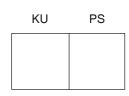
FOR OFFICIAL USE			



## 0020/27/01

NATIONAL 2012

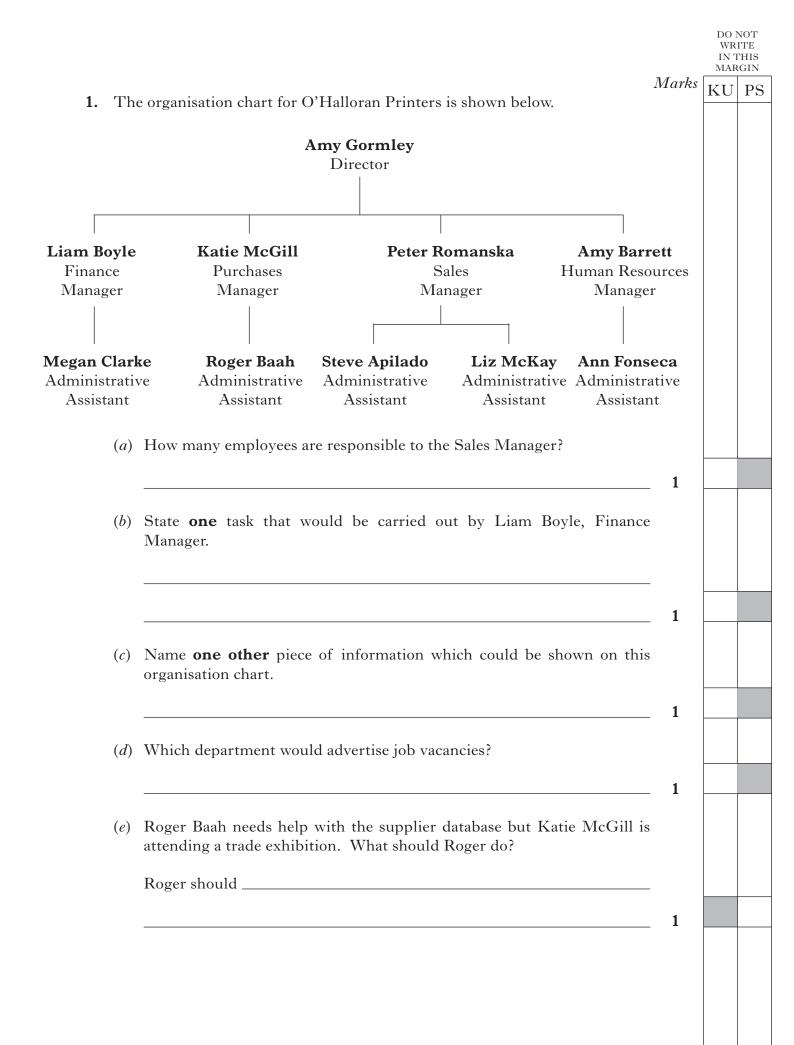
FRIDAY, 4 MAY QUALIFICATIONS 9.00 AM - 10.00 AM

## **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 Scottish candidate number	er Number of seat
Answer <b>all</b> the questions you can, in the spaces provide	ea.
Read each question carefully before you answer it.	
Write your answers clearly.	
Before leaving the examination room you must give thi you may lose all the marks for this paper.	s book to the Invigilator. If you do not,







 Marks
 The administrative staff of Elite Cars have complained of backache when using computers for long periods of time.

**Two** ways of solving this problem are provided in the table below. Tick (✓) **2** appropriate boxes.

	TICK (✓)
Provide anti-glare screens	
Ensure regular breaks are taken	
Provide regular eye tests	
Provide adjustable chairs	

2

DO NOT WRITE IN THIS MARGIN

 $\mathbf{PS}$ 

KU

[Turn over

**3.** Study the picture below of Anne Moore, Reprographics Assistant. Complete the Hazard/Fault Report Form on the opposite page.



## 3. (continued)

DO NOT WRITE IN THIS MARGIN Marks KU PS

HAZA	ARD/FAULT REPORT FORM
Please complete this form for any hazard/fault and pass to your supervisor.	
DATE	Thursday 3 May 2012
ROOM NO	
DESCRIPTION OF HAZARD/FAULT	
MACHINE NAME AND NUMBER	1 2
REPORTED BY	
DETAILS OF ACTION YOU HAVE TAKEN	1
	2
SIGNATURE OF SUPERVISOR	

DO NOT WRITE IN THIS MARGIN

PS

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Marks The Head Office of Décor Right stores details of branch wages on computer, as shown below.

	А	В
1	BRANCH MON	NTHLY WAGES
2		
3	TOWN	WAGES
4	Glasgow	£15,000
5	Edinburgh	£10,000
6	Perth	£12,000
7	Aberdeen	£14,000
8	Dundee	£11,000
9	TOTAL	?

- (*a*) Name the software application used.
- (b) State the formula that would be entered in cell B9 to calculate Total Wages.
- (c) What is the cell reference for "Perth"?

1

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4.

5. The open plan office of Morton & Muir is short of space.
Two ways of solving this problem are provided in the table below. Tick (✓) 2 appropriate boxes.

	TICK (✓)
Introduce teleworking	
Change to a cellular office layout	
Buy more desks and chairs	
Introduce shift working	
Install soundproof screens	

2

Marks

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[0020/27/01]

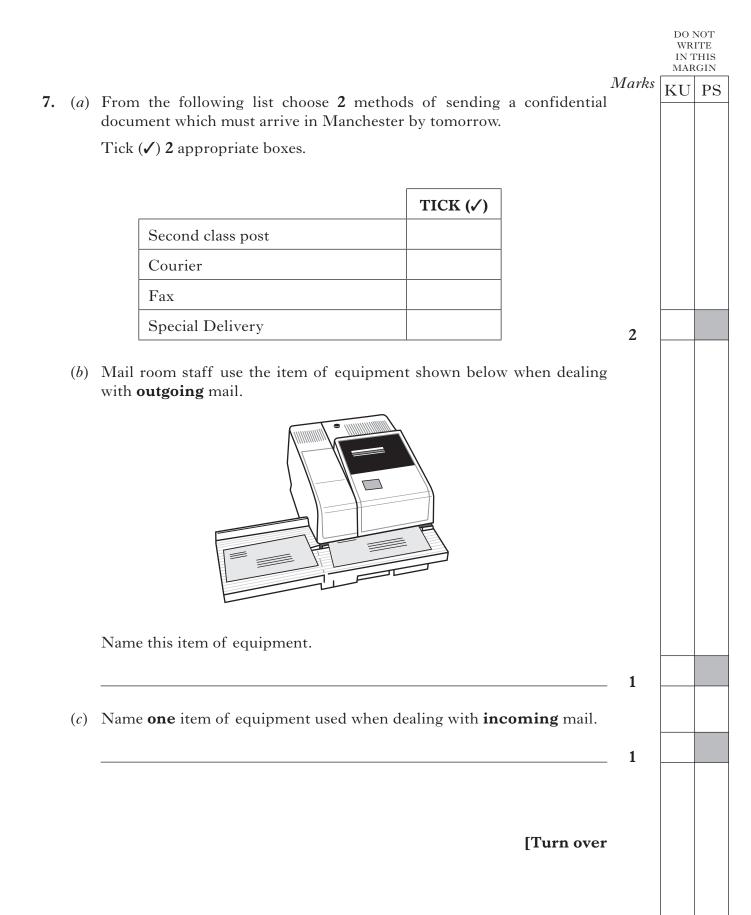
		DO N WRI IN T MAR	TE THIS
Nou are the Administrative Assistant in the Human Resources Department of North of Scotland Health Board.	1arks [	KU	PS
One of your duties is to prepare advertisements for job vacancies.			
(a) Complete the advertisement below by inserting <b>2</b> other <b>personal qualities</b> .			
North of Scotland Health Board We have a vacancy for an experienced RECEPTIONIST			
Applications are invited from suitably qualified persons for this position. Five-day week, 9 am until 5.30 pm.			
DUTIES:			
1 Greet visitors and callers.			
2 Make appointments.			
3 Answer the telephone.			
PERSONAL QUALITIES:			
1 Polite.			
2	_		
3	2		
(b) A receptionist uses an Appointments Book. Name <b>one other</b> book that is used at reception.			

- 1
- (c) Suggest **one** security measure which could be used within a reception area.

Do not repeat anything mentioned in (b).

1

6.



				DO I WR IN T MAR	ITE THIS
8.		ry Bowman is the Purchases Manager of Global Insurance which is based Aberdeen. He must attend a 2-day conference in London.	Marks	KU	PS
		ere are several problems concerning his trip. How could these problems solved? Give a <b>different</b> solution for <b>each</b> problem.			
	( <i>a</i> )	Gary does not know the start time or address of the conference.			
		Global Insurance should			
	(b)	Gary does not know how to find a suitable restaurant in London. Gary should			
	(c)	Gary does not want to use his own money to pay for the hotel. Global Insurance should			
	( <i>d</i> )	Gary is unsure how he will claim back his taxi fares to and from the airport.			
		Gary should			
			4		

		[ <u>151 - 200</u> ]
<i>(a)</i>	Name the method of manual filit	ng shown.

(*b*) Name **one other** method of manual filing.

9. The following statements are either TRUE or FALSE.Tick (✓) the appropriate box for each.

		TRUE	FALSE
( <i>a</i> )	An intranet is an internal computer network.		
(b)	A virus cannot damage computer data.		
(c)	A hyperlink is a shortcut to web pages.		
( <i>d</i> )	A search engine makes the Internet work.		

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**10.** Study the picture below.



[Turn over

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Marks KU PS

DO NOT WRITE IN THIS MARGIN Marks KU PS

- **11.** Below is a list of terms.
  - A Hot Desk
  - B Flexitime
  - C Job Share
  - D Homeworking
  - E Carrel

Match **one** term above with a statement in the table below.

The first one has been completed for you.

STATEMENT	LETTER
A small booth where an employee works on his/her own.	Е
Employees must be present during core time.	
A workstation that can be used by teleworkers.	
A full-time job split between 2 employees.	
Time is not wasted travelling to work.	

				DO N WR IN T MAR	ITE THIS
12.		e following problems have arisen at Technology Solutions. How could n of these problems be avoided in the future?	Marks	KU	PS
	Giv	re a <b>different</b> solution for <b>each</b> .			
	( <i>a</i> )	The Administrative Assistants often make spelling mistakes when word processing documents.			
		The Administrative Assistants should			
	( <i>b</i> )	Confidential information is being left on screen for anyone to see.			
		Staff should			
	(c)	Some staff do not know how to find web pages without the web address. Staff should			
	( <i>d</i> )	The <b>only</b> copy of important computer data was accidentally deleted.			
		Technology Solutions should			
	( <i>e</i> )	Some staff do not know how to use the e-mail facilities.			
		Technology Solutions should			
			5		

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DO NOT WRITE IN THIS MARGIN Marks

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## 13. The following statements are either TRUE or FALSE.Tick (✓) the appropriate box for each.

		TRUE	FALSE
( <i>a</i> )	Desktop Publishing software can be used to produce a staff training guide.		
(b)	A binder is used to put a protective cover on a document.		
(c)	A data projector can be used to deliver a presentation.		
( <i>d</i> )	A digital camera allows pictures to be transferred to a computer.		

				DO M WR IN T MAR	ITE THIS
14.		Clyde Valley College a number of problems have arisen. Advise the ege how these problems could be solved.	Marks	KU	PS
	( <i>a</i> )	Staff interviews with students in an open plan office can be overheard.			
		The college should			
	( <i>b</i> )	The college keeps <b>confidential</b> files on computer. These files can be opened by all members of staff.			
		The college should			
	(c)	Students can see details and prices of textbooks on the college website but cannot purchase them.			
		The website should			
	( <i>d</i> )	A number of staff and students did not leave the building during the recent fire drill.			
		The college should			
	( <i>e</i> )	Health and Safety notices are ripped and torn.			
		The college should	5		
		[END OF QUESTION PAPER]			
			I		I

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