

FOR OFFICIAL USE

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G

KU PS

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0020/402

NATIONAL
QUALIFICATIONS
2010

TUESDAY, 4 MAY
10.20 AM – 11.35 AM

ADMINISTRATION
STANDARD GRADE
General 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.

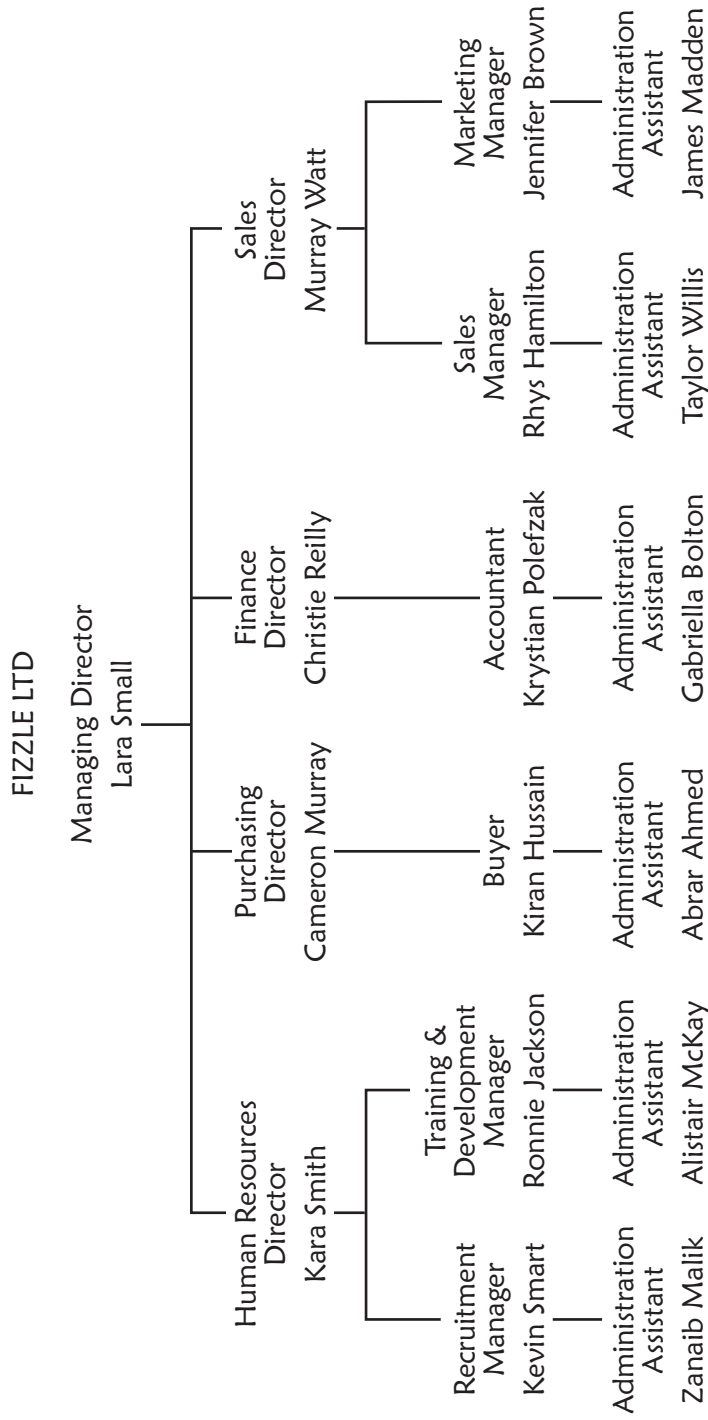
Read each question carefully before you answer it.

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.



1.



<i>Marks</i>	KU	PS
2		
2		

1. (continued)

The organisation chart of Fizzle Ltd is shown opposite.

(a) Using this organisation chart:

(i) identify **2** members of staff who have a line relationship;

(ii) identify **2** promoted members of staff who have the same level of responsibility.

(b) Describe **one** task which would be carried out by each of the following members of staff on a regular basis. **Your answer must be specific to each department.**

Sales Director

Administration Assistant in the Finance Department

[Turn over

1. (continued)

(c) Define the following terms.

(i) Chain of Command

(ii) Span of Control

(d) (i) Name **one** piece of software used in the Purchasing Department.

(ii) Describe **one** task carried out using this software in the Purchasing Department.

<i>Marks</i>	KU	PS
2		
1		
1		

[Turn over for Question 2 on *Page six*

Marks

KU	PS
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2. (a) Damian Duggan is responsible for arranging travel within Abacus plc. Recently the following problems occurred.

Suggest how these problems could be avoided in future. Give a **different** solution for each.

(i) Damian forgot that an employee told him he required a ground floor room with disabled facilities and he booked a first floor room.

(ii) John Peters, Purchasing Manager, complained that he has to use his own money when on business trips.

(iii) The Managing Director was furious that Damian had booked her into a 2-star hotel.

(iv) Henry Jones, Sales Manager, didn't know his flight number when arriving at the airport.

4

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Marks

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2. (continued)

(b) Suggest and describe 2 paper-based sources of information which could be used when arranging travel.

1 _____

2 _____

4

3.



Gillian MacDonald has recently joined MD Ltd as a Reprographics Assistant. She has been asked to produce a new Sales Brochure for customers but is unsure what equipment to use.

Suggest 2 items of **equipment** she could use and explain how each would be used in the production of the Sales Brochure.

1 _____

2 _____

4

Marks

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4. Jules plc is considering introducing an open-plan layout and flexible working arrangements.

(a) At a recent staff meeting employees expressed the following concerns. Suggest a **different** solution to each of the concerns raised.

(i) “How can I be sure that there will be somewhere for me to complete my work when I need to come into the office?”

(ii) “What about security in an open-plan office – isn’t it more likely that personal items could be stolen?”

(iii) “How can I hold confidential meetings?”

(iv) “If I am working from home, how will I find out about decisions made at meetings?”

4

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<i>Marks</i>	KU	PS
1		
1		

4. (continued)

(b) (i) Suggest **one** advantage to an **employer** of introducing teleworking.

(ii) Suggest **one** advantage to an **employee** of teleworking.

[Turn over

Marks

5. Abby Willis owns a small dancewear shop. She is considering using a website to attract customers.

(a) Identify **2** pieces of **information** that could be included on her website.

1 _____

2 _____

(b) Suggest **2** ways of making the website **user-friendly**. Do not include anything which has been mentioned in Q5(a).

1 _____

2 _____

	KU	PS
(a) Identify 2 pieces of information that could be included on her website.		
2		
(b) Suggest 2 ways of making the website user-friendly. Do not include anything which has been mentioned in Q5(a).		
2		

Marks

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6. The following problems have recently been experienced within the reception area of Montez Packaging Ltd.

Suggest **one** way in which each of these problems could be avoided in the future. Give a **different** solution for each.

(a) A visitor was found in a restricted area.

(b) A customer remarked that the reception area gives a poor impression of the organisation.

(c) The receptionist wastes a lot of time writing regular appointments into the Appointments Book.

3

[Turn over

7. IT Training Solutions uses a spreadsheet application to record the monthly income received from various training courses.

	A	B	C	D	E	F	G
1	IT TRAINING SOLUTIONS						
2							
3	INCOME FROM TRAINING COURSES JANUARY-APRIL						
4							
5	COURSE TITLE	JANUARY	FEBRUARY	MARCH	APRIL	TOTAL	
6	IT for Beginners	450	300	350	450	1550	
7	Managing Change	1000	1000	1500	1650	5150	
8	Advanced Microsoft Word	2300	2000	2500	2500	9300	
9	Beginners, Microsoft Excel	1000	1350	1550	1850	5750	
10	Health and Safety at Work	350	450	500	550	1850	
11	TOTAL INCOME	5100	5100	6400	7000	23600	
12							

(a) The IT for Beginners figure for January should have been 500 and **not** 450. Name the **2** other cells that will change if the correction is made in cell B6.

2

(b) How should the above **income figures** have been formatted?

1

(c) Suggest how IT Training Solutions could show **TOTAL INCOME** figures in a way which is easier to understand.

1

(d) The Managing Director is at a meeting with the Bank Manager and has phoned to request a copy of the above spreadsheet immediately. The new Administration Assistant is unsure how to send it to him. Solve this problem.

1

<i>Marks</i>	KU	PS
3		

7. (continued)

(e) Staff at IT Training Solutions have experienced the following problems.

Suggest **one** action which could be taken to prevent each of these problems in the future. Each of your suggestions must be **different**.

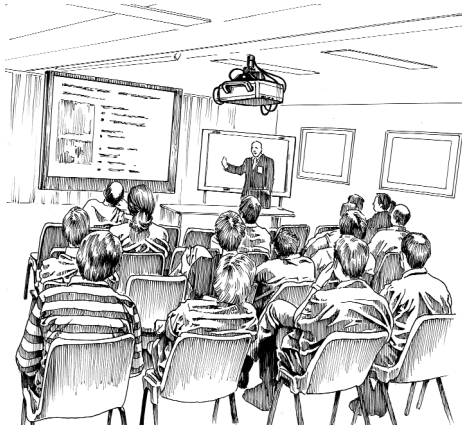
(i) Computer operators have complained that direct sunlight makes it difficult for them to read the information on the screen.

(ii) Staff were unsure what to do when the fire alarm sounded.

(iii) An employee was caught smoking in the staff toilet.

[Turn over

8.



Explain how the following software/equipment can enhance a presentation.

Presentation Software eg PowerPoint

Data/LCD Projector

2

<i>Marks</i>	KU	PS
3		

9. The Computer Services Department of Bonanza Operations has identified the following problems. Suggest **one** solution to each of the problems. A **different** solution must be given for each.

(a) All staff are able to view confidential information relating to staff salaries.

(b) Some staff cannot locate files they previously saved.

(c) Staff were concerned that files could be lost if the hard drive was damaged.

[Turn over

Marks

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10. Explain what is meant by each of the following terms.

E-commerce

Job Description

Induction Training

Internal Mail

Marks	KU	PS
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11. Pukka Print has employed a new Administration Assistant who is unsure how to deal with the following. Advise the new Administration Assistant on what action to take.

A **different** suggestion should be given for each.

(a) Sending a large box of programmes to Manchester for an event next week.

(b) Sending a reference for a previous employee.

(c) Informing all employees of a staff training day next week.

(d) Confirming a booking for a conference to be held in July.

[Turn over

Marks

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2	

12. Give **one advantage** and **one disadvantage** of the use of videoconferencing.

Advantage

Disadvantage

Marks

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13. (a) This morning a member of staff in Barack plc received an electric shock when she tried to fix a paper jam in the photocopier. She had been unsure of how to deal with the paper jam.

As the Health and Safety Assistant you have been asked to complete the following reminder on the action to be taken if the photocopier develops a fault.

REMINDER TO ALL STAFF	
The following action should be taken if the photocopier develops a fault.	
1	_____

2	_____

3	_____

DO NOT ATTEMPT TO FIX THE FAULT YOURSELF!	

3

(b) The Health and Safety Officer wishes to display this notice on the wall beside the photocopier. Usually, after a while, notices tear and become hard to read.

How can the Health and Safety Officer ensure that this notice will last a long time?

1

[END OF QUESTION PAPER]

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