

0020/403

NATIONAL
QUALIFICATIONS
2011

THURSDAY, 12 MAY
1.00 PM – 2.30 PM

ADMINISTRATION
STANDARD GRADE
Credit Level

Instructions to Candidates

Answer **all** fourteen questions.

Read each question carefully before you answer it.

Write your answers clearly.



KU	PS
	8
	4
1	
1	
2	
2	

1. James Jarvis is Head of Security within McCabe Ltd. The following problems have been experienced recently in a number of different departments. James must advise Departmental Managers how these problems could be avoided in the future. What advice should James give to the Managers? Justify your answers.

- (a) A member of staff had his iPod stolen from his desk while he was collecting a printout from the printer.
- (b) Out-of-date customer files had been found in boxes outside the back door of the organisation.
- (c) Visitors to the organisation have complained that they are unable to gain access to the building, particularly at lunchtimes.
- (d) A member of staff sent an inappropriate e-mail using another employee's e-mail account.

2. Marc Griffin, Sales Manager, must prepare the Annual Sales Report for the Board of Directors.

He has been told that in previous years, the report contained too much statistical information which took a long time to read.

Recommend **2** ways in which Marc could display this information graphically. Justify your answer with specific reference to sales achieved.

3. (a) What term describes the removal of levels of management from an organisation?

(b) Apart from saving money, describe **one other** benefit to the **organisation** of removing levels of management.

(c) Describe **2** potential problems for **employees** following the above restructuring.

4. "Staff training within the Reprographics Department is not just about knowing **how to use** the equipment/software."

What additional training should be offered to a reprographics assistant?

5. The following is an extract from the client database of Williams Architects.

Name	Address	Tel No	Date of Completion	Cost of Services	Amount Paid to Date	Amount Outstanding
Alastair Craig	72 Mains Avenue, Falkirk	01324638756	16/3/11	£1230	£1000	£230
Michelle Webster	14 Castlebank Street, Denny	01324966544	22/02/11	£2100	£2100	£0
Antony Law	10a Larbert Walk, Falkirk	01324664976	01/3/11	£450	£50	£400
Paul Williams	56 Main Street, Stenhousemuir	01324717530	20/12/10	£1700	£1500	£200
Melanie Struthers	22 Taylor Avenue, Denny	01324975390	5/4/11	£990	£990	£0
Robert Sinclair	120 Monks Way, Falkirk	01324662964	26/02/11	£2100	£1000	£1100
Mai Chu	33 Highcliff Road, Falkirk	01324605438	10/03/11	£1950	£1750	£200
Kirsty Webb	65 High Street, Falkirk	01324630641	02/02/11	£500	£500	£0
Martina Da Costa	7 Oak Wynd, Stenhousemuir	01324778654	20/1/11	£1300	£1100	£200
Archie McIntosh	90 Manor Way, Falkirk	01324654732	13/03/11	£980	£700	£280
Ilesha Goel	45 Mitchell Street, Falkirk	01324653476	22/12/10	£400	£400	£0
Henry Porter	17 Newlands Place, Stenhousemuir	01324786785	9/04/11	£2200	£400	£1800

(a) The following problems have been experienced by the Administration Assistant, Jocelyn Peters.

- (i) She is unable to organise the records in order of completion date.
- (ii) She cannot provide the architects with a list of their clients in Falkirk.

Suggest changes to the database that could be made to solve **each** of the above problems. Justify your answers.

4

(b) Jocelyn must create letters to each of the clients identified in (a) (ii) above. A standard letter is already available but she does not know how to produce personalised copies.

Suggest an efficient way of doing this. Justify your answer.

2

[Turn over

	KU	PS
6. (a) "Flexitime allows an employee to choose their own working hours." Explain why this statement is incorrect.	2	
(b) Justify the use of 2 types of ICT equipment when homeworking. A different justification must be given for each item of equipment.	2	
7. At a recent meeting between Vijay Sayani, Managing Director of Harlequin Co, and Ashleigh O'Connor, Administration Manager, the following points were raised.		
(a) One of the word processing assistants is suffering from back pain.		
(b) Following a small fire, the receptionist was unable to prove to the Fire Brigade that all staff had been accounted for.		
(c) Some members of staff had complained that when they were going on business trips they did not know what time to check in at the airport.		
What must Vijay advise Ashleigh to do to avoid these problems in the future? Justify your answers.		6
8. (a) Describe the benefits of using hot desks within an organisation.	2	
(b) Tony McGuire is going on holiday next week and must set up an Autoreply/Out of Office Reply on his e-mail. Explain why he must do this.	2	
(c) An electronic diary will alert a user to double booking of appointments. Describe 2 other benefits of an electronic diary.	2	
9. Suggest and justify an appropriate method of communication to be used in the following circumstances which have arisen today at The Scottish Automobile Club.		
(a) Notification to all Administration Assistants to attend the Health and Safety Training Course on 14 May 2011.		
(b) An invitation to all members of the club to attend the Annual General Meeting in June.		
You should use a different method each time.		4

	KU	PS
10. (a) Justify the use of the Internet to the Purchases Department.	2	
(b) Explain and justify the use of a Hazard/Fault Report Form.	2	
11. (a) Several problems have recently arisen at Montana Ltd as a result of the new Travel Administrator, Thomas Haynes, selecting inappropriate methods of business travel for staff. As his 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.		5
(b) Explain 2 benefits to an organisation of using an Expenses Claim Form.	2	
12. Describe one advantage and one disadvantage of centralised filing.	2	
13. Describe 2 duties which would be carried out by each of the following staff within a large organisation. Each duty described should be specific to the department.		
(a) Sales and Marketing Manager		
(b) Administration Assistant within the Recruitment Section of Human Resources		4
14. Describe the advantages and disadvantages to an employer of introducing videoconferencing.		4

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