul style="list-style-type: none"> - spacing between paragraphs - capitalisation eg EXT No - style (eg bold) - font - alignment of text - changing up to 2 out of 3 figures in second insert to words. (Accept all 3 figures changed to words in second insert.) | 1 mark per type of inconsistency (max -1) (max -6 overall) |
| Incomplete document: | See flags on document |
| Omission of text: | Reduce total marks possible by 1 mark for every 9 words omitted or part of 9 words (no max) |
| Extraneous text: (Do not apply this to extra extension numbers or inclusion of room numbers) | Deduct one mark for every extra 9 words or part of 9 words (no max) |

16 marks

Other points arising from candidate scripts:

- No word wrap applied to manuscript section (line endings as per copy) –1 max
- Transposition of inserts (names and extension numbers coming at end of document) –1 max
- Accept inclusion of Mark Greenwood in telephone extension insert
- Changing figures in second insert to words

TASK 2

Printout 1

| Make | Model | Weight (g) | Price | Features | Networks | Prepay |
|-----------|-------|------------|---------|--------------------------|-----------------------|--------|
| Sungsam | 8000 | 107 | £75.00 | vibration alert | Pink, Mobilenet | Yes |
| Sungsam | 9000 | 90 | £75.95 | predictive text | RL Cellnet, Mobilenet | Yes |
| Pony | 45 | 104 | £85.00 | predictive text | RL Cellnet, Fonehome | Yes |
| Rokia | 90 | 96 | £99.99 | memory store | Mobilenet, Fonehome | Yes |
| Petersson | P100 | 91 | £110.00 | memory store | RL Cellnet, Pink | Yes |
| Carola | C15 | 104 | £119.00 | vibration alert | Pink, Fonehome | No |
| Petersson | P127 | 113 | £135.00 | voice-activated dialling | RL Cellnet, Pink | Yes |
| Rokia | 80 | 86 | £145.99 | predictive text | Fonehome, Mobilenet | Yes |
| Pony | 55 | 101 | £155.00 | predictive text | Pink, RL Cellnet | Yes |
| Pony | 50 | 83 | £179.00 | WAP and GPRS | Mobilenet, Fonehome | No |
| Sungsam | 9500 | 112 | £180.00 | vibration alert | Mobilenet, Fonehome | No |

Printout 2

| Make | Model | Price |
|-----------|-------|---------|
| Sungsam | 8000 | £75.00 |
| Sungsam | 9000 | £75.95 |
| Pony | 45 | £85.00 |
| Rokia | 90 | £99.99 |
| Petersson | P100 | £110.00 |
| Petersson | P127 | £135.00 |
| Rokia | 80 | £145.99 |
| Pony | 55 | £155.00 |

ALLOCATION OF MARKS (only award marks if data is complete and accurate)

First Printout

Look for consequential errors from first printout – do not penalise in printout 2

- Field heading Name to Make 1 mark
- Change Petersson P127 to £135.00 1 mark
- Delete Carola C10 1 mark
- Addition of new phones 1 mark each entry 12 marks
- Addition of new field – Weight (g) 1 mark for additional field, ½ mark for keying in 1½ marks
- Insertion of info – ½ mark each entry 5½ marks
- Sort – ascending order of price 1 mark
- Print on 1 page 1 mark

Second Printout

Look for consequential errors from Task 2 printout 1– do not penalise in printout 2

| | |
|-----------------------------------|--------------------------|
| Search | 2 marks |
| Printout on 1 page | 1 mark |
| Make, Model and Price fields only | 3 marks (all or nothing) |

30 marks

TASK 3A

phoneus.co.uk
0800 001437

ACCOMMODATION BOOKING FORM

To: (*Deduct one mark if a name entered here*)
 Quality Inn
 1559 Great George Street
 LONDON
 LW3 8MB

3 marks

Quality Inn only – award 2 marks
Complete and accurate address – award one mark
Wrong hotel – no marks for this section but apply marks consequentially to the rest of this task and in the Itinerary in task 3B.

| Date(s) | No and type of room(s) required | Additional requirements | Total cost |
|----------------|-----------------------------------------------------------|--------------------------------|-------------------|
| 23 August 2003 | 1 single room | non-smoking room | £95 |
| 1 mark | 1 mark for no of rooms 1 mark for type of room | 1 mark | 1 mark |

Any acceptable date format. Accept 23 – 24 August 2003 but not 23 and 24 August 2003.
One(1) and/or single room mentioned – award 2 marks
Award one mark for non-smoking room if included in "No and type of room(s) required" section
Ignore any other information in "Additional requirements" section

This order for accommodation has been authorised by:

Authorising Signature:

Job Title:

Date:

2 marks if
all three
left blank

MARKS TO BE DEDUCTED

| | |
|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Typographical errors | 1 mark per error (max 3) (do not apply to inaccurate address or to extraneous text in Additional requirements) |
| Inconsistencies eg spacing, vertical alignment of text in boxes | 1 mark per error (max 1) |

10 marks

TASK 3B

ITINERARY FOR SARAH LONGWORTH

1 mark

Accept with or without designation but not designation alone

TRIP FROM EDINBURGH TO LONDON

1 mark

Accept variations in description of location if accurate eg Award Ceremony

23 AUGUST 2003 – 24 AUGUST 2003

23 AUGUST 2003

1330 hours Check in at Edinburgh Airport

1 mark

1430 hours Depart Edinburgh Airport. Flight Number: BA1230

1530 hours Arrive London Heathrow Airport

1600 hours Taxi to **Quality Inn, 1559 Great George Street**, London LW3 8MB

1 mark for name of hotel **and 1 mark** for street

1900 hours Attend Award Ceremony at the **Paddington Centre**

2 marks

24 AUGUST 2003

1000 hours Take Heathrow Express to Airport

1100 hours **Check in at Heathrow Airport** (*Accept "Arrive" at Heathrow Airport*)

1 mark

1200 hours Depart Heathrow Airport. Flight Number: BA1232

1 mark

1300 hours **Arrive Edinburgh Airport**

1 mark

Entries must be complete and accurate for marks to be awarded.

MARKS TO BE DEDUCTED

Inconsistencies eg spacing, capitals, alignment

1 mark per type of inconsistency

Max -3 overall

Instructional errors: failure to remove asterisks (-1 max)

-2 max

failure to print itinerary on **one** page (-1)

10 marks

| |
|--------|
| TASK 4 |
|--------|

1 When using a VDU, employees can take certain measures to prevent eye strain. List 3 such measures.

- adjust the brightness/contrast
- adjust the swivel and tilt screen
- use an anti-glare screen
- close blinds
- clean the monitor regularly
- take regular breaks
- wear spectacles if required
- have eye tests when required
- attend training to ensure VDUs are used safely

Any other suitable

Any three measures

3 marks

2 Give 2 pieces of information which should be included in an accident report form.

- date of accident
- time of accident
- where accident took place
- how the accident happened
- name of witness(es)
- name of injured person
- job of injured person
- details of the injury
- treatment given
- name of person providing treatment
- signature of person providing treatment
- what happened after the incident eg hospital visit

Any other suitable

Any two pieces of information

2 marks

3 List 2 measures an organisation might put in place to ensure computer files can be accessed only by authorised people.

- user IDs
- passwords
- ID cards
- ID badges
- ID keys
- file passwords
- change passwords regularly
- lock backup copies away
- swipe cards
- voice prints, finger prints, signature/iris recognition
- use of dongle
- encryption
- close down files/computer when not in use
- lock computers in a room

Any other suitable

Any two measures

2 marks

4a Name 3 ways in which an organisation can prevent equipment from being stolen.

- bolt equipment to the floor
- bolt equipment to fixed desks
- lock doors
- lock portable equipment away at night
- do not put equipment beside windows, especially on the ground floor
- windows should be locked when employees leave the building
- ensure there is an alarm system
- install security blinds
- install CCTV
- swipe cards
- security guards
- combination locks
- install sound and light sensors
- Any other reference to controlled access to premises

Any three ways

3 marks

4b Name 2 actions an organisation can take which would allow them to identify stolen equipment.

- chipping/tracking device
- equipment should be security marked using an ultraviolet pen
- equipment should be security marked using an indelible pen
- equipment should be marked with the postcode
- keep an up-to-date inventory showing info. on the make, model, serial number and location of the equipment

Any two actions

2 marks

5 The secretary prepares a document before a meeting which tells those attending what will be discussed. What is this document called?

Agenda

1 mark

6 Name 2 pieces of equipment which may be requested for use during a meeting.

- overhead projector
- multi-media projector
- television
- flip-chart
- video/DVD
- computer/laptop
- smart board/white board/drawing board
- fax
- mobile/WAP phones
- any reference to recording equipment

Any other suitable

Any two pieces of equipment

2 marks

7 List 3 details you would need to enable you to organise a business trip.

- name of employees going on the trip
- department of employees going on the trip
- destination
- purpose of the trip
- dates/times of the trip
- method of travel preferred
- type of accommodation required
- budget for the trip
- any special needs eg vegetarian, wheelchair access etc

Any other suitable

Any three details

3 marks

8 Give 2 reasons why an expenses claim form might be rejected.

- unauthorised trip
- no receipts attached
- fake/forged form
- personal expenses claimed for
- miscalculations
- incomplete
- illegible
- not signed
- submitted too late
- claim is over budget

Any other suitable

Any two reasons

2 marks

[END OF MARKING INSTRUCTIONS]