0020/31/01

NATIONAL FRIDAY, 4 MAY QUALIFICATIONS 1.00 PM - 2.30 PM 2012 ADMINISTRATION STANDARD GRADE Credit Level

Instructions to Candidates

Answer **all** twelve questions. Read each question carefully before you answer it. Write your answers clearly.





		KU	PS]
1.	Elizabeth Jardine works in the Administration Department of Millennium International, Dumfries. The following must be dealt with.			
	(a) A faulty toner cartridge must be returned to the supplier.			
	(<i>b</i>) A DTP file is required immediately by the printers in Dundee.			
	(c) A reminder must be issued to all staff to inform Human Resources of any changes in personal circumstances.			
	Recommend the most appropriate method of sending each of the above and give a different reason for each method chosen.		6	
2.	Describe 2 duties which could be carried out by each of the following staff within a large organisation. Each duty described should be specific to the department.			
	(a) Administrative Assistant within the Finance Department			
	(b) ICT/Network Manager	4		
3.	Suggest 2 ways an organisation can ensure the security of each of the following:			
	(a) information held electronically;	2		
	(b) ICT equipment.	2		
4.	(a) Steven Lyon is Health and Safety Manager at Smithton Ltd. Some employees have complained of health problems when working with computers .			
	What advice should Steven give to employees to avoid such health problems? Justify your recommendations. A different justification must be given for each.		4	
	(b) Explain 2 responsibilities that employees have to ensure that their working environment is safe.	2		

		KU	PS	
5.	As a result of increased sales, Khavari Co has restructured and now has its own Reprographics Department.			
	(a) What term is used to describe this restructuring?	1		
	(b) Suggest why Khavari Co has decided to complete its reprographics work in-house rather than outsourcing.	2		
	(c) The first task to be carried out by the new Reprographics Assistants is to produce 6,000 brochures. Recommend and justify appropriate equipment/ software which should be purchased to complete this task.			
	Your answer must make reference to both equipment and software. A different justification must be given for each.		6	
6.	You are an Admin Assistant at Fab Fashions. Roseanne Irwin, the Admin Manager, has asked you to send a letter to all 1,500 customers informing them of current special offers.			
	Suggest and justify the most efficient way of preparing a letter to be sent to each customer.		3	
7.	(a) Describe one advantage and one disadvantage of manual filing.	2		
	(<i>b</i>) Explain the benefits to an organisation of having a centralised filing system.	2		
	(c) Identify 2 principles of the Data Protection Act.	2		
8.	Andrew Mitchell is Travel Administrator at Hazel & Burns. He has booked a trip to New York for Sabeel Ishaq, Sales Manager. Sabeel does not know which documents (other than a passport) to take on this trip.			
	What advice should Andrew give to Sabeel? Justify your answers. A different justification must be given for each.		6	
9.	Coburn & Sons must move to smaller premises in order to save money. However, no employees will lose their jobs.			
	(a) Recommend changes to the working environment/working practices which will solve this problem and justify your recommendations.		4	
	(<i>b</i>) How can managers ensure that changes to working practices are successful?	1		
	[Turn over for Questions 10 to 12 on Page four			

			KU	PS	
10.	<i>(a)</i>	How can an organisation use the Internet to increase sales?	2		
	(<i>b</i>)	Justify the use of videoconferencing by an organisation.	2		
11.	(<i>a</i>)	Marchmont Electronics has received complaints about the reception area which is situated on the first floor.(i) On arrival at the main entrance, it is unclear what visitors should do.(ii) The customer waiting area is unwelcoming.Suggest and justify how each of these problems could be solved.		4	
	(<i>b</i>)	Describe 2 features of an electronic diary which would not be available when using a paper-based diary.	2		
12.	(<i>a</i>)	Justify the use of an intranet to store an Accident Report Form.	2		
	(<i>b</i>)	Suggest and justify 2 methods of presentation which could be used when delivering training to staff.	4		
		[END OF QUESTION PAPER]			