

FOR OFFICIAL USE

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KU PS

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0020/401

NATIONAL
QUALIFICATIONS
2011

THURSDAY, 12 MAY
9.00 AM – 10.00 AM

ADMINISTRATION
STANDARD GRADE
Foundation Level

Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Date of birth

Day Month Year

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Scottish candidate number

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Number of seat

Answer **all** the questions you can, in the spaces provided.

Read each question carefully before you answer it.

Write your answers clearly.

Before leaving the examination room you must give this booklet to the Invigilator. If you do not, you may lose all the marks for this paper.



Marks

KU	PS

3. The Human Resources Department of Caledonian Cleaners has installed a new computer system.

(a) The following problems have arisen. State how each of these problems could be prevented in the future.

Give a **different** solution for **each** problem.

(i) A virus caused the computer system to crash.

Caledonian Cleaners should _____

1

(ii) All members of staff are able to open confidential files held on computer.

Caledonian Cleaners should _____

1

(iii) Staff are unable to find files on the new computer system.

Staff should _____

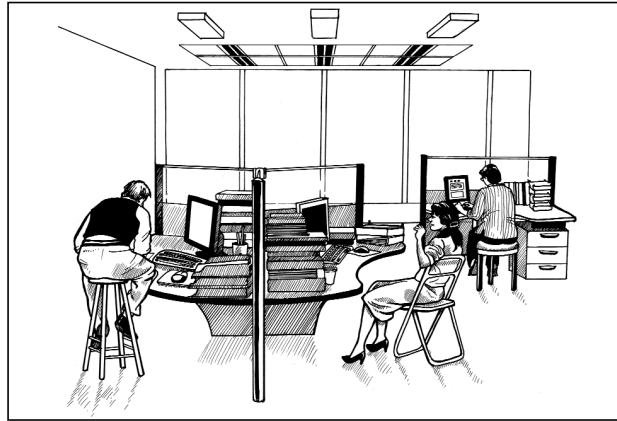
1

(b) Name the software application used to store employees' personal details.

1

Marks	KU	PS
1		
1		
2		

4.



Howard & Jamieson is experiencing the following problems. How could they be avoided in the future?

Give a **different** answer for **each** problem.

(a) Some staff have complained of eye strain and headaches.

Howard & Jamieson should _____

1

(b) Some staff have complained of backache.

Howard & Jamieson should _____

1

5. Tick (✓) 2 items of equipment which could be used when giving a presentation.

	TICK (✓)
Projector	
Fax	
Franking Machine	
Interactive Whiteboard	

2

[Turn over

13. Richard Morrison is an Admin Assistant at IT Systems. Part of the suppliers' database is shown below. Marks

SUPPLIER DATABASE				
NAME	ITEM	STREET	TOWN	POSTCODE
Computer Parts Ltd	Ink Cartridges	34 Main Street	Stirling	FK9 2LM
Glasgow Computer Store	Memory Sticks	54 London Road	Glasgow	G40 3DR
PC Scotland	Anti-glare Screens	786 Princes Street	Edinburgh	EH10 5PB
Total Computers	Wrist Rests	653 Ayr Road	Kilmarnock	KA4 4ST

- (a) IT Systems no longer buy from Total Computers. How should Richard update the database?

Richard should _____

1

- (b) Richard does not know which suppliers provide memory sticks. How can Richard find this information from the database quickly?

Richard should _____

1

14. Staff who witness an accident at work must complete a report in one of the following.

Tick (✓) the appropriate box.

	TICK (✓)
Staff In/Out Book	
Accident Book	
Postage Book	
First Aid Handbook	

1

Marks

KU	PS
1	
1	
1	

15. The Head Office of Watson & Quinn (Printers) is located in Edinburgh.
The following problems have arisen. How could they be avoided in future?
Give a **different** answer for **each** problem.

(a) The Sales Manager is unable to contact Sales Representatives when they are travelling to visit customers.

Watson & Quinn should provide _____

1

(b) Customers of Watson & Quinn are unable to place orders after office hours.

Watson & Quinn should provide _____

1

(c) A confidential document was sent to the Glasgow office by fax.

Confidential documents should _____

1

[Turn over

16. Adam El Kasaby is the Finance Manager of Save It plc. He is flying on a one-day business trip from Glasgow to Aberdeen, tomorrow.

Read the information on the following memo and handwritten note.

MEMO			
To:		Adam El Kasaby	
From:		Jade Tennant	
Date:		12 May 2011	
Subject:		FLIGHTS TO AND FROM ABERDEEN	
The following flights have been booked for your journey tomorrow.			
OUTWARD JOURNEY		RETURN JOURNEY	
Depart	Glasgow Airport 0830 hrs on Flight EZ324	Depart	Aberdeen Airport 1800 hrs on Flight EZ546
Arrive	Aberdeen Airport 0930 hrs	Arrive	Glasgow Airport 1900 hrs
Check-in one hour before take-off at Glasgow and Aberdeen Airports.			

<p>Other details for my trip to Aberdeen.</p> <p>I am attending a meeting at 1130 hours with Graham Monks of Financial Solutions plc.</p> <p>The meeting will last until 1330 hours.</p> <p>I will be having lunch at The Grand Hotel, 55 High Street, from 1400 - 1600 hours.</p> <p style="text-align: right;">Adam</p>

Marks

16. (continued)

- (a) Using the information on the opposite page, complete the itinerary below.

ITINERARY FOR ADAM EL KASABY	
Travelling to Aberdeen	
On _____	
_____ hours	Check-in for Flight EZ324 to Aberdeen Airport
0830 hours	Depart Glasgow Airport
_____ hours	Arrive Aberdeen Airport
0945 hours	Taxi to Financial Solutions Head Office at 45 High Street, Aberdeen
1130 hours to 1330 hours	_____ _____
_____ hours to _____ hours	Lunch at The Grand Hotel, 55 High Street, Aberdeen
1610 hours	Taxi to Aberdeen Airport
_____ hours	Check-in for Flight EZ546 to Glasgow Airport
1800 hours	_____
1900 hours	Arrive at Glasgow Airport

- (b) How could Adam pay for his taxis?

7

1

KU	PS

[END OF QUESTION PAPER]

ACKNOWLEDGEMENTS

Question 6 – Photo of Shiny Stamp date stamp. Permission is being sought from Shiny Stamp Co.