

**0020/403**

NATIONAL  
QUALIFICATIONS  
2009

TUESDAY, 5 MAY  
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
1	
	6
2	
4	
3	

1. (a) As a result of recent restructuring Caledonia plc now has its own (in-house) Reprographics Department.
  - (i) Suggest why Caledonia plc has decided to create an in-house Reprographics Department rather than outsource all its reprographics work.
  - (ii) One of the first tasks of the new Reprographics Department is to produce 10,000 sales catalogues. Recommend and justify appropriate **equipment** which should be purchased to complete this task.
- (b) Suggest **2** possible benefits to an organisation of delayering.
  
2. (a) Explain **2** features of e-mail (**other than sending and receiving brief messages**) and give examples of how these would be used when organising a business trip.
- (b) A letter is to be sent to all members of Tay Valley Golf Club explaining how the Committee plans to raise the finance needed for a new extension to the clubhouse.  
  
 Explain how an **Integrated Software Package** could be used to prepare this letter.

**[Turn over for Question 3 on *Page four***

3. Mhairi Roberts submitted the following document to Kim MacDonald, Finance Assistant, on return from her business trip.

<b>TRAVEL EXPENSE CLAIM FORM</b>		
Name .. Mhairi Roberts .....		
Department .. Sales .....		
Date(s) .. 27-28 April 2009 .....	Total Expenditure	
TRAVEL (please detail)	£	p
Train from Glasgow to Leeds and return .....	219 .....	00 .....
Taxi to Marriott Hotel, Leeds and return .....	30 .....	00 .....
ACCOMMODATION (please detail)		
Marriott Hotel, Leeds .....		
Executive Suite .....		
One night only .....	135 .....	00 .....
OTHER EXPENSES (please detail)		
Dinner .....	40 .....	00 .....
.....	.....	.....
<b>TOTAL EXPENSES DUE</b>	<b>424</b>	<b>00</b>
Employee's Signature .. <i>Mhairi Roberts</i> .....	Date .. <i>27 April 2009</i> .....	



5.

	A	B	C	D	E	F
1	Southern Dunes Ltd				Rate of Pay	8.5
2	Production Department Wages for Week 18					
3	Employee Name	Employee Ref No	Hours Worked	Gross Pay	Deductions	Net Pay
4	Janice Forrest	625987	30	=C4*8.5	=10%*D4	=D4-E4
5	Katie Norris	698574	39	=C5*8.5	=10%*D5	=D5-E5
6	Lewis Hart	698124	39	=C6*8.5	=10%*D6	=D6-E6
7	Scott Pepper	699147	20	=C7*8.5	=10%*D7	=D7-E7
8	Lori Thompson	700265	39	=C8*8.5	=10%*D8	=D8-C8
9	Marnie Jones	698888	39	=C9*8.5	=10%*D9	=D9-E9

The above extract was taken from the wages spreadsheet of Southern Dunes Ltd.

(a) State the correct formula for Gross Pay.

2

(b) Lori Thompson has been given the incorrect Net Pay. Study the spreadsheet and suggest the most efficient way of ensuring this problem is prevented in future. Justify your answer.

2

(c) Kirpal Singh, Finance Director, has requested a copy of this spreadsheet for a meeting he will be attending this afternoon at the Dunoon branch. He has already left the office.

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

2

6. (a) Tiger Hume plc is a large accounting firm which has decided to set up offices in Edinburgh. The Managing Director would like advice on the most suitable **office layout** for their new premises.

Recommend an office layout that would be appropriate for the firm and justify your recommendation.

3

(b) Describe **2** tasks carried out by **each** of the following personnel.

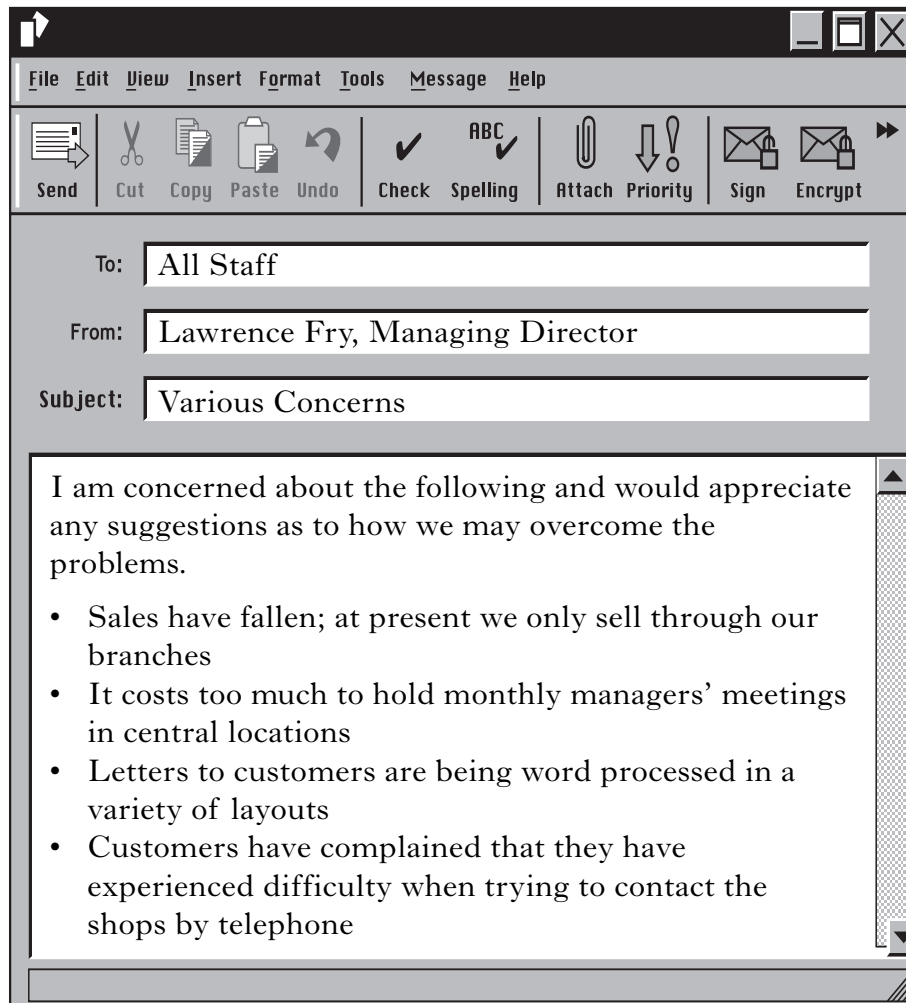
(i) Administrative Assistant within the Purchases Department

(ii) Human Resources Manager

4

**Your answers must be specific to the relevant department.**

7. Lawrence Fry owns 5 retail shops around Scotland. The following e-mail was sent to all staff.



What advice would you give to Lawrence? Give reasons for your answers.

8

8. (a) Explain how the Reception area within an organisation contributes to the security of that organisation.
- (b) Molly Bryce is the Receptionist/Administration Assistant in a small computing business. One of her duties is to deal with mail. She is unsure how to deal with the following outgoing mail.
- (i) A legal contract to be sent to the lawyer.
  - (ii) A small but expensive computer part to be sent to a customer.

4

Suggest how Molly could deal with each of the above. Give reasons for your answers. **You must give a different solution to each problem.**

4

**[Turn over for Questions 9 and 10 on Page eight**

KU	PS
3	
2	
3	

9. Explain how an **employer** can ensure all employees remain healthy and safe **when working with ICT**.

10. (a) Ingrid Stevens is Managing Director of Luxury Cuisine Ltd. She has been asked to prepare a presentation to give to the Board of Directors on how she would like to take the company forward.

The presentation will include information on:

- this year's sales figures
- next year's projected sales figures
- what the competition is offering
- new products on the market
- current legislation.

Choose **2** items from the above list and suggest where this information could be found. A **different** source must be given for each.

(b) Justify ways which can ensure a presentation is useful and interesting to its audience.

[END OF QUESTION PAPER]