



2012 Administration

Intermediate 2 – Paper 1

Finalised Marking Instructions

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Solutions for Section A

Marks

- 1 (a) Some organisations still choose to use a travel agent rather than the Internet to book their travel.

Describe **one** advantage of this choice for an organisation.

2

Travel agents offer expertise – they can answer any customer questions

Travel agents can find better deals – as they can have close relation with airlines

Travel agents can save the organisation time – as they book on customer's behalf/can book all travel arrangements at the same time/time consuming to sift through information on Internet

Travel agents may be more reliable to use – information from Internet may be inaccurate/out-of-date.

DO NOT ACCEPT face-to-face, however candidate may be awarded one mark for additional comment eg customer can ask questions directly

One mark for outlining plus one mark for an additional comment

- (b) Describe **one** effect on an organisation of failing to provide good customer service.

2

Customer will not be satisfied with organisation – may make complaints

Customer may not return to the organisation – the business would lose sales/profits/go to competitors

Customer may tell others about their experience – might put off new customers

Organisation would gain a bad reputation – people might not want to work there/do business with them

Poor communication – no opportunity for customers to give the organisation feedback

One mark for outlining plus one mark for an additional comment

- 2 (a) Identify **2** factors an Administrative Assistant must consider before booking travel.

2

Distance

Budget

Venue of meeting/destination

Time available/duration

Number of people

Details on booking request form/preferences of traveller

Company policy

Seniority of traveller

Methods of travel available

DO NOT ACCEPT any reference to booking accommodation

One mark per point

- (b) Justify the choice of air travel for employees travelling on business. 2

Air travel is faster than other forms of travel for **long** distances (abroad)
 Air travel can be cheap with the introduction of budget airlines/booked in advance
 Airports have additional facilities for business people eg executive lounges
 Employee can work while travelling
 Air travel offers Business Class

Award marks if candidates uses a specific example to justify air travel

DO NOT ACCEPT air travel is cheap or quick

One mark per justification

- 3 (a) Justify the use of **2** pieces of mobile technology equipment used by employees while working away from the office. 2

Employee can check diary on the move using laptop/tablet/mobile/PDA/smartphone
 Emails to stay in touch with office on a laptop/tablet/mobile/PDA/Blackberry
 Work with documents on a laptop/tablet/mobile/PDA/Blackberry
 Contact office using laptop/tablet/mobile/PDA/Blackberry
 Send/receive SMS via mobile/Blackberry/PDA/tablet
 Access the Internet via laptop/tablet/mobile/PDA/Blackberry

Other possibilities include:
 Pager/Video phone/Webcam/MP3-4/Digital camera

Technology equipment must be identified but no mark for identification
Two different pieces of equipment must be justified

One mark per justification

- (b) Outline **2** methods of maintaining the security of electronic equipment. 2

Mark with ultra-violet pens to deter theft/can be identified if found
 Chaining laptops to desks, so that they cannot be easily moved
 CCTV to allow surveillance/deter theft
 Secure entry systems/pin code/keypad/swipe card, to prevent unauthorised access
 Locked doors/Lock equipment away, to prevent theft

DO NOT ACCEPT reference to security of information or people.

One mark per suggestion

- 4 (a) Describe **2** flexible working practices which have become more common due to advances in mobile technology. 4

Teleworking allows staff to work away from the office – using laptop/tablet/mobile/PDA/smartphone to access files/emails/staff
 Homeworking allows staff to work at home – using email/logging on to server/portal
 Hotdesking where staff book a room/desk to use the network – to allow staff to work within the office when necessary – to save office space – to print documents

DO NOT ACCEPT general references to ICT
 DO NOT ACCEPT flexitime

***One mark for outlining the practice plus one mark for an additional comment – advantage or example
 Advantage or example must be different in each case***

- (b) Outline **one** advantage of electronic filing over manual filing. 1

Electronic filing can be sorted (in different ways) quickly at the click of a button
 Electronic files can be stored without taking physical space in the office.
 More than one person can access the file at a time.
 Electronic files can be protected by a password
 Possible to search for an electronic file using a key word or phrase
 Manually going through the files can be very time consuming
 Electronic files can be backed up

DO NOT ACCEPT quicker or easier on its own

One mark per point

- 5 (a) Identify **one** piece of hardware required to deliver a presentation. 1

Computer/laptop
 Data/digital/multi-media projector
 Visualizer/genee
 Speakers
 Microphone
 Smartboard
 Memory stick/floppy disc
 Remote control

DO NOT ACCEPT projector on its own
 DO NOT ACCEPT printer

One mark per point

(b) Justify the use of induction training.

2

Familiarise new employees with the work they will be doing
Familiarise new employees with any equipment they may use
Familiarise new employees with the layout of the workplace
Allow the employees to meet future colleagues
Introduce new employees to the organisation's mission statement/history/ethos
Introduce new employees to the organisation's procedures
Introduce new employees to Health & Safety policy/issues
Can help new employees to settle in/feel welcome/valued

One mark per justification

[END OF SECTION A]

Solutions for Section B

Marks

- 1 (a) Identify **2** qualities an Administrative Assistant should have.

2

Well organised
Able to work in a team
Able to work independently
Able to use initiative
Strong communicator
Patient,
Tactful

DO NOT ACCEPT, calm, good with people – any reference to qualities which refer specifically to Receptionist

- (b) Outline **one** advantage and **one** disadvantage to the Purchasing Department of using the Internet to research prices for materials.

2

Advantages

Lots of information available
Online discounts available
Comparison sites available
Information more up-to-date than printed material

Disadvantages

Time taken sifting through lots of information
Some websites may not be updated/accurate
May be hidden costs
Technical issues eg website freeze/crash

DO NOT ACCEPT quicker and easier to buy/cheaper and faster to buy
DO NOT AWARD marks for flip points

- (c) Describe the use of **2** documents completed by the Purchasing Department.

4

Letter of Enquiry – used to compare prices of suppliers – when buying stock to top up stock levels
Order Form – used to order goods – so that stock does not run out
Stock Record Card – used to monitor stock levels – so that stock levels are updated when goods received or issued

DO NOT ACCEPT: quotation, delivery note, invoice, credit note

***Document must be identified but no mark for identification
One mark for outlining the use of the document plus one mark for an additional comment or example.***

- (d) Compare the benefits of written and oral communication.

2

Oral communication provides opportunity for instant feedback however written communication takes time to read and this may not happen immediately

Oral can convey meanings with tone of voice, whereas written may be misinterpreted

Written provides a permanent record whereas oral may be forgotten or details mixed up

Written can be reviewed at any time but oral has no evidence to look back on

Both can be used to convey details to more than one person at a time

One complete statement of comparison/similarity per one mark

(10)

- 2 (a) Describe 2 features of the Health and Safety at Work Act 1974.

4

Employer must –

provide a Health and Safety policy – to ensure employees are aware of company procedure

provide and maintain a safe working environment – to ensure employees can work confidently in good conditions – by servicing equipment regularly provide adequate health and safety training – to minimise the risk of accidents to employees

provide adequate protective clothing – to ensure the safety of employees while working in specific areas

Employee must –

Report faults/hazards to employer – so that they can be repaired – to reduce possible injury

Work in a safe manner – to ensure the safety of themselves and others

Abide by company policy eg wear protective clothing issued

One mark for outlining a feature plus one mark for an additional comment or example.

- (b) State the meaning of the term 'e-commerce' and outline 2 benefits to the organisation of its use.

3

The process of trading electronically – buying and/or selling online

Can reach a wider/worldwide market

Available to customers by selling 24/7

Can make cost savings – eg overheads

Sales/profits may increase

Purchase/sale can be confirmed immediately

Advertising/marketing can be more focussed/targeted

Aids market research and customer profiling

More products/product information can be made available online

Respond quickly to market changes

One mark for stating the meaning

One mark for each benefit outlined

- (c) Identify **one** type of computer network and justify **2** uses of this network by an organisation.

3

LAN – Local Area Network (connects computers and peripherals within a local area eg a building)

Many workstations can share access to data/documents,

Many workstations can share software,

Workstations can share hardware eg printers

Back-ups can be taken of all data

Can control who uses it

WAN – Wide Area Network (connects computers on a global scale)

Allows access to data/documents

Connects computer systems over wide geographical area

Allows fast transmission of data over long distances

Gives easy access to e-commerce – email – instant messaging – e-banking.

(10)

- 3 (a) (i) Identify **2** methods of payment used by employees travelling abroad on business.
(ii) Justify these methods of payment.

4

Company credit card/credit card – widely accepted in most shops – more secure than carrying currency – reduces need for receipts – better exchange rates available – can be used to withdraw currency – useful for payment of large amounts

Foreign currency – useful for small amounts – accepted in all shops – restricts amount available to spend

Travellers cheques – more secure than carrying currency – can be easily cancelled/replaced if lost – restricts amount available to spend

Debit card – convenient/accepted in most shops – more secure than carrying currency – can be used to withdraw currency

DO NOT ACCEPT cash/money

Accept an appropriate justification if the method of payment is cash/money

One mark for identifying the method of payment

One mark for each justification of the method of payment identified

Each justification should be different

- (b) Describe **2** activities carried out by the Finance Department.

4

Preparing final accounts every year – eg Trading/Profit and Loss Account/Balance Sheet – to be used by management to compare/measure performance

Pay suppliers/invoices on time – to make sure any discounts available are received – to maintain a good credit rating/relationship with supplier

Recording payments from customers – to make sure all amounts due are collected – to make sure customers pay for their goods

Calculating/paying wages – to ensure employees receive the amount due

Record PAYE – to ensure tax is correctly paid to IR

Process/check Expense Claim Forms – to reimburse employees

Preparing cash budgets to identify if new equipment can be purchased/overdraft is required

- (c) Compare the terms of a permanent contract and a temporary contract of employment.

2

Temporary contract is usually for a limited period however a permanent contract will continue until the employee is dismissed or leaves the job

Temporary contract is often used for a probationary period whereas a permanent contract is used for more secure long-term employment

Temporary contract does not provide job security whereas a permanent contract means your job will continue unless you are no longer needed

Temporary contracts can be used to help employer cover busy periods while permanent staff have to be paid even if the business is quiet.

Temporary contracts may offer a higher rate of pay due to their short term nature but permanent contracts spread lower payments out over a longer period

Both contracts give details of terms and conditions of the job (wages/location)

One complete statement of comparison/similarity per one mark

(10)

(20)

[END OF SECTION B]
[END OF MARKING INSTRUCTIONS]