



2010 Administration

Intermediate 2 – Paper 1

Finalised Marking Instructions

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SECTION A

			Marks
1	(a)	<p>Identify 2 strengths of written communication.</p> <ul style="list-style-type: none"> ▪ permanent record kept ▪ easier to cover many points ▪ material can be reviewed at any time ▪ can be formal/structured ▪ can be copied for/sent to/used by more than one person <p><i>One mark per point</i> <i>Do not accept one word answers</i></p>	2
	(b)	<p>Describe one impact on an organisation of poor communication among staff.</p> <ul style="list-style-type: none"> ▪ poor task performance - an individual who has misheard or misinterpreted information is unlikely to correctly complete a task. ▪ missed deadline/target – can cause extra costs for organisation /poor customer service/additional workload ▪ damaged relationships - cause frustration, affect general performance at work and lead to low morale and self-confidence. <p><i>One mark for outlining plus one mark for an additional comment</i></p>	2
2	(a)	<p>List 3 pieces of information contained in a contract of employment, other than the personal details of the employee.</p> <ul style="list-style-type: none"> ▪ name and address of employer – 1 mark ▪ job title ▪ hours of work/full or part time ▪ rate of pay/wages/salary ▪ holiday entitlement ▪ information on sickness benefit ▪ information on pension schemes ▪ information on disciplinary/grievance procedures ▪ period of notice ▪ line manager/subordinate ▪ type of contract/end date of contract <p><i>One mark per point</i></p>	3
	(b)	<p>Outline one advantage to an organisation of issuing a temporary contract of employment.</p> <ul style="list-style-type: none"> ▪ used as a trial period before offering a permanent contract ▪ used for busy periods or for special, one-off tasks ▪ cover staff absence 	1

			Marks
3	(a)	<p>Describe 2 activities carried out in the Sales Department.</p> <ul style="list-style-type: none"> ▪ identifies potential/new customers - as this would increase sales/profit ▪ visits customers - which could improve customer service ▪ deals with enquiries for goods/services - to promote good customer service ▪ sends out information - for example, quotations/price lists/catalogues to customers/potential customers ▪ updating web site - with new products/prices/information/special offers ▪ collects and processes orders from customers - ensuring correct goods/orders are sent/processed ▪ prepares invoices to be sent to customers - requesting payment ▪ carry out market research - to find out what customers want/develop new products ▪ advertising by various media – to establish/introduce product <p><i>One mark for outlining plus one mark for an additional comment</i></p>	2
	(b)	<p>Suggest how the Purchases Department would use one of the following business documents:</p> <p>(i) quotation (ii) delivery note (iii) invoice</p> <ul style="list-style-type: none"> ▪ quotation - used to decide which supplier to use or to compare prices/terms of different suppliers ▪ delivery note – to check the correct goods have been received ▪ invoice – check details of goods supplied and the price to be charged/ pass to finance department for payment <p><i>Do not accept one word answers.</i> <i>No mark for naming document but document must be named or numbered as per question.</i></p>	1

			Marks
4	(a)	<p>The Purchases Department must communicate regularly with suppliers.</p> <p>Compare the use of email and fax for such communications.</p> <p>Differences</p> <ul style="list-style-type: none"> ▪ email can send same message to several suppliers <i>whereas</i> using a fax machine documents can only be sent to one supplier at a time ▪ email can attach soft copies of documents <i>whereas</i> fax machine only sends hard copy of documents ▪ fax machine can send hard copy of complicated diagrams immediately <i>however</i> with email you would have to scan diagrams first ▪ fax can be seen by any person <i>but</i> email can be made confidential using passwords ▪ fax machine requires paper for sending and receiving <i>on the other hand</i> email is paperless ▪ email can be accessed away from the office on a computer <i>however</i> the recipient has to be beside the fax machine to receive the document <p>Similarities</p> <ul style="list-style-type: none"> ▪ <i>both</i> the fax facility on the computer and email can send diagrams without having to scan ▪ <i>both</i> fax and email can be sent at any time ▪ <i>both</i> are received instantly once sent <p><i>Accept reference to fax facility on computer. One mark per complete statement of comparison – differences or similarities using a link word. Do not accept simple negatives.</i></p>	2
	(b)	<p>Outline one restriction imposed by the Copyright, Designs and Patents Act.</p> <ul style="list-style-type: none"> ▪ ensures exclusive ownership is maintained ▪ ensures no unauthorised copying of materials takes place ▪ if copying other people’s work you have to get permission from the owner ▪ pay a fee to copy materials ▪ restricted copying (for educational needs) 	1

			Marks
5	(a)	<p>Justify 2 uses of an itinerary by staff travelling on business.</p> <ul style="list-style-type: none"> ▪ traveller knows times of meetings/check-in times ▪ traveller can refer to itinerary to check address of accommodation/venues ▪ traveller knows which documents to take to meetings ▪ all details such as flight numbers all kept in one document ▪ itinerary can be kept as a record of a business trip <p><i>Do not accept – where to be, when to be there, to be organised</i> <i>One mark per justification</i></p>	2
	(b)	<p>Teleworkers use audio conferencing and video conferencing to maintain communication links when working away from the office.</p> <p>Compare audio conferencing and video conferencing.</p> <p>Differences</p> <ul style="list-style-type: none"> ▪ audio conferencing does not require sophisticated equipment <i>but</i> video conferencing needs a computer/web cam ▪ video conferencing allows visual communication/body language <i>whereas</i> audio conferencing relies only on verbal communication ▪ audio conference more flexible re location/only needs phone <i>unlike</i> video conferencing which requires computer/web cam ▪ video conferencing allows participants to show documents/products/designs <i>whereas</i> audio conferencing relies only on verbal communication <p>Similarities</p> <ul style="list-style-type: none"> ▪ <i>both</i> audio conferencing and video conferencing save travel time/expense ▪ <i>both</i> methods allow more than 2 people to communicate/share views ▪ <i>both</i> methods allow interactive meetings/feedback/discussion to take place ▪ <i>both</i> provide a permanent record of the meeting <p><i>One mark per complete statement of comparison – differences or similarities using a link word. Do not accept simple negatives.</i></p>	2

End of Section A

SECTION B

			Marks
1	(a)	<p>Outline what is meant by “hot desking” and justify its use within an organisation.</p> <p>Outline</p> <ul style="list-style-type: none"> • hot-desking allows staff to use a desk when visiting the office/staff do not have allocated desks <p>Justification</p> <ul style="list-style-type: none"> ▪ allows homeworkers/teleworkers to work in the office when they need to ▪ so that homeworkers/teleworkers do not feel isolated/feel included ▪ less office space required /saves space ▪ less equipment required ▪ saves on costs of space/equipment <p><i>One mark for outline One mark for justification</i></p>	2
	(b)	<p>Describe the role of 2 functional departments in an organisation.</p> <p>Sales Department</p> <ul style="list-style-type: none"> ▪ plans and organises the selling of goods or services – eg sending out catalogues/price lists ▪ deals with customer enquiries - to ensure good customer service ▪ processes orders for goods - to make sure customers get the correct good/service ▪ may handle complaints from customers - to ensure good after sales service/customer service <p>Purchases Department</p> <ul style="list-style-type: none"> ▪ buys goods for resale - to ensure there are no stock problems/shortages ▪ buys office stationery/supplies - eg sending orders to suppliers ▪ sources prices/deals with suppliers - eg sending letters of enquiry/request quotes <p>Finance Department</p> <ul style="list-style-type: none"> ▪ deals with the money matters of the organisation - eg paying suppliers/receiving payment from customers ▪ calculates wages and salaries - eg prepares pay slips ▪ deals with the money matters of the organisation - preparing final accounts <p>Human Resources</p> <ul style="list-style-type: none"> ▪ deals with all matters relating to the employees of the organisation – eg staff rota/staff records ▪ deals with recruitment and selection of staff eg prepare job adverts/send out application forms ▪ deals with staff training - eg organises training courses ▪ deals with staff development/morale - eg staff appraisals <p><i>These are the only 4 functional departments.</i> <i>One mark for outlining plus one mark for an additional comment</i></p>	4

		<i>Marks</i>
(c)	<p>Describe the impact on an organisation of poor customer service.</p> <ul style="list-style-type: none"> ▪ poor communication between the business and its customers ▪ lack of opportunity to obtain customer feedback ▪ customers have a bad impression of the organisation/products or services/organisation gets bad reputation ▪ falling sales/profits (not less money) ▪ low staff morale ▪ dissatisfied customers choose not to return ▪ organisation will find it difficult to be competitive/survive ▪ staff may be made redundant/lose their jobs <p><i>One mark for outlining plus one mark for an additional comment</i></p>	4
		(10)

			Marks
2	(a)	<p>Outline the responsibilities of the employer under the Health and Safety at Work Act.</p> <ul style="list-style-type: none"> ▪ provide a safe place of work for employees (including safe access and exit) ▪ provide safe equipment /ongoing maintenance of equipment ▪ provide training/information about safety in the workplace ▪ provide information to all employees about safety in the workplace ▪ provide protective clothing if the demands of the job require it ▪ prepare a written health and safety policy (incorporating internal organisation procedures) ▪ appoint a safety representative within the organisation to represent employees' needs <p><i>One mark per point</i> <i>Be aware of repetition when candidates are giving specific examples</i></p>	4
	(b)	<p>A Sales Manager is travelling abroad. Describe one advantage and one disadvantage to an organisation of using a company credit card to pay for business expenses.</p> <p>Advantages</p> <ul style="list-style-type: none"> ▪ more secure than carrying cash – card can be stopped if lost/stolen ▪ no expense claim to be made on return – saving company time ▪ competitive exchange rates – saves the company money ▪ reduces the need for receipts - details will be on credit card statement ▪ can be used to withdraw cash – saves the need to take currency/cash ▪ goods purchased not paid for immediately – take advantage of interest free period <p>Disadvantages</p> <ul style="list-style-type: none"> ▪ difficult to use for minor expenses – not all places will accept card for small amounts ▪ may need to spend over credit limit of card – need to contact card company ▪ cards may not be accepted everywhere - some places do not have facility/only take certain cards ▪ expensive to withdraw cash – charges applied immediately ▪ interest charged – if balance not cleared on time ▪ can lose track of spending – spend over budget <p><i>One mark for outlining plus one mark for an additional comment</i> <i>Outline and comment/example must match</i></p>	4

		Marks
(c)	<p>Justify the use of electronic diaries in the Sales Department</p> <ul style="list-style-type: none"> ▪ times when a range of sales staff are free can be identified ▪ meetings for sales staff can be set up simultaneously in several diaries ▪ recurring/weekly/monthly sales meeting can be easily set up ▪ reminder function can alert sales staff to sales meeting/client appointments/sales deadline ▪ sales representatives can access diary outwith the office ▪ sales department often has staff in various places – easier to track their whereabouts ▪ can be set up to contain customer contact details ▪ can set up To Do List to ensure sales deadlines are met <p><i>One mark per point</i> <i>Do not accept answers which do not relate to Sales Department, eg reminders can be set.</i></p>	2
		(10)

			Marks
3	(a)	<p>Describe 2 issues which could be covered during induction training.</p> <ul style="list-style-type: none"> ▪ health and safety policy - fire alarms, escape routes and muster points/what do in an emergency/employee's responsibilities ▪ layout of the building – be familiar with internal organisation/staff ▪ be introduced to staff – feel comfortable with future colleagues ▪ security in the workplace – wearing ID badge/passwords/ swipecards ▪ security of information – issue passwords to access electronic files/sensitive work areas <p><i>Accept specific reference to the job they will do</i> <i>One mark for outlining plus one mark for an additional comment</i></p>	4
	(b)	<p>The Internet is an example of a Wide Area Network (WAN). Justify 2 uses of a WAN to an organisation.</p> <ul style="list-style-type: none"> ▪ email between branches and worldwide to improve efficiency ▪ send email internally/externally/worldwide improves communications ▪ files can be accessed by homeworkers/teleworkers to facilitate flexible working practices ▪ website set up to receive feedback/communicate with customers ▪ advertise products on website to reach a wider market ▪ to research competitors prices/products using the internet to remain competitive ▪ website to set up e-commerce to reach customers 24/7 ▪ have security procedures in place allows sensitive data to be transmitted ▪ allow access to up-to-date information on the internet <p><i>One mark per justified use</i> <i>Do not accept vague references to keeping in touch</i></p>	2
	(c)	<p>Describe the use of the following documents when arranging and paying for business travel and accommodation:</p> <p>(i) expense claim form; (ii) travel and accommodation request form.</p> <p>Expense Claim Form</p> <ul style="list-style-type: none"> ▪ used by traveller to claim back expenses after a business trip – receipts should be attached/amounts can be checked/sent to Finance Department for payment <p>Travel and Accommodation Request Form</p> <ul style="list-style-type: none"> ▪ used to inform (the Admin Assistant) details of travel and accommodation information – so that the correct travel and accommodation can be booked/so that budget is not exceeded ▪ so preferences of the traveller can be identified and detailed - avoids inappropriate choice of travel and accommodation <p><i>One mark for outlining plus one mark for an additional comment</i></p>	4
			(10)

[END OF MARKING INSTRUCTIONS]