

FOR OFFICIAL USE

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KU PS

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0020/402

NATIONAL
QUALIFICATIONS
2011

THURSDAY, 12 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 book to the Invigilator. If you do not, you may lose all the marks for this paper.



Marks

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1. The following problems have been identified at Swift Insurance plc. Suggest **one** way in which **each** of these problems could be avoided in the future.
Give a **different** solution for each.

(a) Clients have difficulty contacting Swift Insurance outwith business hours.

(b) Homeworkers are not being informed about decisions made at meetings.

(c) An unauthorised member of staff accessed a computer file containing confidential information.

(d) The Mailroom Assistant complained about the amount of time he spends delivering the weekly newsletter to every employee.

4

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2. **Name** and **describe 2** different work areas within an open plan office.

1 Name _____

Description _____

2 Name _____

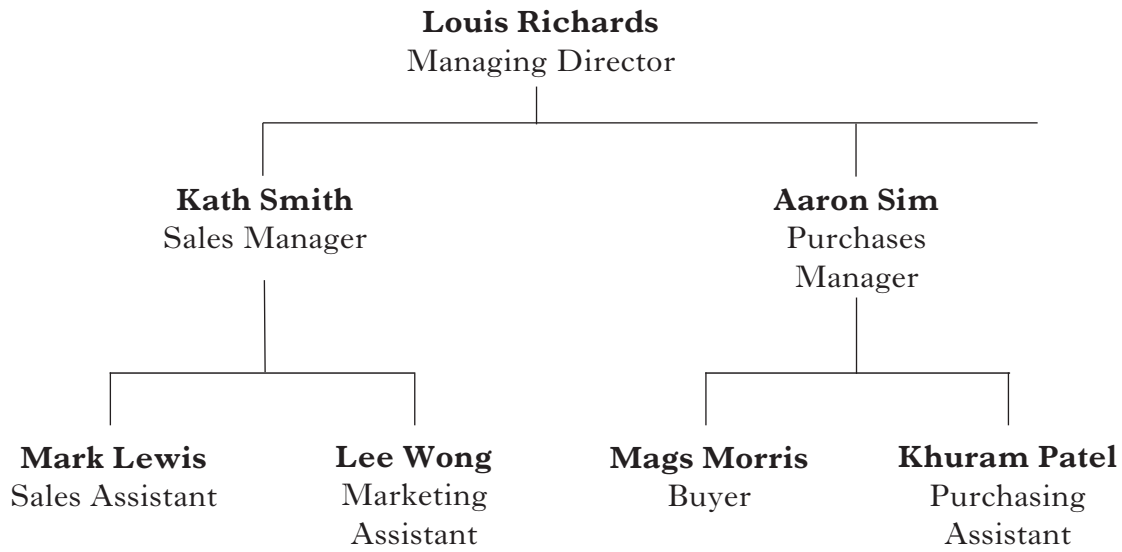
Description _____

4

[Turn over

Marks

3. (a) Part of the organisation chart of Holidays-R-U is shown below.



(i) Using this organisation chart, give an example of **2** employees who have a **line** relationship.

1

(ii) Using this organisation chart, give an example of **2** employees who have a **lateral** relationship.

1

(b) Explain the following terms.

(i) Tall Management Structure

1

(ii) Delegate

1

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4. Connor's Cake Company uses a database to store customer records. Part of the database is shown below.

NAME	ADDRESS	TOWN	POSTCODE	TEL NO	GOODS ORDERED
Sally Brown	26 Bute Gardens	Glasgow	G44 2LR	0141 637 2643	Birthday cake
Erin Walker	141 Mill Road	Edinburgh	EH4 6BH	0131 561 4767	Wedding cake
Stephanie Graham	78 Hairmyres Road	East Kilbride	G75 6ZP	013552 67106	Cupcakes
Jack Brailley	142 Glasgow Road	Banchory	AB31 2JD	01330 913993	Wedding cake
Meg Wilson	16 Ingram Road	Hamilton	ML9 6BL	01698 167286	Cupcakes

- (a) (i) Suggest another **appropriate** field that may be added to the above database.

1

- (ii) Using your answer to part (i) state how this **new** field should be formatted.

1

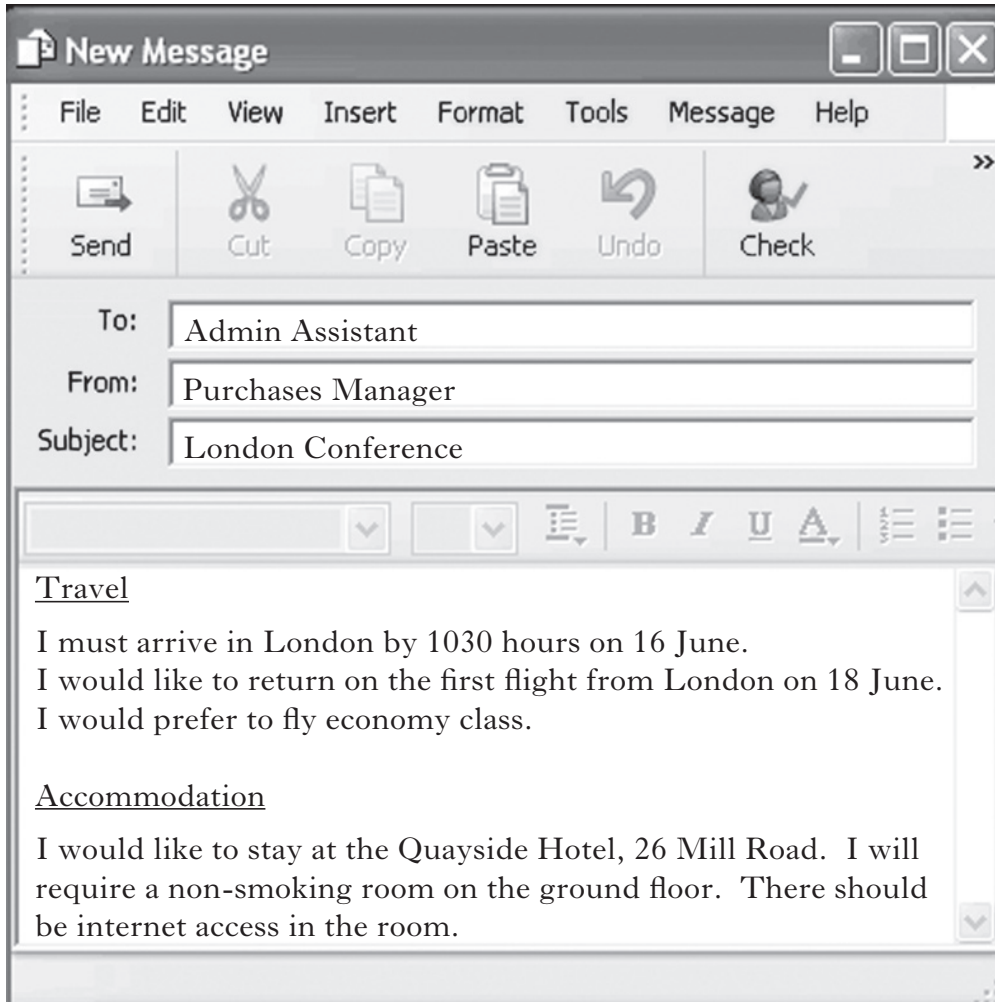
- (b) Explain **clearly** how you would identify **all** customers who have ordered **cupcakes**.

2

[Turn over]

5. You are the Admin Assistant to Peter Hamilton, Purchases Manager of Popinjay Production Ltd, based in Edinburgh. He will be attending a trade conference in London from Thursday 16 June to Saturday 18 June 2011.

He e-mails you the following information.



You access the following flight information.

NORTH SOUTH AIRLINES					
FLIGHT SCHEDULE - EDINBURGH TO LONDON					
Monday to Friday			Saturday and Sunday		
FLIGHT NO	DEPART	ARRIVE	FLIGHT NO	DEPART	ARRIVE
NS101	0900 hours	1000 hours	NS104	0830 hours	0930 hours
NS102	1030 hours	1130 hours	NS105	1630 hours	1730 hours
NS103	1800 hours	1900 hours			

NORTH SOUTH AIRLINES					
FLIGHT SCHEDULE - LONDON TO EDINBURGH					
Monday to Friday			Saturday and Sunday		
FLIGHT NO	DEPART	ARRIVE	FLIGHT NO	DEPART	ARRIVE
NS211	0700 hours	0800 hours	NS214	1000 hours	1100 hours
NS212	0900 hours	1000 hours	NS215	1800 hours	1900 hours
NS213	1650 hours	1750 hours			

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5. (continued)

(a) Using **all** of the information given, complete the following Travel and Accommodation Order Form for Peter to sign.

TRAVEL AND ACCOMMODATION ORDER FORM			
EMPLOYEE DETAILS			
Name:	<i>Peter Hamilton</i>		
Job Title:	<i>Purchases Manager</i>		
TRAVEL			Tick (✓)
From:		To:	Single <input type="checkbox"/> Return <input type="checkbox"/>
<u>Outward Journey</u>			
Departure date:		Departure time:	
<u>Return Journey</u>			
Departure date:		Departure time:	
Preferred form of travel:			
Special request(s):			
ACCOMMODATION			
Name and address of accommodation:			
Number of nights accommodation:			
Special request(s):			
Signed:			
Date:			

6

(b) Name **one** travel document which Peter Hamilton may use whilst on his business trip.

1

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2	

6. (a) Describe **one** task which would be carried out **regularly** by each of the following employees. **Your answer must be specific to each department.**

(i) Purchases Manager _____

(ii) Admin Assistant in the Human Resources Department _____

(b) Explain the following documents.

Invoice _____

Credit Note _____

[Turn over for Question seven on *Page ten*

Marks

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7. Stephanie Fraser, the Human Resources Manager of Cori Communications, has received the following memo.

MEMORANDUM

TO: Stephanie Fraser, Human Resources Manager

FROM: Bill Stevens, Health and Safety Officer

DATE: 30 April 2011

SUBJECT: EMPLOYEE COMPLAINTS

Staff have identified a number of concerns.

Concern 1 A number of staff have tripped over a cable trailing from the photocopier.

Concern 2 An employee received an electric shock when replacing the ink cartridge in the printer.

Concern 3 During last week's fire drill a new finance assistant did not know the quickest route to exit the building.

Concern 4 A number of computer operators are suffering from repetitive strain injury (RSI).

(a) Suggest **one** action which Stephanie Fraser could take to avoid **each** of the above problems in the future. **Each** of your suggestions must be **different**.

Action 1 **must match** Concern 1 and so on.

Action 1 _____

Action 2 _____

Action 3 _____

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7. (a) (continued)

Action 4 _____

4

(b) State **2 responsibilities of employees** with regard to health and safety in the workplace.

Your answers should not repeat any points made in (a).

1 _____

2 _____

2

[Turn over

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8. Caroline Khlosta, an Admin Assistant with Kinnaird & Walker, has been asked to produce health and safety posters to be displayed around the organisation. Caroline is unsure how to complete this task.

To complete this task **suggest** and **describe**

(a) **one item of software**

(b) **one item of equipment**

4

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3	
2	

9. (a) Belles Boating has transferred all its records to an electronic system. The following problems have arisen.

- 1 Time is wasted searching for files as all files have been saved into one folder.
- 2 A virus corrupted the computer network.
- 3 Important financial data was lost after being accidentally deleted.

How could these problems have been avoided? Give a **different** suggestion for each.

Suggestion 1 _____

Suggestion 2 _____

Suggestion 3 _____

(b) Suggest **2** advantages of storing information electronically.

Do not include in your answer anything used in (a) above.

Advantage 1 _____

Advantage 2 _____

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10. Name 2 items of equipment used when dealing with outgoing mail and explain their use.

1 _____

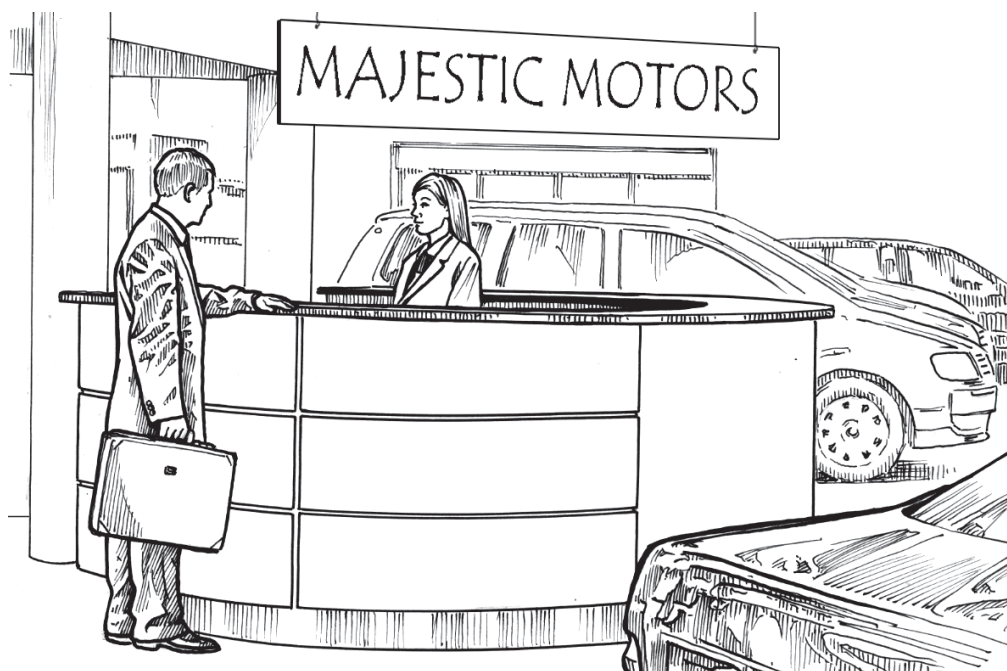
2 _____

4

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11. The reception area of Majestic Motors is shown below.



(a) Sue Henderson, Receptionist, is experiencing the following problems.

Suggest how **each** of these problems could be prevented in future.

(i) Sue has no record of visitors expected today.

(ii) She does not know if the Managing Director has already left for a meeting at the bank.

(iii) She is unable to tell the Human Resources Manager whether a job applicant, who attended for interview, is still in the building.

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11. (continued)

(b) Liam Rowan, Admin Manager, has decided to redesign the reception area.

Suggest **3** features, **for use by visitors**, which could be considered when setting up the new reception area.

Feature 1 _____

Feature 2 _____

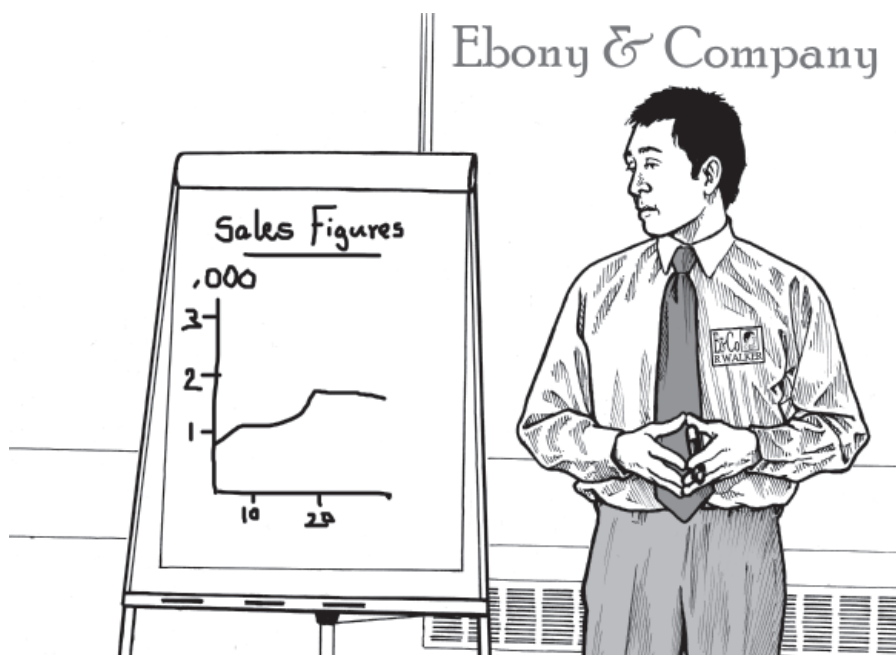
Feature 3 _____

3

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12. Ross Walker, Training Officer at Ebony & Company, is responsible for giving presentations to staff. Staff have complained that his presentations are dull and uninteresting.



Suggest **2** ways in which Ross could improve his presentation. (Your answer should refer to **equipment/software**).

1 _____

2 _____

2

[Turn over]

Marks

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13. (a) Explain the following terms.

Search Engine _____

Hyperlink _____

2

(b) The Sales Manager at Cost-U-Less Cosmetics has received complaints from customers that the website is not **user-friendly**.

What advice would you give the Sales Manager?

Do not include in your answer anything used in (a) above.

1 _____

2 _____

2

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14. The following problems have arisen within Spencer plc.

Suggest a **different** solution to **each** of the problems identified below to prevent them happening in the future.

- (a) Members of staff are preparing the same types of documents (including letters, memos) in different styles.

- (b) An urgent order form missed the postal collection.

2

[END OF QUESTION PAPER]

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