2011 Administration

Standard Grade General

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)	Provide an answering machine/voicemail. Provide an e-mail address/facility/fax no. They should divert calls outwith business hours. **DO NOT ACCEPT Provide staff with mobile phone/pager**		
(b)	E-mail them the minutes. Fax them the minutes. Put the minutes of the meeting on intranet. Post a copy of the minutes to homeworkers. DO NOT ACCEPT Videoconferencing		
(c)	Password protect confidential files. Issue access level passwords to staff. **DO NOT ACCEPT Password protect the computer**		
(d)	Display newsletter on intranet. Send newsletter to employees via e-mail. Put newsletter on staff noticeboard. Put into pigeonholes (for employees to collect).		**4**

		KU	PS
2	• Hot room/Meeting room/Conference room – a room which can be booked (in advance)/to hold a meeting. • Hot desk – a desk which can be booked (in advance)/used by employees who do not have a permanent desk. • Touchdown area – used by employees for 'brief' stay tasks (eg to check e-mails before a meeting;) not bookable in advance and used for very short period of time. • Carrel – a small booth. • Chillout area – an area where employees can take a short break away from their workstation. • Permanent desk – used by the same person each day. • Cellular office – an (enclosed) room. **Award 1 mark for naming** **Award 1 mark for each description/use – be flexible with language used**	**4**	

		KU	PS
3 (a) (i)	Managing Director, Louis Richards and Sales Manager, Kath Smith/Purchases Manager, Aaron Sim. **or** Sales Manager, Kath Smith and Sales Assistant, Mark Lewis/Marketing Assistant, Lee Wong. **or** Purchases Manager, Aaron Sim and Buyer, Mags Morris/Purchasing Assistant, Khuram Patel.	**1**	
(ii)	Sales Manager, Kath Smith and Purchases Manager, Aaron Sim. **or** Sales Assistant, Mark Lewis and Marketing Assistant, Lee Wong/Buyer, Mags Morris/Purchasing Assistant, Khuram Patel.	**1**	
(b) (i)	• Many **levels** of management. • Managers have a narrow span of control. • Management posts tend to be specialised. • Many lines of communication.	**1**	
(ii)	• To pass on (responsibility) for a task. • To give (responsibility for) a task to another employee. • Noun: a person who attends a conference/meeting on behalf of an organisation	**1**	

		KU	PS
4 (a) (i)	Title/Forename/Surname/Country/Credit Limit/E-mail Address/Mobile Number/Fax Number/Date of (First/Last) Order/Date Goods Required/Quantity/Price/Delivery/Cost/Delivery Date. **DO NOT ACCEPT Date of Birth**	**1**	
(ii)	Text (Title/Forename/Surname/E-mail Address/Country/Mobile Number/Fax Number/Delivery). Currency (Credit Limit/Price/Cost). Date (Date of (First/Last) Order/Date Goods Required/Delivery Date). Number (Quantity). **If candidate has incorrectly identified field in part (a) (i) eg Date of Birth but correctly identifies format eg date then award 1 mark for (a) (ii).**	**1**	
(b)	Search/query/filter the database on Goods Ordered field/Cupcakes. **To gain both marks, candidate must identify the function and the field or criteria.** **Award 1 mark if candidate states sort on Goods Ordered field.**	**2**	

		KU	PS
5 (a)	**TRAVEL AND ACCOMMODATION ORDER FORM**		
	EMPLOYEE DETAILS		
	Name: Peter Hamilton		
	Job: Purchases Manager		
	TRAVEL — Tick (√)		
	From: **Edinburgh** To: **London** — Single / Return √		**(1)**
	Outward Journey		
	Departure date: **16 June (2011)** Departure time: **0900 hours**		**(1)**
	Return Journey		
	Departure date: **18 June (2011)** Departure time: **1000 hours**		**(1)**
	Preferred form of travel: **Plane/Fly/Air**		
	Special request(s): **Economy class**		**(1)**
	ACCOMMODATION		
	Name and address of accommodation: **Quayside Hotel, 26 Mill Road, (London)**		
	Number of nights accommodation: **2**		**(1)**
	Special request(s): **Non-smoking room on ground floor with internet access.**		**(1)**
	Signed:		
	Dated:		**6**
(b)	Itinerary/Hotel Confirmation Letter/Passport/Driver's Licence/ Flight Tickets/Travel Insurance.	**1**	

		KU	PS
6 (a) (i)	<u>Purchases Manager</u> • Encourage/motivate/monitor/appraise staff in Purchases Department. • Delegate/give tasks to staff in the Purchases Department. • Set targets for staff within Purchases Department. • Interviews staff/applicants for vacancies within the Purchases Department. • Negotiates prices with suppliers. • Report to Managing Director on performance of Purchases Department.		
(ii)	<u>Admin Assistant in the Human Resources Department</u> • Word process eg letters inviting candidates for interview/job descriptions. • Update staff database. • Produce Health and Safety notices using DTP/Word. • Input staff absence data into spreadsheet/monitors staff annual leave using spreadsheet. • File/send out application forms.	**2**	
(b)	<u>Invoice</u> • A bill (for goods bought/sold). • Provides details of goods bought/sold (descriptions, quantities, prices). <u>Credit Note</u> • Issued when goods have been returned/overcharged.	**2**	

		KU	PS
7 (a)	<u>Action 1</u> • Introduce cable management system/use cable covers. • Ensure equipment is placed near to sockets. DO NOT ACCEPT Tuck cables under the carpet. <u>Action 2</u> • Ensure all equipment is regularly maintained. • Ensure staff are trained in correct use of equipment. • Put up notices reminding staff of what to do in event of a fault. • Ensure all faults are reported immediately. • Switch off equipment and place an 'out of order' sign on it. • Ensure equipment is switched off before carrying out minor maintenance. <u>Action 3</u> • Exit routes should be clearly displayed on wall. • Provide induction training. DO NOT ACCEPT Any reference to fire drills <u>Action 4</u> • Provide wrist rests. • Ensure staff take <u>regular</u> breaks/breaks from computing tasks. • Provide adjustable chairs. • Provide/check training has been given.		**4**
(b)	**Employees** must: • Take reasonable care of their own health and safety. • Take reasonable care of the health and safety of others. • Fully co-operate with employer regarding Health and Safety. • Refrain from mis-using or interfering with anything provided for health and safety. • Report any health and safety issues to line manager. **Accept one specific example only eg no liquids next to computer.**	**2**	

		KU	PS
8	<u>Item of software</u> Use Word Processing software. Use Desktop Publishing software. Use Graphics software. Accept named software. <u>Description/Use</u> This software allows Caroline to create professional looking pages with text/graphics/photographs/different fonts/styles. <u>Item of equipment</u> — <u>Description/Use</u> Use a laminator — Coats notices with protective film to prevent wear and tear. Use a scanner — Allows images and photos to be transferred to computer. Use a digital camera — Enables photos to be taken and transferred to computer. Use a printer — To obtain hard copies of notice. Use a photocopier — To obtain multiple copies of poster. **DO NOT ACCEPT Use a computer.** **Award one mark for one correct item of software/equipment and one mark for each correct description/use.** **Naming alone gets no marks. If candidate goes on to describe the use of the item, they can gain 2 marks.** The following are examples of **possible** marks allocated to this question. Use Microsoft word. 1 mark Microsoft Word. 0 marks Use Microsoft Word to create the poster using a variety of fonts, styles etc. 2 marks Microsoft Word to create the poster using a variety of fonts, styles etc. 2 marks		**4**

		KU	PS
9 (a)	<u>Suggestion 1</u> • Ensure a file management system is in operation. • Save files into appropriately **named** folders. • Train staff in file management. <u>Suggestion 2</u> • Install/update anti-virus software/firewall. • Scan all incoming e-mail for viruses. • Remind employees not to use e-mail for personal mail. • Remind employees not to open any e-mail attachments unless they know where they came from. • Remind employees not to use personal disks/external drives. <u>Suggestion 3</u> • Ensure a backup copy is kept of all data. • Write protect/lock files. • Make files 'read only'.		**3**
(b)	Saves space. Documents can be found easily using search/find/Sherlock facility. Same document can be accessed by others in organisation at same time. Passwords/codes can be put on confidential information to restrict access. Information can be quickly and easily sorted. Information is more portable (use of memory sticks). Remote user access is possible/an employee can access files away from the office. Backup copies can be easily prepared – **Accept only if not used in (a).**	**2**	

		KU	PS
10	Franking machine – to print postal impression onto envelopes. (Postal) Scales – to weigh letters and parcels to calculate cost of postage. Fax – to send a copy of a document anywhere in the world. Trolley/basket – to collect outgoing mail from departments. Folding and inserting machine – to fold and insert document into the envelope. Printer – to produce labels for parcels/envelopes. Computer – to e-mail suppliers, customers etc. **DO NOT ACCEPT Stapler**	**4**	

			KU	PS
11	(a)	(i)	Use/check Appointments Book/Electronic Diary.	
		(ii)	Check/use Staff In/Out Book.	
		(iii)	Check/introduce Reception Register/Visitors' Book.	**3**
	(b)		• Comfortable seating/coffee table. • Drinks/vending machine. • Organisation chart/posters/pictures/plants/fish tank. • Reading material/TV. • Toilet facilities. • Signs clearly indicating exit/fire escape route. • Public Telephone **Award one mark max per bullet**	**3**

		KU	PS
12	• PowerPoint/presentation software could be used. • Data projector/OHP could be used. • Smartboard/interactive board could be used. • Video/DVD could be used. • DTP/Word Processing/Spreadsheet software could be used.		**2**

		KU	PS
13 (a)	Search Engine • Used to find information when you do not know the web address. • Allows you to enter keywords then presents the user with a list of websites. Hyperlink • To take/connect/navigate/transfer/lead user to another page/website. **DO NOT ACCEPT 'link' without further development**	**2**	
(b)	• Include pictures/prices/descriptions of products (on the website). • Provide information about the company. • Provide contact details (e-mail address/fax no/address/tel no). • Provide a search facility (within the website). • Have an easy to remember URL. • Set-up e-commerce facility. • Have a secure payments page. • Have a FAQ page. • Have hotspots (when hovered over may activate movie, sound, new window). **DO NOT ACCEPT – Hyperlinks**		**2**

		KU	PS
14 (a)	• Remind staff to use house style. • Provide templates. • Train staff in the correct layout/house style.		
(b)	• Send by fax. • Send by e-mail. • Use e-commerce/order on-line. • Remind staff of postal collection times. **DO NOT ACCEPT Courier**		**2**
		TOTAL = 30 KU	**TOTAL = 30 PS**

[END OF MARKING INSTRUCTIONS]