FOR OFFICIAL USE			
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## 0020/29/01

NATIONAL QUALIFICATIONS 2013

WEDNESDAY, 8 MAY 10.20 AM - 11.35 AM ADMINISTRATION STANDARD GRADE General Level

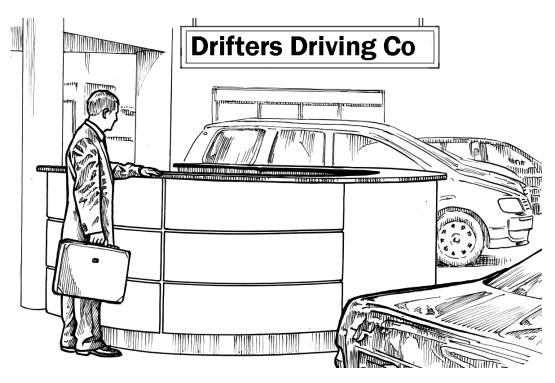
Fill in these boxes and read what is printed below.	
Full name of centre	Town
Forename(s)	Surname
Date of birth  Day Month Year Scottish candidate number  Answer all the questions you can, in the spaces provide Read each question carefully before you answer it.  Write your answers clearly.  Before leaving the examination room you must give this	ed.
you may lose all the marks for this paper.	





KU PS

**1.** (a) The following problems have recently been experienced within the reception area of Drifters Driving Co.



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

(i)	The reception area is often left unattended.
(ii)	The reception area is dull and does not create a good impression of the organisation.
(iii)	The receptionist wastes a lot of time writing regular appointments into the Appointments Book.

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DO NOT WRITE IN THIS MARGIN

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1.	Commuded	IJ

co	ntinued)		KU	PS
<i>b</i> )	The present security system used at Drifters Driving Co is limited to locks on the doors. Steven Johnstone, the Managing Director, wants to improve security within the reception area but is unsure how to do this.			
	How could security at Drifters Driving Co be improved? Give 3 suggestions. Do not mention anything used in (a) on page two.			
	1			
		at Drifters Driving Co is limited to the, the Managing Director, wants to in area but is unsure how to do this.  Driving Co be improved? Give 3 thing used in (a) on page two.		
	2			
	3			
		3		
	[Turn over			

The organisation chart of Draper Publishing Ltd is shown below.

MARGIN Marks KU PS 1 2

2

## Don Hemp

Managing Director **Abby Milne Faisal Zareef** Jennifer Adams Liam Russell Sales Purchases Human Resources Finance Manager Manager Manager Manager Sally Lewis Sean Bell Bill King Ian Smith Hal Dow Mia Ferns Finance Sales Sales Purchases Training Recruitment Assistant Assistant Assistant Assistant Assistant Assistant (a) What business term describes the relationship between Liam Russell and Abby Milne? (b) Suggest 2 ways in which the organisation chart of Draper Publishing Ltd may be helpful to a **new employee**. (c) Describe 2 tasks that would be carried out regularly by the Finance Manager.

Marks	Г
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3.	Identify <b>one advantage</b> and <b>one disadvantage</b> of a flat management structure.	Warks ;	KU	PS
	Advantage	-		
	Disadvantage	-		
		2		
	Explain each of the following terms.			
	Induction Training			
		-		
		-		
		-		
	E-commerce			
		-		
		-		
		-		
	Flexitime			
		-		
		. 3		
	[Turn over	•		
			1	

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5.	(a)	(i)	Explain what is meant by the term <b>internal mail</b> .	Marks	KU	PS
				. 1		
		(ii)	Give <b>one</b> example of internal mail.	-		
	(b)		ourn Enterprises has employed a new Administrative Assistant who asure how to deal with the following items of <b>outgoing mail.</b>	. 1		
			gest a <b>different</b> solution for <b>each</b> item of mail.			
			An updated price list to be sent to <b>all</b> customers.			
				-		
				-		
		(ii)	An urgent parcel for a customer which must be received the next day.			
				-		
				. 2		

		Marks	KU	PS
( <i>a</i> )	Explain <b>one</b> advantage of using alphabetical filing and <b>one</b> advantage			
	of using numerical filing in a manual filing system. Give a different	;		
	advantage for each.			
	Advantage of alphabetical filing			
		-		
		-		
		. 1		
	Advantage of numerical filing			
		-		
		-		
		1		
		. *		
( <i>b</i> )	Lynch & Marshall has transferred all of its records to an electronic			
(0)	system. The following concerns have been raised by staff.			
	1 All files have been saved into one folder.			
	2 All staff are able to view confidential information.			
	3 Staff are concerned that files could be lost if the hard drive was			
	damaged.			
	Provide a <b>different</b> solution to <b>each</b> of the above concerns.			
	Solution 1 must match Problem 1 and so on.			
	Solution I must match Froblem I and so on.			
	1			
		-		
		•		
	2			
		-		
	3	-		
		-		
		_		
		. 3		

[Turn over

7.	(a)	Marco Tomasso, Administrative Assistant at Business Solutions, uses the Internet to organise business trips for employees.	Marks	KU	PS
		Today the company's Internet connection is not available and Marco has a problem finding travel and accommodation information for an employee going to a conference in Paris.			
		Suggest 2 paper-based sources of information and explain how they could be used by Marco to overcome this problem.			
		Source 1			
		Source 2			
			4		
	(b)	Explain each of the following.			
		Itinerary			
		European Health Insurance Card (EHIC)			
		Travel Expense Claim Form			
		Decemont			
		Passport			
			4		

8.	The following software applications are used by the Human Resources	Marks	KU	PS
	Department. Suggest one use for each.			
	Your answers must be <b>different</b> and <b>specific</b> to the <b>Human Resources Department</b> .			
	Spreadsheet			
	Database			
	Word Processing			
		3		
		3		
	rm.			
	[Turn over			

(-)	Identification and the state a	Marks	KU	PS
( <i>a</i> )	Identify <b>3 different health problems</b> which may arise in any organisation where employees are using IT equipment regularly.	7		
	Problem 1	-		
		_		
	Problem 2	-		
		_		
	Problem 3	_		
		_		
		- 3		
		- 3		
( <i>b</i> )	Suggest how <b>each</b> of the above problems in 9 (a) could be solved.			
	Give a <b>different</b> solution for each.			
	Solution 1 must match Problem 1 and so on.			
	Solution 1	_		
		-		
		-		
	Solution 2	_		
		-		
		_		
	Solution 3	_		
		-		
		_ 3		

[Turn over for Question 10 on Page twelve

KU

No

Yes

10. Wilson & Wilcox stores its supplier records on an electronic database. An extract from the database is shown below.

**GOODS** 

**SUPPLIED** 

Cartridges

Stationery

Projector

**Printers** 

Stationery

Bulbs

Toner

DISCOUNT
OFFERED
Yes
Yes
No

12/02/2013

2012

03 November

Megan Lewis has just started working at Wilson & Wilcox. It is her responsibility to manage the electronic database.

(a) Megan is experiencing the following problems.

**ADDRESS** 

16 Locher Industrial

21 Doonfoot Road,

17 Wellesley Road,

134 Queen's Square,

11 Mandela Road,

East Kilbride

Glasgow

**Dumfries** 

Estate, Houston

Ayr

Suggest **one** solution to **each** of these problems.

(i)	She is unable to search the database for suppliers in particular towns.		
		1	
(ii)	She is unable to sort the database by Date of Last Order.		
		1	
(iii)	She is unable to identify all suppliers of stationery.		
		2	

[0020/29/01]

**SUPPLIER** 

NAME

Black

Enterprises

New Office

Tech Solutions

Global Goods

Office Supplies

Supplies

Ltd

	7		MAR	₹GI
(	continued)	Marks	KU	]
(	b) Suggest another appropriate field that may be added to this database.			
		_ 1		
(	c) Name the department which would use this database.			
		_ 1		
	[Turn ove	r		
		•		

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Marks	KU	PS
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Ren ii tiie printer		
lops a fault.		
lops a radii.		
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RSELF!		
3		
1		
	1	1

11.	(a)	This morning a member of staff in Inver Enterprises received an electric
		shock when he tried to fix a paper jam in the printer. He had been
		unsure how to deal with the paper jam.

REMINDER TO ALL STAFF	
ne following action should be taken if the printer develops a	fault.
DO NOT ATTEMPT TO FIX THE FAULT YOURSELF	į

MARGIN Marks KU The following information was prepared by Francesca McCann, Sales 12. Manager, for use in her presentation to the Board of Directors. SALES FIGURES — JANUARY-APRIL 2013 MONTH **PHOTOCOPIERS PRINTERS** 85 110 January February 105 118 March 95 125 115 130 April (a) Name 2 types of chart which could have been used to display this information effectively. Chart 2 \_\_\_\_\_ 2 (b) Give **one** advantage of displaying information in the form of a chart. 1 (c) Suggest a software application which could be used to produce a chart. 1 [Turn over

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3. James McMillan, Human Resources Manager of Hirose Financial Services, has sent the following memo to Stella Sugar, Managing Director.

## **MEMO**

To: Stella Sugar, Managing Director

From: James McMillan, Human Resources Manager

Date: 26 April 2013

Subject: Staff Concerns

The following problems have been identified with the new open plan layout and flexible working arrangements.

- 1. There is no place to hold confidential meetings.
- 2. Homeworkers are not being informed about decisions made at meetings.
- 3. Personal items belonging to staff have been stolen.
- 4. Several administrative assistants no longer wish to work the full week.

Suggest **one** solution to **each** of the problems identified above.

I would be grateful for your suggestions.

Solution 1 must match Problem 1 and so on.
Solution 1
Solution 2
Solution 3
Solution 4