



2012 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	<p>Use a (digital) camera – to take photographs of staff</p> <p>Use a scanner – to transfer photographs of staff to computer</p> <p>Use a (laser) printer – to produce hard copies of the badges</p> <p>Use a laminator – to put a protective cover over the badges</p> <p>DO NOT ACCEPT – Use a photocopier with reference to producing multiple copies</p> <p>DO NOT ACCEPT – ‘Use a photocopier’ on its own</p> <p>ACCEPT – Use a photocopier to produce/print a hard copy of the ID badge (can be awarded 2 marks)</p> <p>Equipment only – software not accepted</p> <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 following are examples of possible marks allocated to this question:</p> <p><i>use a digital camera</i> <i>1 mark</i></p> <p><i>Digital camera</i> <i>0 mark</i></p> <p><i>use a digital camera to take photographs of staff</i> <i>2 marks</i></p> <p><i>Digital camera to take photographs of staff</i> <i>2 marks</i></p>		4

		KU	PS
2 (a)	<p><u>Advantages</u></p> <ul style="list-style-type: none"> • Increased opportunities for promotion • Easier for managers to supervise employees • Employees are more likely to know who their immediate boss is • Employees are more likely to know what their own duties and responsibilities are/more motivated <p><u>Disadvantages</u></p> <ul style="list-style-type: none"> • Decision-making process is slow • Communication is slow • Employees may not feel involved in decision-making process • Employees do not have the opportunity to suggest ideas • Expensive organisational structure • Slow to respond (to external environment) <p>Allocate one mark for stating one advantage and one mark for stating one disadvantage.</p>	2	
(b)	Span of control	1	
(c)	<p>An organisational chart can quickly become out-of-date eg employees changing (employees leaving, new employees joining, promotion), organisation restructuring.</p> <p>Accept example that demonstrates disadvantage.</p>	1	

		KU	PS
3 (a)	<ul style="list-style-type: none"> • They should install a telephone answering machine/voicemail • They should introduce an e-mail facility/fax • They should divert calls outwith business hours <p>DO NOT ACCEPT – mobile/pager on its own</p>		1
(b)	<p>They should introduce videoconferencing/web conferencing/audio conferencing/Skype/conference calls</p> <p>DO NOT ACCEPT – webcam</p>		1
(c)	<ul style="list-style-type: none"> • Provide the manager with a mobile phone/i-phone/a pager/a PDA/Blackberry • Ensure the manager’s mobile phone number is known <p>Only accept ‘text’ or ‘e-mail’ or voicemail if supported</p>		1
(d)	<ul style="list-style-type: none"> • Set up a file management system • Train operators on file management • Always name files/folders appropriately <p>DO NOT ACCEPT – any reference to back-up</p>		1
(e)	<ul style="list-style-type: none"> • Install anti-virus software/firewall • Scan all incoming mail for viruses • Remind employees not to use e-mail for personal use • Remind employees not to open any e-mail attachments unless they know where they come from • Remind employees not to use personal discs/memory sticks 		1

		KU	PS
4	(a)	4	
	(b)		
5	(a) (i)	2	2
	(a) (ii)		
	(b)		

		KU	PS
6 (a) (i)	<p><u>Purchases Manager</u></p> <ul style="list-style-type: none"> • Encourage and motivate staff in Purchases Department. • Delegate tasks to staff within Purchases Department. • Set targets for staff within Purchases Department. • Interviews staff/applicants for vacancies within Purchases Department. • Reports to Managing Director on performance of Purchases Department. • Managing the departmental budget. 		
(ii)	<p><u>Buyer</u></p> <ul style="list-style-type: none"> • Obtains quotations, price lists from suppliers. • Negotiates prices, delivery details etc with suppliers. • Visits suppliers. • Attends exhibitions/trade fairs. • Obtains product information from various departments. 	2	
(b)	<p><u>Spreadsheet</u></p> <ul style="list-style-type: none"> • Record sales figures. • Produce graphs of sales/sales targets. <p><u>Database</u></p> <ul style="list-style-type: none"> • Store customer/product records. <p><u>Word Processing</u></p> <ul style="list-style-type: none"> • Prepare price lists. • Prepare sales leaflets/advertising leaflets. • Prepare letters to customers. 	3	

		KU	PS
7 (a)	NORTON'S NOSH EXPENSES CLAIM FORM		
	Name: <i>Beth Gardner</i>		(1)
	Department: <i>Sales</i>		
	Date(s): <i>11 April 2012</i>	EXPENDITURE	
	TRAVEL (please detail)	£	P
	<i>SRS - Greenock to Glasgow (Return)</i>	<i>5</i>	<i>60</i>
	<i>Northern Railways - Glasgow to Newcastle (Return)</i>	<i>45</i>	<i>00</i>
	MEALS (please detail)		
	<i>Lunch - New Mill Restaurant</i>	<i>14</i>	<i>00</i>
	OTHER EXPENSES (please detail)		
<i>Coffee Quick - Flat White</i>	<i>2</i>	<i>20</i>	
TOTAL EXPENSES DUE	£66	80	
Employee's Signature		Date	5
Accept: Sales 'Manager' for Department Train/name of travel provider/route in travel details section Mineral water in Meals or Other Expenses Coffee must appear in Other Expenses All items individually or sub-totalled			

		KU	PS
(b)	<ul style="list-style-type: none"> • Check all expenses claimed are in line with company policy. • Check that all receipts are attached. • Check calculations are correct. • Check employee has not exceeded budget for trip. • Pass to Finance Manager (for authorisation). <p>DO NOT ACCEPT Callum should refund the money</p>		2

		KU	PS
8 (a) (i)	<ul style="list-style-type: none"> • A relief receptionist/another member of staff should be available (when the receptionist has his lunch). • Employ a second receptionist/security guard. <p>DO NOT ACCEPT – Never leave reception unattended</p>		
(ii)	<ul style="list-style-type: none"> • Keypad/Swipe card entry should be installed. • Doors should be locked (with key given to authorised personnel only). • Use entryphone system to access restricted areas. <p>DO NOT ACCEPT – Provide/have a security guard</p> <p>DO NOT ACCEPT – Signs/posters/CCTV</p>		
(iii)	<ul style="list-style-type: none"> • Provide a (Staff) In/Out Book. • Ensure all employees have signed out in the (Staff) In/Out Book. • Employ someone to check the building/CCTV monitors at the end of the day. 		3
(b)	<ul style="list-style-type: none"> • Greet visitors. • Issue visitor badges. • Maintain the Reception Register. • Give visitor directions. • Make/check appointments in the Appointments Diary. • Receive/sign for parcels. • Operate the switchboard/taking and passing on messages. • Maintain/keep the reception area tidy. • Routine duties such as filing, word processing. • Monitoring CCTV 	2	

		KU	PS
9 (a) (i)	<ul style="list-style-type: none"> • There should be regular maintenance/servicing of the photocopier. • The previous member of staff who used it should have placed an 'Out of Order' notice on it. • Notices should be displayed reminding staff what to do in the event of a fault. • Staff should be trained (to use equipment safely) 		1
(ii)	Accident/Incident (Report) Form Hazard/Fault Report Form	1	
(b)	<u>Action 1</u> <ul style="list-style-type: none"> • Provide staff with screen filter/anti-glare screen. • Install blinds. • Remind staff to take regular breaks. • Provide/check training has been given. • Send staff for regular eye tests. • Subsidise cost of glasses for staff. • Adjust brightness/contrast controls. <u>Action 2</u> <ul style="list-style-type: none"> • Provide staff with wrist rests. • Remind staff to take regular breaks. • Provide/check training has been given. • Provide adjustable chairs. 		1
			1

		KU	PS
10 (a)	<p><u>Problem 1</u></p> <ul style="list-style-type: none"> • Introduce flexitime. <p>DO NOT ACCEPT – Introduce homeworking/teleworking</p> <p><u>Problem 2</u></p> <ul style="list-style-type: none"> • Allow 2 or 3 employees to work in the one office. • Change to an open plan layout. • Encourage team working. • Have regular departmental meetings. <p><u>Problem 3</u></p> <ul style="list-style-type: none"> • Introduce part-time working. • Introduce job share. 		3
(b)	<p><u>Advantage</u></p> <ul style="list-style-type: none"> • Reduces costs/saves money. • Less space is required. • Employer may be able to keep staff who may otherwise have left/saves recruitment costs. • Happier/motivated employees/higher productivity. • Reduction in absenteeism/employees taking time off for appointments. <p><u>Disadvantage</u></p> <ul style="list-style-type: none"> • Communication may be difficult. • Difficult to organise meetings. • Costly to set up employees with equipment they need (if not given advantage of saves money). • Loss of control over employees who are working at home. • More difficult to ensure that ICT equipment and home workstation meet health and safety requirements. • More difficult to provide advice and support in the use of ICT equipment. 	2	

		KU	PS
11 (a)	Pictogram/Pictograph/picture diagram/picture graph	1	
(b) (i)	Bar chart, Column chart, Pie chart, Line graph. DO NOT ACCEPT – Stem and leaf diagram	1	
(ii)	<ul style="list-style-type: none"> • Accurate information is obtained at a glance. • Allows comparisons to be made. • Easier to read and understand. • Trends can be identified (DO NOT ACCEPT FOR PIE CHART). DO NOT ACCEPT – eyecatching	1	
(c)	<u>Suggestion 1</u> <ul style="list-style-type: none"> • Use presentation/word processing/DTP/graphics software. • Use TV and DVDs/Videos. • Use an interactive whiteboard/smartboard. <u>Suggestion 2</u> <ul style="list-style-type: none"> • Use an (OHP/Data) Projector. • Use an interactive whiteboard/smartboard. 		2

		KU	PS
12 (a) (i)	=B4*C4 =sum(B4*C4)		1
(ii)	By using replication/fill down/drag down/double click down facility.	1	
(b)	<ul style="list-style-type: none"> • Formulae calculations are carried out instantaneously. • Calculations are done with total accuracy. • Formulae are updated automatically when another row/column is added. • Data in the spreadsheet can easily be converted into a graph/chart. • Data can be easily sorted/filtered. • 'What if' scenarios can be used. <p>DO NOT ACCEPT – Any reference to Replication.</p>	2	
13	<p><u>E-commerce</u> The buying/selling of goods online/using the Internet.</p> <p><u>Favourites/Bookmarks</u> Allows users to <u>save/store</u> (the addresses of) web pages.</p>	2	
		TOTAL = 30 KU	
		TOTAL = 30 PS	

[END OF MARKING INSTRUCTIONS]