

FOR OFFICIAL USE

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KU PS

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**0020/29/01**

NATIONAL  
QUALIFICATIONS  
2012

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



Marks

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1. Philip Hamilton, Administrative Assistant with Brown & McLean, is unsure what equipment he should use to produce Staff ID badges.

**Suggest 2 items of equipment** (other than a computer) he could use and **explain** how each would help in the production of the Staff ID badges.

1 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4

Marks

2. (a) Identify **one advantage** and **one disadvantage** of a tall management structure.

Advantage \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(b) Name the term which means “the number of staff reporting directly to a manager”.

\_\_\_\_\_

(c) Describe **one disadvantage** of an organisation chart.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

	KU	PS
2		
1		
1		

[Turn over

Marks

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3. The following problems have recently been experienced within Wisteria Wanderers Ltd.

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

(a) Some clients had difficulty contacting the company outwith business hours.

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(b) Managers from different branches were unable to meet regularly due to the high cost of travel.

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(c) A manager could not be contacted whilst travelling to a conference.

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(d) Some members of staff experienced difficulty locating electronic files previously saved.

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(e) A virus corrupted the computer network.

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5


Marks

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4	
2	

4. (a) Suggest and describe **2 paper-based** sources of information which could be used by an Administrative Assistant when preparing a standard letter to be sent to all customers.

1 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

4

(b) Suggest **2 advantages** of using the Internet **as a source of information**.

1 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2

**[Turn over**

Marks

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2	
2	

5. (a) Megan Fellows, a temporary Mailroom Assistant at Cropper & Co, is unsure how to deal with the following. Advise Megan on what action to take.

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

(i) A 1,000-page catalogue to be seen by all departmental managers.

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(ii) A legal contract to be sent to a customer.

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(b) Describe **2 advantages** of using a fax machine for sending and receiving mail.

1 \_\_\_\_\_

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2 \_\_\_\_\_

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Marks

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2	
3	

6. (a) Describe **one** task which would be carried out **regularly** by each of the following employees working in the **Purchases Department**.

(i) Purchases Manager \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

(ii) Buyer \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

2

(b) The following software applications are used by the **Sales Department**. Suggest **one** use for each.

Your answers must be **different** and **specific** to the **Sales Department**.

Spreadsheet \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Database \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Word Processing \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

3

[Turn over

7. (a) Beth Gardner is the Sales Manager of Norton's Nosh, which is based in Greenock. She recently attended a one-day conference in Newcastle.

Study the information below and complete the Expenses Claim Form on the opposite page.





7. (a) (continued)

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<b>NORTON'S NOSH EXPENSES CLAIM FORM</b>		
Name: _____		
Department: _____		
Date(s): <i>11 April 2012</i>	<b>EXPENDITURE</b>	
TRAVEL (please detail)	£	p
_____	_____	_____
_____	_____	_____
MEALS (please detail)	_____	_____
_____	_____	_____
_____	_____	_____
OTHER EXPENSES (please detail)	_____	_____
_____	_____	_____
_____	_____	_____
<b>TOTAL EXPENSES DUE</b>	<b>£66</b>	<b>80</b>
Employee's Signature _____ Date _____		

5

(b) Beth Gardner gives her completed Expenses Claim Form to Callum Sinclair, Trainee Finance Assistant. Callum is unsure what he should do.

Suggest how Callum should deal with this document.

1 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2



Marks	Marks	
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2		

**8. (continued)**

(b) Describe **2** duties which could be carried out by the receptionist at Hobbs & Yorke.

**Do not repeat anything mentioned in Question 8(a).**

1 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**[Turn over**

Marks

9. Miles Semple, a Sales Representative at Corbett, Connolly & Borton, received an electric shock from the photocopier when he was using it this morning.

(a) (i) Suggest how this problem could have been avoided.

\_\_\_\_\_

\_\_\_\_\_

1

(ii) Following this incident, name the document which Miles should complete.

\_\_\_\_\_

1

(b) The following concerns have been raised by staff in the Administration Department of Corbett, Connolly & Borton.

Suggest **one** action that could be taken to solve each of these problems. Each of your suggestions must be **different**.

**Concern 1** Some staff using computers have complained of eyestrain.

**Action 1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

1

**Concern 2** There has been an increase in the number of staff suffering from repetitive strain injury (RSI).

**Action 2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

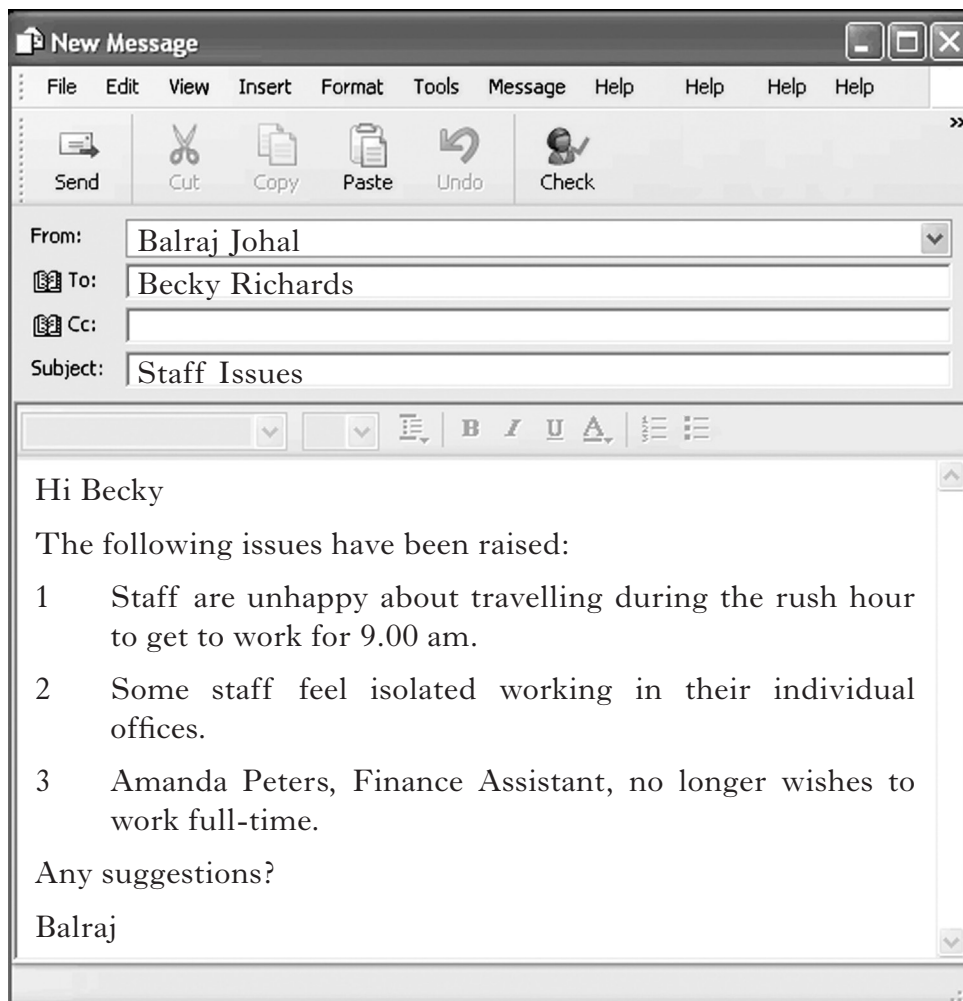
1

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1		
1		
1		
1		

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10. (a) Balraj Johal, Human Resources Manager of Insurance-4-U, has sent the following e-mail to Becky Richards, Managing Director.



How could **each** of the above problems be solved?

Each of your suggestions must be **different**.

1 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3 \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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10. (continued)

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

**Advantage** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Disadvantage** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_






2

**[Turn over for Question 11 on *Page sixteen***

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11. The following diagram was prepared by John Preston, Sales Manager at Bradshaw Books Ltd, for use in his presentation to the Board of Directors.

Area	Sales  = 10,000 books
North	
South	
East	
West	

(a) Name this type of diagram.

\_\_\_\_\_

1

(b) (i) Name **one** other type of diagram which could be used to display this information effectively.

\_\_\_\_\_  
\_\_\_\_\_

1

(ii) Give **one** advantage of the type of diagram you have chosen in (b) (i).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1









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