2009 Administration

Standard Grade – Foundation

Finalised Marking Instructions

Candidates should be awarded marks in a PS question if the answer clearly indicates that the problem can be/has been solved.

			KU	PS
1	(a)	Finance Assistant	**1**	
	(b)	Switchboard Operator	**1**	
	(c)	Reprographics Assistant	**1**	
	(d)	IT Support Technician	**1**	

Do not accept any other answers.
If answer repeated, award one mark at correct place.

		KU	PS
2 (a)	False	**1**	
(b)	True	**1**	
(c)	False	**1**	
(d)	False	**1**	
	Do not accept any alternative answers. **No award if tick in both True and False boxes.**		

3	Use a scanner			**1**
	Use a digital camera			**1**
	Do not accept any alternative answers. **If 3 boxes ticked and 2 correct, award one mark.** **If 3 boxes ticked and 1 correct, no marks.** **If 4 boxes ticked, no marks.**			

			KU	PS
4	(a)	The Administrative Assistants should • use a spellchecker • (proof) read documents before printing • use a dictionary		**1**
	(b)	Staff should • save files into named folders • give files an appropriate name • be trained in/use file management/Sherlock		**1**
	(c)	Moffat Enterprises should • install anti-virus software (named anti-virus software, eg McAfee) **Do not accept any reference to "back-up".** **Do not accept any reference to firewall.**		**1**
	(d)	Moffat Enterprises should • make a back-up copy (of important data) • save a second/another/separate copy (elsewhere)		**1**

		KU	PS
5	Any two from the following • on-line route planner eg AA/Routemaster/ViaMichelin • map • satellite navigation system – eg Garmin/TomTom/Navman/Strada • bus/train/plane timetables • travel agent • travel organisations eg AA, RAC • AA/RAC Handbook • Atlas **Do not accept – Internet/website on its own** **Travel brochure/guide**	**2**	

	KU	PS
6 (a)	• Tel Number/Fax Number • E-mail (Address) • Credit Limit • Contact Name/Manager/Owner • Account/Reference No • Date of First Order • Products Purchased • Delivery Date **Do not accept Date of Birth**	1	
(b)	Carla should search/query/filter (the database) Carla should sort (the database) in order of name		1
(c)	Carla should delete the record/row **Do not accept any reference to deleting the "file"**		1

		KU	PS
7 (a)	Spreadsheet Accept named software eg Excel AppleWorks spreadsheet, Lotus 1-2-3	**1**	
(b)	• =Sum(D4:D7)/=Sum(D4 .. D7) • =D4+D5+D6+D7 • =Sum(D4+D5+D6+D7) • Autosum/$\sum$ • =(D4:D7) **Do not accept if = not included (except where candidate has used Autosum)**		**1**

	KU	PS

| 8 | | |

Definition	Term
A program that opens and displays pages on the World Wide Web	**B**
Provides you with access to the Internet	**A**
A shortcut to web pages	**D**
Buying and selling goods through the Internet	**C**

3

Do not accept any other answer.
If answer repeated, award one mark at correct place.
Accept term, if correct.

		KU	PS
9 (a)	• Information is easy to understand/interpret • Overall picture is seen at a glance • Can show trends/comparisons easily • Information is more eye-catching **Do not accept "easy to read" (unless answer implies understanding/interpreting/extracting)**	**1**	
(b)	• Bar/column chart • Pictogram (accept pictograph) • Pie chart	**1**	

			KU	PS
10 (a) (i)	Keenan Enterprises should: • give visitors a visitors' badge/use visitors' badges • provide uniforms/ID badges for staff			1
(ii)	Keenan Enterprises should: • ensure all visitors sign in and out in the Visitors' Book/Reception Register • check that all visitors have signed out • have a security guard check the building/CCTV monitors at the end of the day			1
(b) (i)	Any **two** from the following: • directs visitors • keeps the Staff In/Out Book/Appointments Diary/Electronic Diary • takes/passes on messages • signs for mail/parcels • attends to visitors while waiting eg provides refreshments • keep reception area tidy • issues visitors' badges • keeps Visitors' Book • filing/photocopying/word processing		2	
(ii)	Any **one** from the following: • polite • calm • friendly • good communication skills • patient • well mannered • discreet • reliable • tidy appearance • hard working • tactful		1	

			KU	PS
11 (a)				

EXPENSES CLAIM FORM			
Name: *Mike Smith*			
Department: *Sales*			
Date(s): 24/04/08	**EXPENDITURE**		
TRAVEL (please detail)	£	p	
(Return) Flight (to Birmingham)	320	00	
Taxis	4	25	
	4	00	
MEALS (please detail)	£	p	
Lunch (1)	15	00	(1)
Drinks	3	50	
TOTAL EXPENDITURE DUE	**£346**	**75**	
Employee's Signature ………………………… Date …………..			

Form markings: PS 1 (Name/Department), PS 1 (Flight), PS 1 (Taxis sub-total), PS 2 (Meals)

- **Ignore extraneous details in Name/Department; essential details as shown above**
- **Accept Food/Royal Hotel/Food & Drink/Lunch as Meals details.**
- **Accept sub-total for Taxis and/or Meals**

11 (b) (i)	Cash; (company) credit card; (company) debit card		
(ii)	(Company) credit card; (company) debit card; cheque; cash	2	

			KU	PS

12 (a) Accept **one** from the following:

- staff who telework/teleworkers/homeworkers
- staff who don't have a permanent desk (with computer)
- sales reps
- staff who are out of the office most of the time

KU **1**

(b) SOLUTION 1

Performance Computers Ltd should introduce flexitime

PS **1**

SOLUTION 2

Performance Computers Ltd should provide

- lockers
- a lockable drawer

PS **1**

Do not accept Staff Room/Cloakroom

SOLUTION 3

Performance Computers Ltd should provide

- carrels/dividers/baffle boards
- a cellular office/hot office/hot room

PS **1**

Do not accept "Move all noisy machinery to another room"

SOLUTION 4

Performance Computers Ltd should provide

- a mobile phone
- a pager
- PDA/BlackBerry

PS **1**

			KU	PS
13	(a)	Accept **two** from the following: • backache • eye strain • RSI • stress • headache • leg pain	**2**	
	(b)	**SOLUTIONS MUST MATCH PROBLEMS IDENTIFIED IN PART A** Amy's employer should		

Amy's employer should

backache	• provide (Amy with) an adjustable chair • provide (Amy with) a foot rest • give Amy regular breaks/breaks from computer tasks • provide/check training has been given
eye strain	• install blinds/anti-glare screens • adjust brightness/contrast controls • give Amy regular breaks/breaks from computer tasks • send Amy for regular eye tests • provide/check training has been given **Do not accept any reference to repositioning of the screen**
RSI	• provide (Amy with) a wrist rest • provide (Amy with) an adjustable chair • give Amy regular breaks/breaks from computer tasks • provide/check training has been given
stress	• provide/check training has been given • provide counselling
headache	• install blinds/anti-glare screens • give Amy regular breaks/breaks from computer tasks • send Amy for regular eye tests • provide/check training has been given
leg pain	• provide (Amy with) a foot rest • provide (Amy with) an adjustable chair • give Amy regular breaks/breaks from computer tasks • provide/check training has been given

PS: **2**

			KU	PS
14	(a)	Sunny Bright Holidays should • employ another mail room assistant • get staff to collect mail (as they enter the building) • provide tray/pigeon hole (for each department) • get Erin to start earlier in the morning		**1**
	(b)	Sunny Bright Holidays should • purchase/lease a franking machine • use a postage book **Do not accept any reference to keeping a record/log (book)**		**1**

		KU	PS
15	SOLUTION TO PROBLEM 1		
	• Use hyperlinks		**1**
	SOLUTION TO PROBLEM 2		
	• Use bookmarks/favourites		**1**
	Do not accept any other answers **If more than one tick per problem, no marks.**		
		KU	PS

			KU	PS
16	(a)	4	**1**	
	(b)	Mia should		
		• Report to/ask Samantha Gilmour/Managing Director		**1**
	(c)	Human Resources Department	**1**	
	(d)	• Reception area • Staff Handbook • Intranet	**1**	

TOTAL = 28 KU

TOTAL = 27 PS

[END OF MARKING INSTRUCTIONS]