

**0020/403**

NATIONAL  
QUALIFICATIONS  
2010

TUESDAY, 4 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.



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1. You are a relief receptionist for Kanudoit Ltd. The following problems arose yesterday.
- (i) You did nothing about a suspicious parcel which had been left at the reception desk.
  - (ii) You sent a visitor without an appointment through to see the Sales Manager who had left the office for the day.
  - (iii) You were unable to answer a telephone enquiry about who is in charge of the Finance Department.

Suggest the action you should have taken in each of these situations. Give reasons for your answers. A **different** answer/reason must be given for each.

2. (a) Staff at JP Ltd have transferred all customer records on to a database. All customer credit limits have also been updated. The following problems have been identified.
- (i) No customers have been informed of the change to their credit limit.
  - (ii) The Sales Manager was able to read but unable to make any changes to the customer records.

Suggest and justify the most efficient way of dealing with each of these problems.

- (b) Describe 2 of the main principles of the Data Protection Act and justify the importance to an organisation of following these principles.

3. (a) Fax and e-mail are methods of sending mail electronically.

Identify an example of what you might send by each method. Justify your answers. A **different** justification must be given for each.

- (b) Justify the use of an intranet to an organisation.

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<p>4. (a) Angela Phillips, Administrative Assistant, works in the Human Resources Department of Bravia plc and is unsure how to complete the following tasks.</p> <p>(i) A Contract of Employment, signed by the Human Resources Manager, must be sent to the home of a new employee for his signature.</p> <p>(ii) Contact must be made with the Human Resources Manager, who is on his way to a meeting, to inform him of a change of venue.</p> <p>(iii) All completed application forms, stored manually, are now to be stored electronically.</p> <p>Advise Angela on how to complete these tasks. Justify your answers. A <b>different</b> justification must be given for each.</p>		6
<p>(b) Identify 2 documents available to a job applicant and describe the benefits of these to the applicant.</p>	4	
<p>5. (a) Explain the purpose of an itinerary and justify its use.</p>	3	
<p>(b) (i) Explain why it may be necessary to use different methods of payment when travelling on business.</p>	1	
<p>(ii) Identify 2 methods of payment, giving an example of when each would be used.</p>	2	
<p>6. Adam Kingsman and Louise MacKenzie are setting up in business as financial advisers. One of their main tasks will involve interviewing clients about their personal money matters. You have been asked to advise them on the most suitable office layout for this new business.</p> <p>Recommend an office layout that would be appropriate for this business and justify your recommendation.</p>		3
<p>7. (a) "The best source of information is the Internet." Explain why this statement may not be correct.</p>	2	
<p>(b) Describe the benefits of an integrated software package to an organisation.</p>	3	

[Turn over for Questions 8 to 12 on *Page four*

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8. James Astrauskas is a Recruitment and Training Officer with Booker Insurance. One of his responsibilities is delivering induction training to new employees. His manager has received complaints that the training sessions are boring. Suggest how James could improve these sessions. You must justify your answers, giving a **different** justification for each suggestion.

9. Rebekkah Dobbs is Health and Safety Manager at Braeholm Ltd. Some employees have suffered from a number of **health problems when using computers**.  
What advice should Rebekkah give to employees to avoid further problems? Justify your answers. A **different** justification must be given for each.

10. (a) Explain **2** benefits **to an organisation** of restructuring.

(b) Justify the decision by an organisation to outsource reprographics.

11. How could administrative support be used within the Sales Department? Use examples to support your answer. **Answers should be specific to the Sales Department.**

12. Nikki Sanders is Managing Director of UMG Ltd operating in Glasgow and Edinburgh. The organisation has recently experienced the following problems.

(i) It is not always possible for staff in Glasgow and Edinburgh to get together for monthly team meetings.

(ii) A number of staff have complained about having to use their holiday entitlement for personal appointments.

Suggest and justify how these problems could be solved.

[END OF QUESTION PAPER]