



**2013 Administration**

**Intermediate 2 – Paper 1**

**Finalised Marking Instructions**

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## Solutions for Section A

			<b>Marks</b>
1	(a)	<p>Describe <b>one</b> flexible working practice which could benefit from the use of mobile technologies.</p> <ul style="list-style-type: none"> <li>• Teleworking - where an employee works away from the office (using ICT)</li> <li>• Homeworking – where an employee works at home (using ICT)</li> <li>• Hotdesking/Touchdown Area – where an employee books/uses a desk/space in the office</li> <li>• Job Share – where 2 or more employees share one job.</li> </ul> <p><b>The following provide exemplification of the above flexible working practices:</b></p> <ul style="list-style-type: none"> <li>○ Employee are able to access documents in the company network/complete work.</li> <li>○ Employee can email completed work back in to the office</li> <li>○ Employee can be contacted via mobile/smart phone/tablet/laptop</li> <li>○ Employee may use web cam technology to have face to face discussions with another member of staff</li> </ul> <p><b><i>One mark for outlining plus one mark for an additional comment</i></b></p> <p><b>Note:</b> Do not accept “Teleworking – work from home”; however accept if candidate has added “using ICT”.</p>	<b>2</b>
	(b)	<p>Outline the purpose of the Computer Misuse Act 1990.</p> <ul style="list-style-type: none"> <li>• To prevent unauthorised access to computer systems.</li> <li>• To prevent computer viruses/hackers/crime.</li> </ul> <p><b><i>One mark</i></b></p>	<b>1</b>
2	(a)	<p>Outline <b>2</b> strengths of written communication such as email.</p> <ul style="list-style-type: none"> <li>• Can be kept/stored as a permanent record/evidence</li> <li>• Can be referred to at a later date</li> <li>• Reader has time to read and understand lengthy/complex information</li> <li>• Can be shown to many people eg forwarding emails</li> <li>• Can cover many points at the one time</li> </ul> <p>Accept advantages of e-mail eg sending to many recipients at the same time.</p> <p><b><i>One mark per outline</i></b></p>	<b>2</b>

	(b)	Describe <b>one</b> impact on staff of poor communication. <ul style="list-style-type: none"> <li>employee does not know what they are expected to do - therefore deadlines may be missed - time may be wasted</li> <li>staff become de-motivated - working relationships affected – staff complete less work/poor quality work- staff want to leave - high absenteeism</li> </ul> <p><b>One mark for outlining plus one mark for an additional comment</b></p>	<b>2</b>
3	(a)	Outline the use of each of the following business documents in the Human Resources department: <ul style="list-style-type: none"> <li><b>Person Specification</b> <ul style="list-style-type: none"> <li>to prepare the job advert</li> <li>to give applicants details of the type of person being sought</li> <li>to match essential and desirable qualities to applications</li> <li>to prepare interview questions/prepare for the interview</li> </ul> </li> <li><b>Staff Rota</b> <ul style="list-style-type: none"> <li>to provide staff with details of when they are on/off duty</li> <li>to ensure shifts are staffed</li> <li>when staff are working/are on a break</li> </ul> </li> <li><b>Accident Report Form</b> <ul style="list-style-type: none"> <li>to report accidents</li> <li>to allow follow up action to be taken/ensure steps taken to avoid in future – so that a (permanent) record is kept</li> </ul> </li> </ul> <p>Award mark for the <b>use</b> of each document</p> <p><b>One mark per outline</b></p>	<b>3</b>
	(b)	Describe the use of mailing lists by an organisation. <ul style="list-style-type: none"> <li>Receive relevant information on a regular basis – build up a loyal customer base.</li> <li>Let customers know about new products/discounts – increase customer loyalty/sales.</li> <li>Following market research, organisations can target specific customers – increase sales.</li> <li>Using e-mail to distribute a mailing list, organisations can send out to a group of customers/employees at the same time – accuracy/personalisation of information/saves time.</li> </ul> <p><b>One mark for outlining plus one mark for an additional comment</b></p>	<b>2</b>

4	(a)	<p>Describe <b>one</b> advantage to a customer of e-commerce.</p> <ul style="list-style-type: none"> <li>• can purchase products from the comfort of their own home</li> <li>• goods are delivered to your own door</li> <li>• saves travel costs</li> <li>• can buy goods from anywhere across the world</li> <li>• can easily choose/view products</li> <li>• available 24/7</li> <li>• making comparisons easily</li> <li>• greater range of products online than are available in shop</li> <li>• gaining discounts only available online</li> </ul> <p><b><i>One mark for the advantage plus one mark for an additional comment (must match the advantage).</i></b></p>	<b>2</b>
	(b)	<p>Outline <b>2</b> ways an employer can ensure staff workstations meet the requirements of the Health &amp; Safety at Work (Display Screen Equipment) Regulations 1992.</p> <ul style="list-style-type: none"> <li>• provide adjustable seating for each employee workstation</li> <li>• provide monitors which have anti glare screens</li> <li>• provide monitors with adjustable brightness</li> <li>• provide blinds</li> <li>• provide space to adjust keyboard/mouse/monitor position</li> <li>• provide an ergonomic desk suitable for workstation</li> <li>• provide work station risk assessments/checklist (to ensure that the work area meets the need of the individual)</li> </ul> <p>Do <b>not</b> accept references to training, eye tests, breaks.</p> <p><b><i>One mark per outline</i></b></p>	<b>2</b>
5	(a)	<p>Outline <b>one</b> advantage to an employee travelling abroad of using:</p> <ul style="list-style-type: none"> <li>• Local currency – Ability to pay for small items eg taxi, bus/Accepted in all shops</li> <li>• Travellers' cheques - Cheques are more secure than carrying money/cash/ could be replaced if lost (if the employee has a note of the serial numbers).</li> </ul> <p><b><i>One mark for each advantage</i></b></p>	<b>2</b>

5	(b)	<p>Justify the use of an expense claim form by:</p> <ul style="list-style-type: none"><li>• an employee<ul style="list-style-type: none"><li>○ to claim back expenses after a business trip</li><li>○ to claim back personal money that has been spent.</li></ul></li><li>• an organisation<ul style="list-style-type: none"><li>○ so that the finance department knows what payment to generate</li><li>○ to check that payments made are genuine/check payments against receipts</li></ul></li></ul> <p>Be aware of “flip” answers</p> <p><b><i>One mark for each justification</i></b></p>	<b>2</b>
			<b>Total 20 Marks</b>

## Solutions for Section B

		<b>Marks</b>
<b>1</b>	<p>(a) Outline <b>2</b> responsibilities of an employee to avoid health and safety hazards in the workplace.</p> <ul style="list-style-type: none"> <li>• To keep work station free from clutter</li> <li>• To report any faulty equipment</li> <li>• To report/clean up any spillages</li> <li>• To follow H&amp;S regulations of office eg no hot drinks at desks</li> <li>• To fill in the Accident Report form if required</li> <li>• Make sure that fire exits are not blocked by materials/personal belongings/not endangering other employees/putting other workers at risk</li> <li>• Wear protective gear/use equipment provided by the employer</li> <li>• Read the employer's health and safety policies/manuals</li> <li>• Attend all health and safety training/participate in evacuation procedures.</li> </ul> <p><b>One mark per outline</b></p>	<b>2</b>
	<p>(b) Describe <b>2</b> factors an Administrative Assistant must consider prior to arranging travel for a business trip.</p> <ul style="list-style-type: none"> <li>• Location of meeting – to make sure appropriate travel arrangements are made eg mode of transport.</li> <li>• Time of meeting/time available for travel - to make sure appropriate travel arrangements are made eg mode of transport.</li> <li>• Position of employee within the company –senior members of staff eligible for business class.</li> <li>• Budget available - to ensure that the mode of travel selected is within budget</li> <li>• Traveller preferences – fear of flying/sea sick/special requirements.</li> </ul> <p><b>One mark for outlining plus one mark for an additional comment (must match the description).</b></p>	<b>4</b>
	<p>(c) Compare a debit card and a credit card.</p> <ul style="list-style-type: none"> <li>• Both are used to pay for purchases (electronically).</li> <li>• Both are more convenient than carrying large sums of cash.</li> <li>• Paying by credit card means the goods are not paid for upfront whereas a debit card takes the money straight out of your bank account.</li> <li>• Funds must be available to cover a debit card payment whereas a credit card payment will be made unless over the credit limit.</li> </ul> <p><b>One complete statement of comparison/similarity per one mark</b></p>	<b>2</b>

	(d)	<p>Outline an organisation's use of a Mission Statement to improve customer service.</p> <ul style="list-style-type: none"> <li>• It is a short statement outlining the main intentions of the organisation.</li> <li>• It gives the staff of an organisation targets to aim for.</li> <li>• Increases productivity (motivated staff).</li> <li>• It lets the customers/staff know what to expect from the organisation.</li> </ul> <p><b>One mark per outline</b></p>	<b>2</b>
2	(a)	<p>Outline 2 methods of keeping electronic information secure.</p> <ul style="list-style-type: none"> <li>• Encryption of files (when transmitting/storing).</li> <li>• Password protect files.</li> <li>• Install a firewall/anti virus software</li> <li>• Password protected screen saver.</li> <li>• Password access to network/log in level.</li> <li>• Regularly changing password.</li> </ul> <p>DO NOT accept locking rooms or drawers/read only files/back-up files.</p> <p><b>One mark per outline</b></p>	<b>2</b>
	(b)	<p>Outline 2 documents used in the Purchases Department.</p> <ul style="list-style-type: none"> <li>• Purchase requisition/request – received from department/s</li> <li>• Stock Record Card – to be updated on receipt/issue of stock</li> <li>• Letter of enquiry – sent to supplier/s</li> <li>• Quotation – received from supplier/s</li> <li>• Order Form - sent to supplier</li> <li>• Advice note – checked by department</li> <li>• Delivery note – checked by department</li> <li>• Invoice passed for payment (sent to Finance Department)</li> </ul> <p><b>One mark per outline</b></p>	<b>2</b>
	(c)	<p>Justify the introduction of hot desking by an organisation.</p> <ul style="list-style-type: none"> <li>• Saves money – office space</li> <li>• Saves money - less equipment</li> <li>• Lower overheads eg heat and light</li> <li>• Allows homeworking/teleworking staff to come into the office/feel part of the organisation</li> </ul> <p><i>Must justify the introduction of not just a description of what hot desking is.</i></p> <p><b>One mark per justification</b></p> <p><b>Note:</b> Accept if the candidate says –saves money because of less office space required and less equipment needed. Award 2 marks.</p>	<b>2</b>

	<p>(d) Describe <b>2</b> benefits to an organisation of replacing face-to-face meetings with internet meetings.</p> <ul style="list-style-type: none"> <li>• No longer need to visit the person they are meeting with</li> <li>• Groups from different locations can all participate</li> <li>• Arranged quickly</li> <li>• Arrange with fewer resources</li> <li>• Stress levels reduced <ul style="list-style-type: none"> <li>○ Time – less travelling</li> <li>○ Money – fewer travel costs</li> <li>○ Working day - more productive</li> </ul> </li> <li>• Meetings can be held on the move eg Skype/FaceTime</li> </ul> <p><b><i>One mark for outlining plus one mark for an additional comment</i></b></p>	<b>4</b>
<b>3</b>	<p>(a) Outline <b>2</b> tasks carried out by an Administrative Assistant in the Sales Department.</p> <ul style="list-style-type: none"> <li>• Market research eg keying in a questionnaire</li> <li>• Dealing with enquiries from customers/customer complaints/after sales service</li> <li>• Preparing/sending out information eg quotations</li> <li>• Maintaining customer database</li> <li>• Drafting advertising material/word processing a flyer</li> <li>• Updating/dealing with the website</li> <li>• Recording/updating sales figures on spreadsheets</li> <li>• Handling product returns</li> <li>• Dealing with refunds</li> </ul> <p><b><i>One mark per outline</i></b></p>	<b>2</b>



(b)	<p>Outline <b>2</b> features of presentation software.</p> <ul style="list-style-type: none"> <li>• Multimedia – video/sound clips – retain viewer interest</li> <li>• Custom animation – display details in smaller chunks</li> <li>• Slide transitions – attract attention when slides change</li> <li>• Action buttons – go back and forth between slides</li> <li>• Pictures/diagrams/charts – display information in different formats</li> <li>• Master slides – provide consistent approach to font styles etc</li> <li>• Different output format – handouts can be prepared</li> <li>• Integrate information from other software applications</li> </ul> <p><b><i>One mark per outline</i></b></p> <p><b>Note:</b></p> <p>Must include the name of the feature/not just advantage.</p>	<b>2</b>
(c)	<p>Compare a permanent and a fixed term contract.</p> <ul style="list-style-type: none"> <li>• Both provide evidence of contractual obligations</li> <li>• Both must be issued to employees after starting work</li> <li>• Both must be signed by the employer/employee</li> <li>• Permanent contract has no end date so gives job security whereas fixed term is only for a limited amount of time</li> </ul> <p><b><i>One complete statement of comparison/similarity per one mark</i></b></p>	<b>2</b>
(d)	<p>Describe <b>2</b> advantages of oral communication.</p> <ul style="list-style-type: none"> <li>• Instant feedback/clarification/discussion – make sure message is received</li> <li>• Tone of voice – can assist with what is being communicated/emphasis</li> <li>• Face to face oral communication - non verbal clues/body language can assist understanding.</li> <li>• Can be quicker than written communication - instant feedback/questions</li> <li>• Questions can be asked and answered at any point – ensure understanding</li> </ul> <p><b><i>One mark for outlining plus one mark for an additional comment</i></b></p>	<b>4</b>

**Total 20 marks**

*[END OF MARKING INSTRUCTIONS]*