

FOR OFFICIAL USE

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KU PS

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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

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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.



[Turn over for Question 10 on *Page twelve*

Marks

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10. (continued)

(b) Suggest another appropriate field that may be added to this database.

1

(c) Name the department which would use this database.

1

[Turn over

Marks

KU	PS
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13. 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.

I would be grateful for your suggestions.

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

Solution 1 must match Problem 1 and so on.

Solution 1 _____

Solution 2 _____

Solution 3 _____

Solution 4 _____

4

[END OF QUESTION PAPER]

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