



2010 Administration

Standard Grade – Foundation

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.

		KU	PS
1	(a) Finance	1	
	(b) Human Resources	1	
	(c) Sales	1	
	(d) Purchases	1	
Do not accept any other answers If answer repeated, award one mark at correct place			

		KU	PS
2	Use an Appointments Book		1
	Use an Electronic Diary		1
Do not accept any alternative answers If 3 boxes ticked and 2 correct, award one mark If 3 boxes ticked and 1 correct, no marks If 4 boxes ticked no marks			

		KU	PS
3 (a)	Michelle should <ul style="list-style-type: none"> • use a map • use satellite navigation system eg Garmin/Tom Tom/Navman/Strada • use an atlas • telephone the AA/RAC • telephone 118 		1
(b)	Michelle should <ul style="list-style-type: none"> • phone a travel agent • use travel/hotel brochures • telephone the AA/RAC <p>DO NOT ACCEPT Phone Book/Yellow Pages Brochure on its own</p>		1
	(b) Accept telephone 118 (if not used in (a))		

		KU	PS
4 (a)	5	1	
(b)	4	1	
(c)	Goods Supplied	1	
(d)	Purchases	1	

		KU	PS
5 (a) (i)	SA101 <u>or</u> SA102		1
(ii)	SA113		1
(b) (i)	Bus; train; taxi; (hire) car	1	
(ii)	Cash; (company) credit card; (company) debit card	1	
	DO NOT ACCEPT Money		

					KU	PS	
6	PHOTOCOPYING REQUEST FORM						
	NAME	<i>George Ritchie</i>				1	
	DEPARTMENT	Human Resources	DATE REQUIRED	<i>2 June 2010</i>		1	
	NO OF PAGES	<i>20</i>	NO OF COPIES	<i>5</i>		2	
	SPECIAL INSTRUCTIONS	Collated	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	1
		Stapled	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	1
	<ul style="list-style-type: none"> • Ignore extraneous details in Name; essential details as shown above • Accept (Human Resources) Manager as the Name 						6
DO NOT ACCEPT George on its own							

		KU	PS																		
7	<table border="1"> <thead> <tr> <th><u>Hazard</u></th> <th><u>Action to be taken</u></th> </tr> </thead> <tbody> <tr> <td>Trailing cables</td> <td>Install a cable management system; place cables around the wall; install cable covers/tidies. Reposition furniture.</td> </tr> <tr> <td>Overloaded sockets</td> <td>Install additional sockets. Rearrange equipment (nearer other sockets).</td> </tr> <tr> <td>Emergency exit blocked (by boxes/rubbish/bin)</td> <td>Remove boxes to storage room (to keep exit clear).</td> </tr> <tr> <td>Employee standing on swivel chair</td> <td>Provide stepladders; provide a stool.</td> </tr> <tr> <td>Employee eating and drinking at computer</td> <td>(Send a memo/e-mail) remind staff of the dangers of having liquids beside machine. Provide a separate area/staff room.</td> </tr> <tr> <td>Filing cabinet drawer left open</td> <td>Train (or remind) employees to close filing cabinet drawers after use.</td> </tr> <tr> <td>No (easy) access to first aid box/fire extinguisher</td> <td>Re-position desk/photocopier/furniture to allow easy access to health and safety equipment. Reposition first aid box/fire extinguisher.</td> </tr> <tr> <td>Boxes stacked on top of each other</td> <td>Move boxes to a store cupboard</td> </tr> </tbody> </table>	<u>Hazard</u>	<u>Action to be taken</u>	Trailing cables	Install a cable management system; place cables around the wall; install cable covers/tidies. Reposition furniture.	Overloaded sockets	Install additional sockets. Rearrange equipment (nearer other sockets).	Emergency exit blocked (by boxes/rubbish/bin)	Remove boxes to storage room (to keep exit clear).	Employee standing on swivel chair	Provide stepladders; provide a stool.	Employee eating and drinking at computer	(Send a memo/e-mail) remind staff of the dangers of having liquids beside machine. Provide a separate area/staff room.	Filing cabinet drawer left open	Train (or remind) employees to close filing cabinet drawers after use.	No (easy) access to first aid box/fire extinguisher	Re-position desk/photocopier/furniture to allow easy access to health and safety equipment. Reposition first aid box/fire extinguisher.	Boxes stacked on top of each other	Move boxes to a store cupboard		
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1 KU mark for each hazard 1 PS mark for solution relating to hazard		2	2																		

		KU	PS
8	(a) Alphabetical filing	1	
	(b) Database	1	
DO NOT ACCEPT any alternative answers If 2/3/4 boxes ticked, no marks			

		KU	PS
9	(a) Richmond plc should <ul style="list-style-type: none"> • train staff • have instructions on a poster 		1
	(b) Richmond plc should provide <ul style="list-style-type: none"> • hot desks <p>DO NOT ACCEPT Touchdown Areas, Hot Room</p>		1
	(c) Mark Sandford should <ul style="list-style-type: none"> • log off (the computer) • shut down (the computer) • use password protected screensaver • close the file <p>DO NOT ACCEPT Switch off screen or screensaver on its own</p>		1
	(d) Richmond plc should provide <ul style="list-style-type: none"> • (height) adjustable chairs • chairs with back support • regular breaks 		1

		KU	PS
10 (a) (i)	Internal	1	
(ii)	External	1	
(iii)	External	1	
DO NOT ACCEPT any alternative answers No award if tick in both Internal and External boxes			
(b)	Walker & Co could <ul style="list-style-type: none"> • e-mail (the newsletter) • fax (the newsletter) • post the newsletter on the website 		1

		KU	PS
11 (a)	Denis Lee DO NOT ACCEPT Human Resources Manager	1	
(b)	Tom should go to Steven Wong/Managing Director		1
(c)	<ul style="list-style-type: none"> • All visitors will be able to view the organisation chart easily • Help visitors to see how big the firm is at a glance • Help visitor identify who to contact within the firm 	1	
(d)	<ul style="list-style-type: none"> • Room number • Photograph • (Extension) telephone number • Board of Directors • Company Name 	1	

		KU	PS
12	<p>Use a data projector</p> <p>Use presentation software</p> <p>Do not accept any alternative answers If 3 boxes ticked and 2 correct, award one mark If 3 boxes ticked and 1 correct, no marks If 4 boxes ticked, no marks</p>		<p>1</p> <p>1</p>

		KU	PS
13	<p>(a) Accept any answer which notes the lack of attention to visitors, lack of professionalism, etc.</p> <ul style="list-style-type: none"> • Receptionist is not dressed smartly • Visitors expect to be greeted (immediately) when they appear at the reception desk • Visitors expect the receptionist to be on task/busy doing reception duties <p>(b) B-Fit Health and Fitness Club should</p> <ul style="list-style-type: none"> • provide a uniform for Otis Hume • provide training for reception staff • provide training for new staff • provide a manual/training booklet for staff • employ staff with appropriate qualifications/experience • give Otis Hume a warning <p>DO NOT ACCEPT Sack Otis and employ new receptionist</p> <p>(c) B-Fit Health and Fitness Club should install</p> <ul style="list-style-type: none"> • coded door (entry system) • swipe cards (entry system) • locks on doors <p>DO NOT ACCEPT CCTV or posters</p>	<p>1</p>	<p>1</p> <p>1</p>

			KU	PS	
14			EQUIPMENT		
	(i)	To hold pages of a booklet together			B – Binder
	(ii)	To transfer photographs to computer			C – Digital Camera
	(iii)	To make an exact copy of a document			D – Photocopier
	(iv)	To coat staff ID badges with a clear plastic seal			A – Laminator
<p>If answer repeated, award 1 mark at correct place</p> <p>Accept letter or name of equipment, if correct</p>			4		

			KU	PS
15	<p>SOLUTION 1</p> <p>Rimmer’s Runners should</p> <ul style="list-style-type: none"> • regularly update the website 			1
	<p>SOLUTION 2</p> <p>Rimmer’s Runners should</p> <ul style="list-style-type: none"> • issue staff with passwords • change passwords regularly <p>DO NOT ACCEPT Get employees separate e-mail accounts</p>			1
	<p>SOLUTION 3</p> <p>Staff should</p> <ul style="list-style-type: none"> • use search engines • request training 			1

		KU	PS
16 (a)	True	1	
(b)	True	1	
(c)	False	1	
		TOTAL = 28 KU	
		TOTAL = 27 PS	

[END OF MARKING INSTRUCTIONS]