



2011 Administration

Standard Grade Credit

Finalised Marking Instructions

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Candidates should be awarded marks in a PS question if the answer clearly indicates that the problem can be/has been solved.

The justification must not repeat the wording used in the question.

		KU	PS								
1	(a)										
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<p>Naming alone gets no marks. If candidate goes on to describe the use of the item, they can gain both marks.</p> <p>The reasons provided for each recommendation must illustrate a different use within a sales scenario.</p> <p>Award 1 mark for recommendation and 1 mark for different justification.</p> <p>The following are examples of possible marks allocated to this question:</p>													
<p>use a line graph. 1 mark</p>													
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		KU	PS
3 (a)	<p>Delayering</p> <p>DO NOT ACCEPT Restructuring</p>	1	
(b)	<ul style="list-style-type: none"> Improved efficiency – (there are fewer channels of communication and therefore) decision making is faster Improved motivation – staff may have new roles allowing them to show initiative 	1	
(c)	<ul style="list-style-type: none"> Employees fear for their jobs and have low morale Employees are demotivated as they are resistant to change/ unhappy with changes Uncertainty/confusion over roles Fewer opportunities for promotion Increased workload/stress Decrease in pay <p>Award 1 mark per problem.</p>	2	

		KU	PS
4	<p>Training should cover:</p> <ul style="list-style-type: none"> what to do in the event of a fault occurring basic maintenance of equipment – changing cartridges, clearing paper jams, etc appropriate legislation – copyright laws safe use of equipment <p>DO NOT ACCEPT ‘health and safety training’ on its own DO NOT ACCEPT any reference to fixing equipment on its own</p> <p>The following is a pupil’s answer and the mark allocation:</p> <p><i>‘Additional training which should be offered to a reprographics assistant apart from how to use the equipment/software is how to fix the equipment or software if it ever broke. They should know the procedure to follow and how they could try to fix it before getting in the technician if it is only a minor problem. (✓) eg a paper jam.’</i></p> <p>Award 1 mark for each.</p>	2	

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5	(a) (i)									
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Award 1 mark for each suggestion and 1 mark for each justification.										

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6 (a)	<ul style="list-style-type: none"> • Flexitime allows employees more flexibility in choosing their own working hours • Employees must work core hours • Employees must work the contracted number of hours per week/month <p>Award 1 mark for each explanation.</p>	2	

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<p>Equipment must be named although no marks awarded for this Do not award marks for naming ICT equipment Justification must be related to homeworking Do not accept e-mail – not equipment Do not accept video-conferencing</p>																			

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8 (a)	<ul style="list-style-type: none"> Hot desks allow staff who do not have their own desk to book/use a desk whenever they need it Hot desks are equipped with standard equipment enabling staff to complete tasks (when in the office) Hot desks allow organisations to save space/money as not every member of staff requires their own desk <p>Be aware of candidates describing features of hot desking. Answers must clearly show the benefits.</p> <p>Award 1 mark for each benefit.</p>	2	
(b)	<ul style="list-style-type: none"> To inform the sender that the recipient is not available/unable to deal with the enquiry at that time To inform the sender to take other action which would allow the matter to be dealt with quickly To inform the sender that there is a named person to contact if the matter is urgent To inform the sender that the e-mail has been automatically redirected <p>Award 1 mark per explanation.</p>	2	
(c)	<ul style="list-style-type: none"> Regular meetings need only be entered once Staff/customer/supplier details can be stored in the address book Alerts can be used to remind the user of an appointment A task facility/'to-do-list' can be generated Diaries of several people can be accessed to find a suitable date/time for a meeting Entries can be made in the diaries of several people simultaneously <p>DO NOT ACCEPT Any reference to editing/deleting</p> <p>Candidate's answer must clearly demonstrate knowledge of an <u>electronic diary</u></p> <p>Award 1 mark per benefit.</p>	2	

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10 (a)	<ul style="list-style-type: none"> • To give access to a larger supplier base • To compare suppliers' prices/products • To check availability of stock • To buy goods using e-commerce/on-line (24/7) • To track delivery of goods • To pay for goods on-line • To e-mail suppliers (with letter of enquiry) • To reduce admin costs • To receive Internet discounts • To organise/book travel/accommodation for Purchases employees (once only) <p>Award 1 mark for each justification.</p>	2					
(b)	<table border="1"> <thead> <tr> <th>Explanation</th> <th>Justification</th> </tr> </thead> <tbody> <tr> <td>A form which must be completed to provide a record of the details of faulty equipment/specific hazard eg trailing cables</td> <td> <ul style="list-style-type: none"> • This must be completed as part of the procedure for dealing with faults/hazards • This ensures the safety of all employees • This reduces the amount of time that equipment is out of action and work is delayed </td> </tr> </tbody> </table> <p>Award 1 mark for explanation and 1 mark for justification.</p>	Explanation	Justification	A form which must be completed to provide a record of the details of faulty equipment /specific hazard eg trailing cables	<ul style="list-style-type: none"> • This must be completed as part of the procedure for dealing with faults/hazards • This ensures the safety of all employees • This reduces the amount of time that equipment is out of action and work is delayed 	2	
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11 (a)	<p>Factors to be included in the guidelines:</p> <table border="1"> <thead> <tr> <th>Suggestion</th> <th>Justification</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> Find out the budget Find out the status of the employee Find out the preferred method of travel Find out the destination/distance Find out the time available Find out if a car is needed Find out about any special requirements eg transportation of equipment, etc </td> <td> <ul style="list-style-type: none"> Staying within budget restrictions is important Determines the most appropriate method of travel Important that traveller is happy with travel arrangements So that appropriate travel options can be considered So that time is considered for arriving at meetings, etc on time So that traveller is prepared with driving licence May cause inconvenience on some forms of transport </td> </tr> </tbody> </table>	Suggestion	Justification	<ul style="list-style-type: none"> Find out the budget Find out the status of the employee Find out the preferred method of travel Find out the destination/distance Find out the time available Find out if a car is needed Find out about any special requirements eg transportation of equipment, etc 	<ul style="list-style-type: none"> Staying within budget restrictions is important Determines the most appropriate method of travel Important that traveller is happy with travel arrangements So that appropriate travel options can be considered So that time is considered for arriving at meetings, etc on time So that traveller is prepared with driving licence May cause inconvenience on some forms of transport 		
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(b)	<p>Accept any other reasonable answer Award 1 mark for suggestion and 1 mark for justification – maximum 3, suggestion/justification (3/2; 2/3)</p> <ul style="list-style-type: none"> Standard form is used – employees are aware what can be claimed for and what must be submitted Easier for finance staff to check and verify expenditure if used to the same form being submitted May mean that expenses are paid out promptly Easier for organisation to monitor and analyse expenditure <p>Benefits explained must be to an organisation.</p> <p>Award 1 mark per benefit.</p>	2	5				

		KU	PS
12	<p><u>Advantage:</u></p> <ul style="list-style-type: none"> • Expert staff are trained in filing system • Less equipment is required • Space is saved within departments <p><u>Disadvantage:</u></p> <ul style="list-style-type: none"> • Time may be wasted by employees walking to collect/return files • The same system of classification may not suit all records within the organisation <p>Award 1 mark for <u>one</u> advantage and 1 mark for <u>one</u> disadvantage.</p>	2	

		KU	PS
13 (a)	<ul style="list-style-type: none"> • Reports to the Board of Directors on issues relating to the Sales and Marketing Department • Responsible for overseeing/monitoring/motivating/appraising the employees within the Sales and Marketing Department • Sets sales targets/analyses sales figures • Identifies potential customers • Visits <u>important</u> customers • Deals with <u>serious</u> customer complaints • Involved in recruitment/selection of Sales and Marketing employees 	2	
(b)	<ul style="list-style-type: none"> • Word processes eg letters to successful/unsuccessful job applicants • Files completed application forms • Updates new employee details on the staff database • Sends job advertisements to Job Centre/newspapers <p>Award 1 mark for each duty described specific to each department. (2 duties for each job title.)</p>	2	

		KU	PS
14	<p><u>Advantages:</u></p> <ul style="list-style-type: none"> • Time is saved (allowing employees to concentrate on normal working duties) • Money is saved (by reduced travelling and accommodation expenses) • Enables more people to “attend” meetings • Recordings can be made (which can provide a record) <p><u>Disadvantages:</u></p> <ul style="list-style-type: none"> • (If videoconferencing equipment has to be installed/hired, then) it can be expensive • Problems can arise if technical difficulties are experienced • Difficult to organise due to international time zones <p>DO NOT ACCEPT Homeworkers can take part in meetings</p> <p>Marks can be awarded (2+2) or (1+3) or (3+1)</p> <p>Answers must be specific to the employer</p>	4	
		TOTAL = 32 KU	
		TOTAL = 33 PS	

[END OF MARKING INSTRUCTIONS]