



**2012 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.

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2 (a)	<ul style="list-style-type: none"> <li>• Word processes letters to customers for non-payment</li> <li>• Prepares cheques to be sent to suppliers</li> <li>• Takes cash/cheques to the bank</li> <li>• Prepares/checks/files invoices</li> <li>• Updates financial information using a spreadsheet</li> </ul>		
(b)	<ul style="list-style-type: none"> <li>• Reports to the Board of Directors on issues relating to the ICT Department</li> <li>• Is responsible for overseeing/monitoring/motivating the employees within the ICT Department</li> <li>• Maintains the computer network</li> </ul> <p><b>Accept any other task appropriate to each post.</b></p>	<b>4</b>	
3 (a)	<ul style="list-style-type: none"> <li>• Password protect computer files</li> <li>• Password protect computers</li> <li>• Save files as read only documents</li> <li>• Lock rooms containing computers</li> <li>• Remind staff to follow shut down procedures/activate password protected screen saver</li> <li>• Install/update anti-virus software</li> <li>• Follow file management procedures (eg delete out-of-date files)</li> </ul> <p><b>DO NOT ACCEPT – Any reference to back-up</b></p>	<b>2</b>	
(b)	<ul style="list-style-type: none"> <li>• Restrict access to rooms using security devices, eg keys/swipecard/keypads etc</li> <li>• Attach ICT equipment to desks</li> <li>• Mark ICT equipment (with UV pens)</li> </ul> <p><b>Answers should not repeat any points made in (a)</b></p>	<b>2</b>	

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(b)	<p>Employees must:</p> <ul style="list-style-type: none"> <li>• Take reasonable care of their own health and safety</li> <li>• Take reasonable care of the health and safety of others</li> <li>• Fully co-operate with employer regarding health and safety</li> <li>• Refrain from mis-using or interfering with anything provided for health and safety</li> <li>• Report any health and safety issues to line manager</li> </ul> <p><b>Accept one specific example only which <u>must</u> relate to <u>safety</u> eg no liquids next to computer.</b></p>	2																	

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5 (a)	Growth	1	
(b)	<ul style="list-style-type: none"> <li>• In-house tasks can be prioritised and 'fed in'</li> <li>• Cheaper than using an external agency</li> <li>• Queries can be answered without delay</li> <li>• More control (over exact requirements)</li> <li>• Suitable for confidential work</li> <li>• No need to wait for the task to be returned</li> </ul> <p><b>DO NOT ACCEPT – 'saves time' on its own</b>  <b>DO NOT ACCEPT – 'cheaper' on its own</b></p>	2	

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<p><b>DO NOT ACCEPT – ‘use a computer’ on its own</b></p> <p><b>Award 1 mark for equipment/software and 1 mark for justification. Naming alone (without justification) – no marks. If a candidate goes on to correctly justify the use of the item they will gain both marks. If a candidate gives wrong/poor justification they will gain one mark for naming.</b></p> <p><b>Accept a justification reflecting quality, professional looking, eye-catching, good impression, etc, once only.</b></p> <p><b>To gain full marks, recommendation must contain at least one item of equipment and one piece of software.</b></p> <p><b>Maximum marks available is 4 if candidate only deals with equipment or software</b></p>			6																

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7 (a)	<p><u>Advantage</u></p> <ul style="list-style-type: none"> <li>• Easy to use – little training required</li> <li>• Many people prefer to read original documents.</li> <li>• It may be necessary to store original files, such as legal document</li> <li>• Metal filing cabinets protect documents</li> </ul> <p><u>Disadvantage</u></p> <ul style="list-style-type: none"> <li>• Filing cabinets can take up a lot of space</li> <li>• It may be time consuming to search (for information if system of classification is unclear)</li> <li>• Only one member of staff can access a file at a time</li> <li>• Back-up copies unlikely to be available</li> </ul> <p><b>Award 1 mark for <u>one</u> advantage and 1 mark for <u>one</u> disadvantage</b></p>	2	
(b)	<ul style="list-style-type: none"> <li>• Expert filing staff are trained in filing system (so files should be found easily and efficiently)</li> <li>• Other employees are able to continue with their own work</li> <li>• Less equipment is required, saving organisation money</li> <li>• Space is saved within departments</li> </ul> <p><b>Award 1 mark per benefit</b></p>	2	
(c)	<p>Data must be:</p> <ul style="list-style-type: none"> <li>• Obtained fairly and lawfully</li> <li>• Processed for specified purposes</li> <li>• Adequate, relevant and not excessive</li> <li>• Accurate/up-to-date</li> <li>• Kept for no longer than is necessary</li> <li>• Processed in line with the individual's legal rights</li> <li>• Kept securely</li> <li>• Transferred to countries outside the European Economic Area, only if the individual's rights can be assured</li> </ul> <p><b>Accept any 2</b></p>	2	



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(b)	<ul style="list-style-type: none"> <li>Managers should ensure that there is good communication/keep employees informed of decision/make sure employees feel involved</li> <li>Provide training</li> <li>Feedback from employees</li> </ul>	<b>1</b>	
10 (a)	<ul style="list-style-type: none"> <li>Have own website displaying information on products and how to purchase them</li> <li>Have on-line order form/e-commerce facility to allow customers to purchase on-line</li> <li>Use own/other websites to advertise company and products, etc</li> <li>To research competitors' websites for price comparisons</li> <li>To widen customer base – reach more/different customers</li> <li>'Open for business' 24/7</li> <li>Improved communication with customers through e-mail</li> </ul> <p><b>DO NOT ACCEPT – 'to sell' on its own</b></p>	<b>2</b>	
(b)	<ul style="list-style-type: none"> <li>Time is saved (allowing employees to concentrate on normal working duties)</li> <li>Money is saved (by reduced travelling and accommodation expenses)</li> <li>Enables more people to "attend" meetings</li> <li>Recordings can be made (which can provide a record)</li> </ul> <p><b>DO NOT ACCEPT – Homeworkers can take part in meetings</b></p>	<b>2</b>	

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12 (a)	<ul style="list-style-type: none"> <li>All employees can access it</li> <li>Accident Report Form can be completed on-line</li> <li>Can be e-mailed immediately to the relevant person</li> <li>Can be updated on-line</li> <li>Saves paper/filing manually</li> </ul> <p><b>DO NOT ACCEPT – Any reference to employees accessing/viewing completed forms</b></p>	2																			
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[END OF MARKING INSTRUCTIONS]