

[C002/SQP206]

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Higher  
Administration  
Paper 1  
Replacement Specimen Question Paper

Time: 1 hour 30 minutes

NATIONAL  
QUALIFICATIONS

**SECTION 1**

This section should take you approximately 30 minutes.

Read the passage then answer the questions that follow.

**ALL** questions should be attempted.

**SECTION 2**

This section should take you approximately 60 minutes.

Answer any **two** questions.

## SECTION 1

**ALL questions should be attempted.**

<b><i>HIGH-TECH HITS THE ROAD</i></b>	<b>CANDIDATE'S NOTES</b>
<p><i>E-mail, the internet, portable computers, personal digital assistants and cell phones have revolutionised business travel. Supporting a high-tech travelling executive requires administrative assistants to master new skills and tools. The following extract summarises the role that Brenda Hendron, administrative assistant for ServiceSoft Technologies Inc has had to adopt as the new technologies advance.</i></p> <p>“In my job it used to be important to have great word processing speeds and shorthand skills. Now, as well as open communication skills, administrative assistants need to be more computer literate and internet savvy. Do you know your <b>URL</b> from your <b>ISP</b>?”</p> <p>The executives that Brenda supports travel constantly to conferences, client meetings and international negotiations to create business alliances (travel arrangements are made direct to the travel agent’s computer system). The executives carry cell phones, portable computers and hand-held computers. They depend as much on e-mail and the internet as the telephone to stay in contact with each other and the home office. Brenda also carries a portable computer and sometimes works from home to support executives who can be anywhere in the world.</p> <p>Every day Brenda e-mails her travelling executives updates for their schedules with changing flight times and confirmations. The executives keep their schedules in an electronic diary system, which includes a “Brenda To Do” list. Each time they update the to-do list or their schedules, they e-mail Brenda a copy so that she knows what each needs her to do. Work now crosses international time zones and as a result Brenda takes her portable home each evening with her—personal and work schedules have had to be adjusted in light of the new technology.</p> <p>In addition to learning how to use the new technology, Brenda states, “I have become much more independent in my work—setting my own priorities and taking full responsibility for getting work done without supervision or reliance on normal office rules. When a problem arises I have to take the initiative to find the solution on my own and to make decisions that traditionally secretaries have not had to make on their own. Would I change it? No way—the high-tech toys enable my executive team to be so self sufficient that the administrative role becomes more one of support, follow-up and coordination rather than hard typing and hands-on work. You feel like a business partner to the executives—it elevates the role of administration, making you feel less “secretarial” and more a part of the team.”</p> <p>Adapted from an article written by G Berton Latamore which first appeared in <i>OfficePro</i>, May 2000</p>	<p>10</p> <p>20</p> <p>30</p> <p>40</p>

**QUESTIONS**

**Answer ALL the questions, 1–5.**

1. Brenda asks “Do you know your **URL** from your **ISP**?”  
Explain what is meant by the internet related terms that Brenda refers to:  
(a) uniform resource locator (URL);  
(b) internet service provider (ISP). **2**
  
  2. “Now, as well as open communication skills, administrative assistants need to be more computer literate and internet savvy.”  
Why is it advantageous for administrative assistants to be able to use the internet in the following situations?  
(a) Organising travel for business executives  
(b) Preparing for business meetings **4**
  
  3. Explain the costs and benefits to an organisation of allowing employees to use ICT technology such as cell phones and portable computers. **6**
  
  4. Describe the process that an administrative assistant would follow when setting priorities in the working environment. **2**
  
  5. ServiceSoft Technologies Inc has had to adapt as new technologies advance. Brenda states that there is “no way” she would change her new role.  
How should organisations ensure that major change is managed effectively? **6**
- (20)**

## SECTION 2

### Answer any TWO questions

*Marks*

1. (a) Compare and contrast the role of the secretary and the chairperson in ensuring meetings are effective. 8  
(b) An important part of the Secretary's role prior to a meeting is the selection of an appropriate venue.  
Differentiate between the factors that need to be considered when evaluating and selecting an external venue and an internal venue for a meeting. 4  
(c) Many organisations now organise meetings using video conferencing facilities. Outline the operation of a video conferencing system, indicating advantages and disadvantages of using such a system. 8  
(20)
2. Good time management is necessary to ensure the meeting of targets.  
(a) Identify possible causes for your targets slipping and actions you might take to address the situation. 8  
(b) Procedures are used by an organisation to monitor and control the achievement of targets.  
Explain, using examples, why such procedures are necessary. 8  
(c) Discuss how changing from a paper-based to an electronic diary system may improve time management within the organisation. 4  
(20)
3. (a) Why might an organisation introduce a **new** procedure? 4  
(b) An organisation has identified a **deficiency** in an existing procedure.  
Describe the steps that would be taken to solve this problem. 10  
(c) Discuss features of good form design. 6  
(20)
4. As technology advances, Data Management is becoming increasingly important for an organisation.  
(a) Describe **4** essential features of a Database Management system. 4  
(b) Justify the introduction of a computerised database system to replace a manual filing system. 6  
(c) Legislation exists to protect paper-based and electronically held information.  
Name **2** pieces of legislation introduced to regulate the use of information in the workplace. For **each** piece of legislation chosen, state **2** key points of law and how an organisation would put **each** key point into practice. 10  
(20)

5. (a) Wood Ltd and J B Tool Hire Ltd have taken the strategic decision to merge. This decision was reached after considering qualitative, quantitative, primary and secondary information.  
Using examples, explain what is meant by qualitative, quantitative, primary and secondary information. **4**
- (b) When Wood Ltd and J B Tool Hire Ltd merge, the resulting organisation has a flatter structure.  
What effect will the flatter structure have on the flow of information in the new organisation? **6**
- (c) Discuss how the introduction of ICT may improve the flow of information within an organisation. **10**
- (20)**

*[END OF QUESTION PAPER]*



[C002/SQP206]

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Higher  
Administration  
Paper 1  
Replacement Specimen Question Paper  
Suggested Solutions

NATIONAL  
QUALIFICATIONS

## SECTION 1

### Suggested Solution

Marks

**1. Brenda asks “Do you know your URL from your ISP?”**

**Explain what is meant by the internet related terms that Brenda refers to:**

**(a) uniform resource locator (URL);**

**(b) internet service provider (ISP).**

**2**

(a) Uniform resource locator (URL) refers to the unique address that is used to identify web pages on the World Wide Web, eg <http://www.sqa.org.uk>. These addresses provide a standard way of referring to internet resources.

(b) Internet service provider (ISP) refers to the commercial organisations or companies that provide users with access to the Internet, via their web server. ISPs often charge for providing access to the Internet.

**2. “Now, as well as open communication skills, administrative assistants need to be more computer literate and internet savvy.”**

**Why is it advantageous for administrative assistants to be able to use the internet in the following situations?**

**(a) Organising travel for business executives**

**(b) Preparing for business meetings**

**4**

(a) • The internet could be used to find the best possible flights/trains/channel tunnel/ferry crossing to make the journey. All could be booked online using the firm’s credit card and confirmation received by the same method. No tickets would be required as the traveller only needs to know the booking reference and the ticket would be waiting for them at the airport/station/terminal/port. This is especially useful for late/last minute bookings or for emergency/urgent travel. Also there would be no need to carry bulky paperwork.

• The internet could also be used to find and reserve suitable hotel accommodation, price and reserve suitable car hire if required by the executive—again confirmation received online and a booking reference number given to quote on site rather than worrying about carrying bulky paperwork.

(b) • E-mail—the assistant would be able to update the executive on daily office matters and be able to attach any documentation required by the executive.

The administrative assistant would be able to send the chairman and anyone else who will attend the meeting a copy of the Notice of Meeting and Agenda. The administrative assistant could also attach any relevant documents that the participants may need for discussion at the meeting.

• Electronic diary—the administrative assistant would be able to update the executive’s diary—which s/he could easily access if travelling with a laptop.



## 2. (b) (continued)

- Mobile phone—if WAP technology then the internet can be accessed on the move to check arrangements for meetings etc.
- Desktop conferencing—if a physical meeting could not take place the administrative assistant could use desktop conferencing to allow the meeting to take place—if the subject of the meeting warranted it.

3. **Explain the costs and benefits to an organisation of allowing employees to use ICT technology such as cell phones and portable computers.**

6

*Although candidates are familiar with the use of tables for cost/benefit analysis, it is not necessary that the format of the answer is a table as long as costs and benefits of the new technology are clear and relevant. The emphasis of the candidate's answer must be in the explanation of the costs and benefits NOT their identification. Candidates must explain at least 2 costs **and** 2 benefits for 4 marks and the remaining 2 marks can be allocated to either costs or benefits.*

**COSTS**

The financial implications of introducing and up-dating ICT equipment can be enormous.

Social aspect of work is taken away from executive and can cause stress related problems.

Possible loss of executive's control over employees when not in office.

**BENEFITS**

The development of the use of new technology within an organisation should increase the quality of work produced. The use of cell phones and portable computers, for example, will reduce the necessity for employees to be present in the building as executives will be able to carry their office with them.

Advances in ICT have allowed many executives to work away from the office and still communicate effectively with the office using e-mail, fax and mobile phone.

Many organisations have been able to restructure and cut back on the number of staff employed without reducing output.

Decisions can be taken more quickly and efficiently if ALL concerned can be contacted in the E-world.

**4. Describe the process that an administrative assistant would follow when setting priorities in the working environment.**

2

*The candidate may roll the identification and planning of tasks into one step of the process. This is acceptable so long as the candidate illustrates the necessity of considering all tasks in hand. It is not sufficient merely to name the steps of the process—some description is also required. The candidate should make reference to at least one of the factors that would be considered when prioritising tasks.*

*Two marks awarded if the candidate has made reference to the process and to at least one of the factors that needs to be taken into consideration.*

The process: identify and plan all tasks that have to be completed, prioritise the tasks, review progress. In carrying out the process, time, routine and status of tasks would also need to be considered.

**identify tasks** — in liaison with line manager, work to be completed should be discussed

**plan tasks** — to meet the requirements of the organisation and the line manager and also to ensure that workload is sufficient but will not leave the administrative assistant overworked—tasks should be manageable in the timeframe agreed

**prioritise tasks** — to ensure that urgent tasks are completed before non-urgent tasks and that important non-routine work is completed before routine work. One of the most effective planning aids available is the **diary**, which must be maintained and updated regularly throughout the working day and referred to regularly

**review progress** — so that any slippage in progression of tasks can be dealt with by re-prioritising, delegating or changing deadlines

Factors to consider when planning and prioritising tasks:

- **Time** — are the tasks yearly, monthly, weekly or daily
- **Routine** — Minutes, reports—quarterly/annual/monthly reports
- **Status** — urgent (very high priority), must be done (high priority), should be done (medium priority), could be done (low priority), could be delegated (very low for administrative assistant's workload)
- **Priorities List/Actions Plan**—once the priorities have been set, a list (sometimes called a to do list) can be compiled

5. ServiceSoft Technologies Inc has had to adapt as new technologies advance. Brenda states that there is “no way” she would change her new role.

**How should organisations ensure that major change is managed effectively?**

6  
(20)

*Candidates need not mention all of the list below, but should show a good knowledge of the management process and the reasons behind good management. Justification or reasoning must be offered by the candidate in order to attain the marks, eg it is not sufficient just to list communication without giving reasons why communication is important to the change process.*

The introduction and development of new technology or any major change in the workplace has to be handled carefully by management to minimise detrimental effects on staff.

Management must ensure that changes are implemented carefully and sensitively.

Eg

- if possible, introduction of major change should be gradual as this allows employees time to get used to the idea of change
- consultation should always take place before change is introduced—this helps to create a sense of ownership and employees may offer ideas that have not been considered
- communication between management and staff should be effective. Management should explain the benefits to the staff and reassure staff they are valued. Communication should be as early as possible in the process and continue throughout the change process
- measures should be in place to deal with staff who do not wish to be involved in the change eg retiral or redundancy packages
- training should be available, should be adequate and should be both on and off the job
- change should be monitored carefully and adjustments made if necessary
- management and staff should both feel that change will have a positive effect on the workplace and should be able to view the changes as a challenge rather than a threat
- staff affected must feel that they have some control/influence over what is happening to their work

## SECTION 2

### Suggested Solution

Marks

1. (a) **Compare and contrast the role of the secretary and the chairperson in ensuring meetings are effective.**

8

*It is not sufficient for the candidate to merely list the duties of the secretary and the chairperson. **The roles must be compared and contrasted for marks to be awarded.***

The chairperson plans the content of the meeting and liaises with the secretary re his/her requirements for the day, agenda items and any special arrangements. During the meeting the chair takes charge of the meeting and keeps order. The secretary of a meeting generally provides administrative support and ensures the smooth running of meetings by making certain that the organisation for the meeting has been carried out to allow for no problems during the running of the meeting. In order to carry out these roles effectively the secretary and the chairperson may carry out some or all of the following:

#### **Role of Secretary**

- books venue and prepares Notice and Agenda following consultation with Chairperson
- distributes Notice and Agenda, previous minutes, additional papers
- ensures necessary arrangements are made for refreshments, signs for meeting room
- ensures necessary paperwork is available at meeting
- takes attendance register, notes any apologies, amendments to minutes
- takes minutes during the meeting
- follows up meeting by drafting minutes and checking with Chairperson

#### **Role of Chairperson**

- is familiar with standing orders
- ensures that previous minutes are correct and signs once agreed
- ensures agenda items are explained and covered in correct order during meeting
- keeps discussion to the point and allows those attending to have their say
- starts meeting promptly and formally closes

Must address both roles to gain full marks.

## 1. (continued)

- (b) **An important part of the Secretary's role prior to a meeting is the selection of an appropriate venue.**

**Differentiate between the factors that need to be considered when evaluating and selecting an external venue and an internal venue for a meeting.**

4

In order to select an appropriate venue the Secretary must first consider the criteria by which the meeting venue can be evaluated. For example there may be budgetary constraint, locality constraint, eg near to a mainline station, a limit on the numbers expected to attend, etc. Only when these criteria have been considered can the specifics of booking a venue be carried forward. The following list details some of the specifics that the Secretary needs to take account of. Some factors will be more relevant when booking an internal venue eg internal booking procedures and forms, whilst others are more relevant when considering external venues eg the location of a venue in relation to public transport.

**Internal venue**

- no of people attending meeting limits choice of rooms
- nature of meeting—if tables required or chairs sufficient
- need to check room booking form—choice determined by availability
- if OHP/TV required then some rooms may be unsuitable eg light/space for screen

**External venue**

- location—needs to be easy to get to if people travelling
- parking availability
- catering requirements need to be met
- cost v budget—external venues can be expensive
- nature of meeting eg AGM requires large room/hall
- are appropriate facilities available?—wheelchair access, OHP, TV

Must address both internal and external for full marks.

## 1. (continued)

- (c) Many organisations now organise meetings using video conferencing facilities. Outline the operation of a video conferencing system, indicating advantages and disadvantages of using such a system.

8

Video conferencing allows people in various locations to take part in meetings, using technology to see each other.

(20)

Can use television monitors with built in cameras, placed in purpose built room, which can be hired out. Nowadays more common to have pictures transmitted from computer to computer via an ISDN line.

**Advantages**

- money saved on travelling and accommodation costs
- time saved as a result of not having to travel
- communication becomes more frequent between remote locations
- face-to-face communication is still possible
- meetings could be recorded for those unable to attend

**Disadvantages**

- technical problems could hold meeting up
- may have to go to a video conferencing centre/suite; inconvenient and can be costly to hire
- difficult to chair
- some people are uneasy in front of cameras

## 2. Good time management is necessary to ensure the meeting of targets.

### (a) Identify possible causes for your targets slipping and actions you might take to address the situation.

8

*Candidates need to identify 4 possible causes of target slippage and 4 actions that might be taken to address the situation to achieve full marks.*

Deviations from targets should be discussed with a line manager as soon as possible and acted upon quickly. Questions to be raised with the line manager:

- 1 were the targets understood?—improved by ensuring targets are stated accurately with reference to quantity, time and quality
- 2 did any unforeseen circumstances arise that caused the work to fall behind schedule eg absence from work?—improved by alerting the manager to a problem as soon as possible and perhaps delegating work to another member of staff to allow resources to bring the target back on line
- 3 did the actions of others whom you were dependent upon hold up the work?—improved by better communication and setting deadlines for others
- 4 was the work plan structured correctly or did additional tasks occur after the work was started?—if additional tasks arose then a change to timeline may be required
- 5 did the task extend beyond your capabilities or experience?—improved by seeking help and support as soon as possible
- 6 did you receive support when carrying out the task?—improved by communicating with your line manager on a regular basis and asking for help
- 7 was there lack of forward planning?—improved by making better use of Priority Lists, to do lists and Action plans
- 8 was too much work taken on?—improved by being more assertive. If work is piling up, you must approach your line manager and ask for help or for a halt to new work being allocated until you have cleared your backlog
- 9 were priorities assessed correctly?—improved by taking time at the end of each day to assess what tasks have been completed, what tasks need to be carried forward and what tasks are new. Also prioritise tasks as urgent, must be done, should be done, could be done and could be delegated
- 10 were there communication problems?—improved by trying to give clear instructions—recap if necessary—to staff or making sure you understand the instructions given to you by your line manager. This will save time clarifying messages or checking on missing information
- 11 was time lost darting from one job to another?—improved by finishing a task before moving on to another (on a list) and grouping jobs so that visits to other departments (the photocopier, mail room or whatever) are cut down as much as possible

It may be possible to bring the targets back into line by receiving extra help, overtime, release from other tasks (delegation or removal) or if that is not possible then the target date may be able to be rescheduled—with recommendations for future target setting to avoid slippage in the future.

## 2. (continued)

**(b) Procedures are used by an organisation to monitor and control the achievement of targets.****Explain, using examples, why such procedures are necessary.****8**

*It is not necessary for the candidate to mention ALL of the points set out but it is important that the structure of identifying why and suggesting a procedure is clear in the answer.*

Where targets are set, a procedure for controlling and monitoring the achievement of these targets could be established. It is important that the procedure set up is not over-complicated and should not be viewed as a way to spy but more as a constructive aid to help the individual worker achieve and/or receive assistance as necessary.

Various methods of achieving this could include:

- random or sample checks of work to ensure progress is being made
- buddy systems—ie assistance given by more experienced employee who can be called upon when required
- mentoring systems where an employee can call on an assigned senior member of staff for help and advice
- the use of charting to show progress at a glance
- periodic method and system audits—where existing procedures are reviewed and amended if it will result in greater efficiencies or improved work
- regular team/one-to-one meetings to discuss and review progress

These systems are necessary so that the mechanism is set up to establish (usually on an on-going basis) whether targets are running as planned before it is too late to make effective changes. If systems of control and monitoring are thorough, then any deviations from targets can be quickly spotted and where possible acted upon.

**(c) Discuss how changing from a paper-based to an electronic diary system may improve time management within the organisation.****4**

Switching to an electronic diary system:

**(20)**

- removes the necessity for the administrative assistant to maintain 2 diaries as the manager's diary can be accessed electronically thus reducing the chance of double booking and the necessity to update both diaries at regular intervals
- allows meetings to be scheduled automatically with clashes in diaries being highlighted faster than paper based diary trawls or liaising with meeting participants
- should save the administrative assistant time as recurring appointments can be entered automatically and clashes are highlighted by the software
- allows users to see at a glance any new appointments that have been entered on their behalf eg when an administrative assistant enters an appointment for the line manager then when the line manager accesses the diary that appointment is usually highlighted



3. (a) Why might an organisation introduce a new procedure?

A new procedure may have to be introduced in an organisation because of:

- changes to the range of sophistication of equipment, software or services being used, eg the introduction of voicemail
- growth in the organisation, eg through expansion of the product range
- the relocation of an organisation
- changes in legislation, eg new health and safety regulations
- changes in organisational structure, eg layers of management
- monitoring strategies which lead to better ways of undertaking procedures

Any 4 from above—one mark each

(b) An organisation has identified a deficiency in an existing procedure.

Describe the steps that would be taken to solve this problem.

10

*The candidate's answer should reflect the ordered steps of the process and should identify the major milestones of the process. Two marks are awarded to each of the groupings shown in bold. The candidate should give some explanation to each of the steps.*

A revised procedure would have to be prepared and introduced as follows:

- consult at the development stage with those people who would be affected by the revised procedure if appropriate
- **design** the procedure in broad terms—agree its purpose and the way in which it is to be developed
- specify the procedure, ie add the details
- **trial/pilot** the procedure
- refine the procedure in light of the trial
- carry out a cost/benefit analysis, and if acceptable
- **introduce/implement** the procedure
- **monitor** and assist staff undertaking procedure, especially at introductory stages
- **review**/evaluate the procedure
- amend/adjust the procedure where necessary

(c) Discuss features of good form design.

6

*When discussing, candidates should make some reference to negatives as well as positives of form design. Both aspects should be covered in order to gain full marks.*

(20)

- name of organisation issuing form shown clearly at top of form
- sufficient space provided for insertion of information
- items grouped properly in a logical order
- clear, unambiguous instructions given
- sections clearly distinguished
- adequate margins used
- forms do not contain too much information
- forms do not contain too many instructions
- forms do not contain too many fonts and font sizes

**4. As technology advances, Data Management is becoming increasingly important for an organisation.**

**(a) Describe 4 essential features of a Database Management system.**

4

- allows data to be shared by the various users within an organisation
- provides for the efficient management of all computerised data used in an organisation
- provides for appropriate relationships between individual pieces of data
- allows data to be easily retrieved and used by a variety of users
- provides users with a method for adding, deleting and editing data
- protects data so as to ensure accuracy and reliability

**(b) Justify the introduction of a computerised database system to replace a manual filing system.**

6

A computerised database system is more efficient than a manual filing system in the following ways:

- increases the speed of data retrieval
- speeds up the sorting of data
- data can be amended/analysed/queried with greater speed and accuracy
- facility exists to produce reports on specific aspects of data
- computerised database can be used for mailmerge purposes
- data can be cross referenced/linked to data in other databases allowing more sophisticated interrogation than is possible with manual filing systems
- data can be used to form basis of web-based company information, eg product pages

**(c) Legislation exists to protect paper-based and electronically held information.**

**Name 2 pieces of legislation introduced to regulate the use of information in the workplace. For each piece of legislation chosen, state 2 key points of law and how an organisation would put each key point into practice.**

10

*One mark for naming the piece of legislation (2 marks)*

*One mark for **each** key point of law relating to the piece of legislation (4 marks)*

*One mark for explaining how **each** key point of law is put into practice (4 marks)*

(20)

*Marks to be awarded accordingly for any correct key points of law given (not necessarily identified in the above list).*

Pieces of legislation named should include 2 from the following 3 Acts of Law:

- The Data Protection Acts (1984 and 1998)
- The Computer Misuse Act (1990)
- Copyright, Designs and Patents Act (1988)

**4. (c) (continued)****The Data Protection Acts (1984 and 1998)**Key Point Of Law

Data users must obtain data fairly and lawfully.

In Practice

People must be told what use will be made of the information they supply about themselves.

Key Point Of Law

Data users must ensure that data is accurate, and where necessary, kept up-to-date.

In Practice

Procedures must be in place to check, up-date or destroy inaccurate information.

**The Computer Misuse Act (1990)**Key Point Of Law

There should be no unauthorised access of computer material.

In Practice

No member of staff should attempt to access computer material unless authorised to do so. The attempt itself is the crime regardless of the success or failure of the attempt.

Key Point Of Law

Only authorised changes should be made to the contents of any computerised data.

In Practice

Employees must ensure that data to be entered in to an organisation's computer system is "real", eg it would be an offence to create false customer accounts.

**Copyright, Designs and Patents Act (1988)**Key Point Of Law

Books, songs, films or any other type of artistic work created, belongs to the author/composer/artist.

In Practice

If copyright is indicated on text, do not copy the text unless you have permission to do so.

Key Point Of Law

Suspected use of pirated software enables copyright owners to apply to Court for the right to search premises for pirated software.

In Practice

Ensure employees only use software bought by the organisation and not software bought personally.

5. (a) Wood Ltd and J B Tool Hire Ltd have taken the strategic decision to merge. This decision was reached after considering qualitative, quantitative, primary and secondary information.

Using examples, explain what is meant by qualitative, quantitative, primary and secondary information.

4

*A definition would be expected. Any suitable and relevant example should be given credit.*

*Qualitative* information which involves opinions, attitudes or value judgements, eg staff attitudes to proposed merger

*Quantitative* information which is factual and can be measured/counted, eg staff salaries of both organisations; structure of staffing within both organisations

*Primary* information which has been gathered “first-hand” for a specific purpose, eg sales predictions for merged companies

*Secondary* information which already exists but is now being used for something else, eg competitor analysis

- (b) When Wood Ltd and J B Tool Hire Ltd merge, the resulting organisation has a flatter structure.

What effect will the flatter structure have on the flow of information in the new organisation?

6

A flatter structure means fewer layers of management. Known as “delaying”.

May result in more jobs at each level of management.

Information will therefore have to pass through **fewer** management levels to go from top to bottom. This will mean flow will be **quicker** so decisions can be made **faster**.

Also less likely that information will become **lost** in the organisation so fewer mistakes/hold-ups.

Information will need to be passed to a greater number of people at each level, so good procedures for circulation of information will need to be in place.

## 5. (continued)

- (c) **Discuss how the introduction of ICT may improve the flow of information within an organisation.**

10

(20)

*In discussing, the candidate should address some of the possible negative effects as well as the positive effects of improving flow of information in order to obtain full marks.*

The flow of information can be increased in terms of volume due to capacity of PCs, and storage devices such as CD ROMs and floppy disks.

The speed of information processing can be increased through ICT, eg databases can sort thousands of records in seconds, letters can be mail merged instantly.

The flow of information is less likely to be disrupted by mistakes—software packages are equipped with spell checking and grammar checking facilities. Spreadsheets allow complex calculations to be made.

Information can flow easily across organisations through the use of networks. Files can be stored centrally and accessed from any computer linked to the network.

Laptop computers allow information to be processed outside the office. The use of e-mail means communication is greatly improved as staff can be contacted easily.

The internet provides access to vast amounts of information useful to businesses, eg travel/accommodation information, financial information, suppliers' prices. It also improves the flow of information to customers if the firm has its own web site.

The amount of information available may increase greatly and systems would have to be implemented to ensure that only information that is necessary is used.

As the amount of information available increases management of ensuring that the correct information goes to the correct employees becomes more challenging.

[END OF SPECIMEN SUGGESTED SOLUTIONS]



[C002/SQP206]

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Higher  
Administration  
Paper 2  
Replacement Specimen Question Paper

Time: 1 hour 10 minutes

NATIONAL  
QUALIFICATIONS

You have 1 hour 10 minutes to complete this paper. No alterations can be made to tasks after this time. However, if you do not have the opportunity to print out all/any of the material during this time you will be given time at the end to do so.

- 1 60 marks are allocated to this paper.
- 2 Your name should be displayed on all work submitted. **Key in** your name on each printout.
- 3 At the end of the examination, place your printouts inside the envelope provided. Hand the envelope to the invigilator.

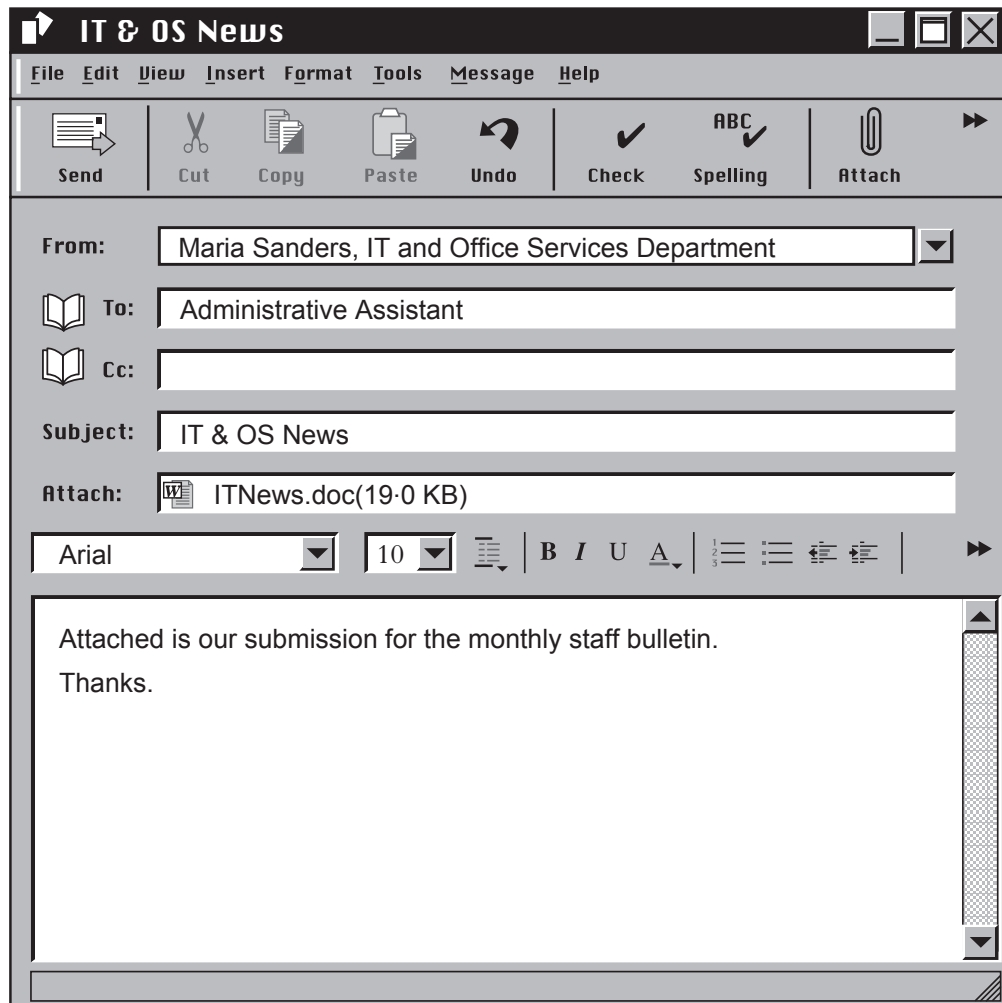
### **Information**

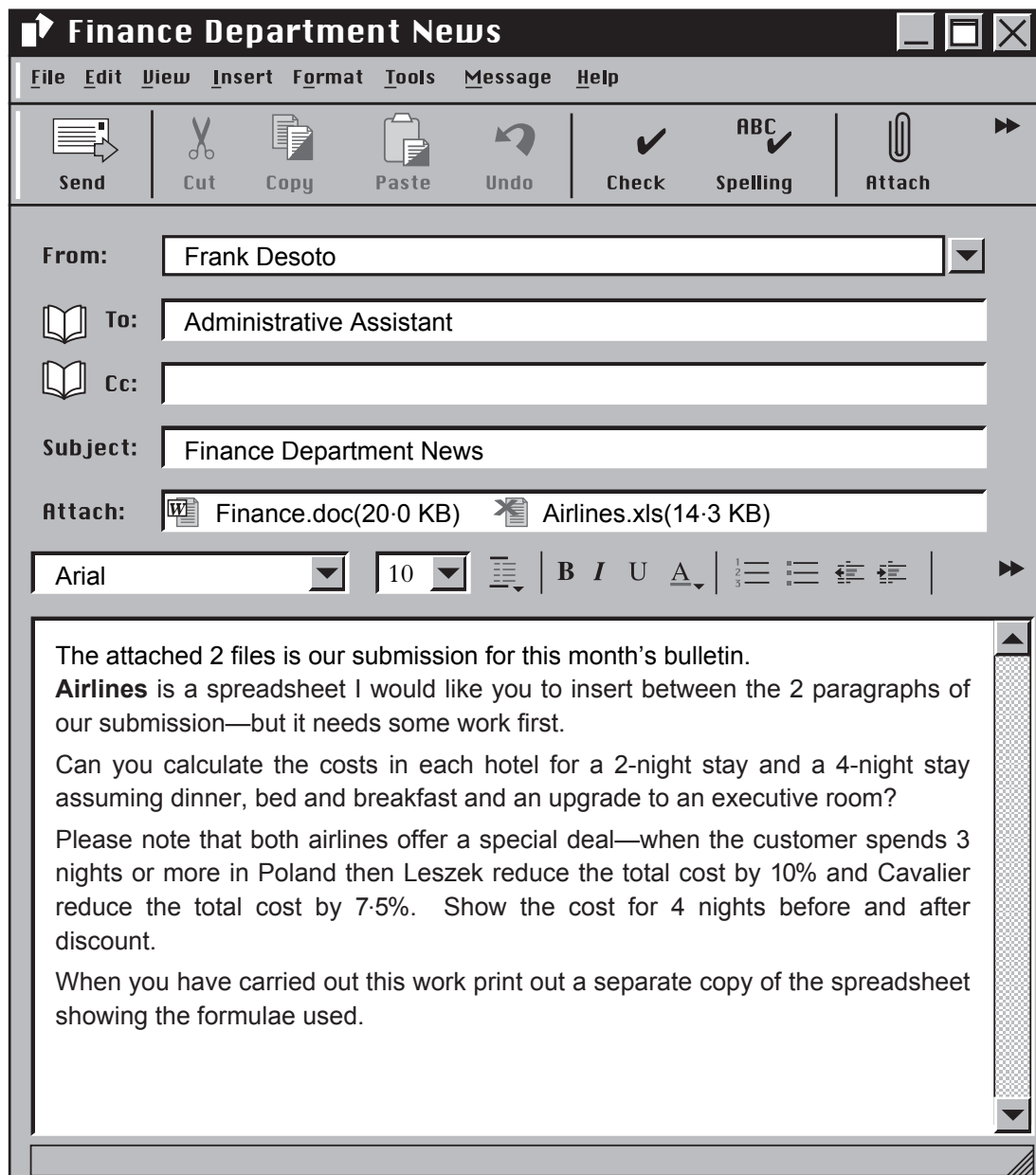
**You work as an administrative assistant in Tartan Travel PLC. Your role is to provide an administrative service that supports management. Tartan Travel PLC specialises in holiday tours and flights to Europe and the United States. The Head Office of Tartan Travel PLC is based in Glasgow and there are several branches located throughout Scotland.**

**Today's tasks are outlined in the Job Sheet on *Page three*.**



Tartan Travel PLC Job Sheet		
<b>To:</b> Administrative Assistant		<b>Date:</b> (date of examination)
<b>Job Number:</b> 3/2002		<b>Completion by:</b> (date of examination)
<b>Description of job:</b> <ul style="list-style-type: none"> <li>Complete tasks related to the content of the staff bulletin. These tasks are outlined in the e-mails on the following pages.</li> <li>Compile the staff bulletin. The information below will help you with this task.</li> </ul>		
		<b>Comments:</b>
<b>Staff bulletin file name:</b>	TTNEWS	This file has already been started. It is available on your computer for you to use. Compile the bulletin in alphabetical order by department.
<b>Content of staff bulletin:</b>	The staff bulletin should be completed by incorporating the files submitted by each department into TTNEWS.	The files submitted by each department are shown as attachments on the e-mails on the following pages. These files are available on your computer for you to use.
<b>Insert Header:</b>	Summer 2002	Enhance the header and place at the right hand side.
<b>Insert Footer:</b>	The footer should contain your name, the job number and the page number.	Make the footer text smaller than the text used for the body of the bulletin. Italicise the footer text. Name (left hand side); job number (centre); page number (right hand side). Separate the footer information from the body of the bulletin with a thin line.
<b>Document style:</b>	Use suitable font(s), size and formatting.	Ensure consistency of presentation throughout the staff bulletin.
<b>Distribution list for staff bulletin:</b>	All staff on Grade 4 <b>or</b> Grade 5 of the salary scale and who work in Aberdeen <b>or</b> Glasgow should receive a copy of the bulletin.	
<b>Additional notes:</b> The <b>Staff</b> file is available on your computer for you to use. <b>By the end of today please ensure you have the following printouts:</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> a copy of the updated database</li> <li><input type="checkbox"/> a copy of the “distribution list”</li> <li><input type="checkbox"/> spreadsheet calculations showing formulae used</li> <li><input type="checkbox"/> chart showing breakdown of complaints</li> <li><input type="checkbox"/> the first page of the master document</li> <li><input type="checkbox"/> all pages of the bulletin for <b>one</b> member of staff on Grade 4</li> </ul>		





**HR News**

File Edit View Insert Format Tools Message Help

Send

Cut

Copy

Paste

Undo

Check

ABC  
Spelling

Attach

From:
Dennis Kyler

To:
Administrative Assistant

Cc:

Subject:
HR News

Attach:

HR.doc(19.0 KB)

Arial

10

B I U A

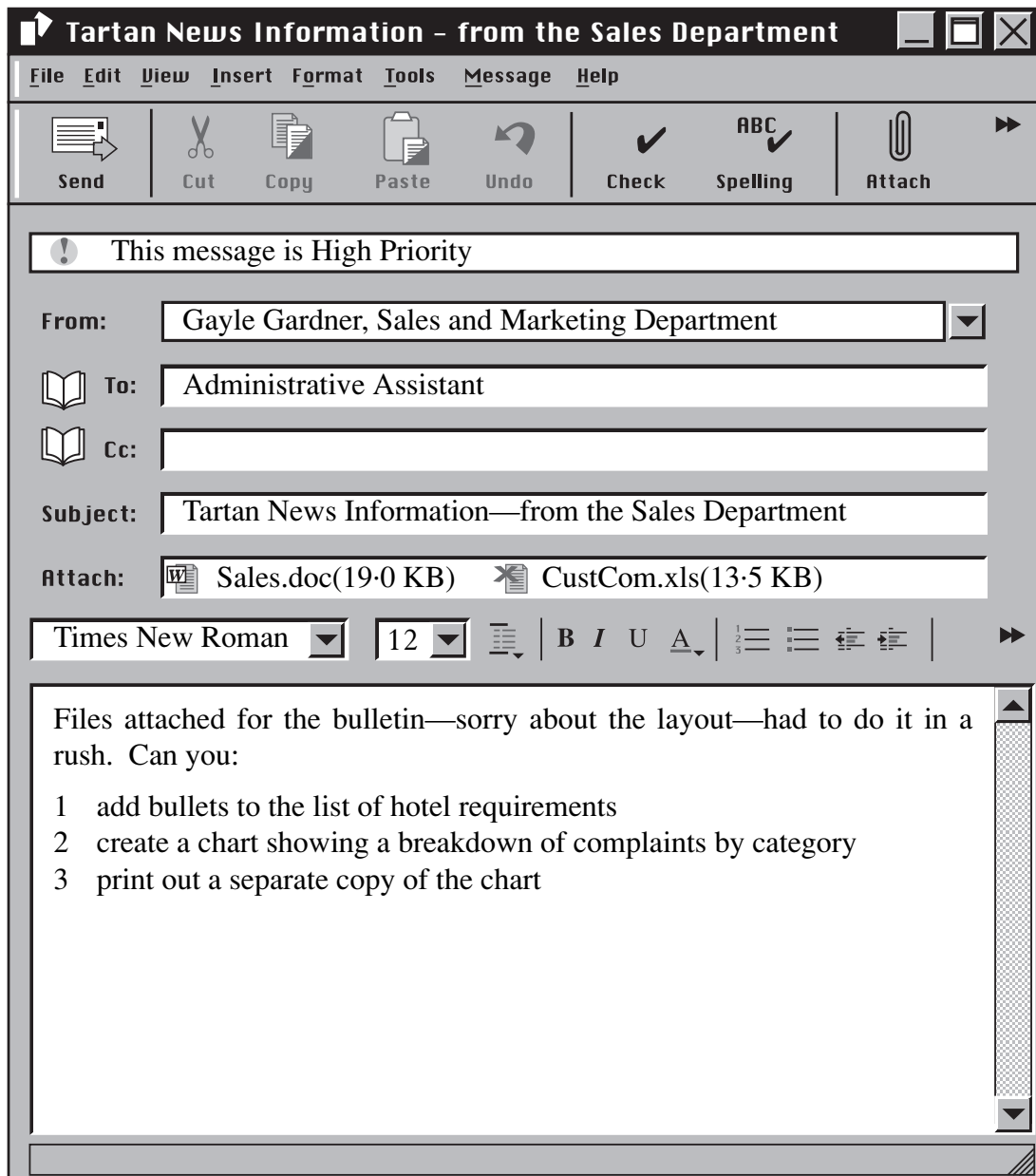
Attached is staff news—our submission for the staff bulletin. Sorry about the layout—several people have added information to the file.

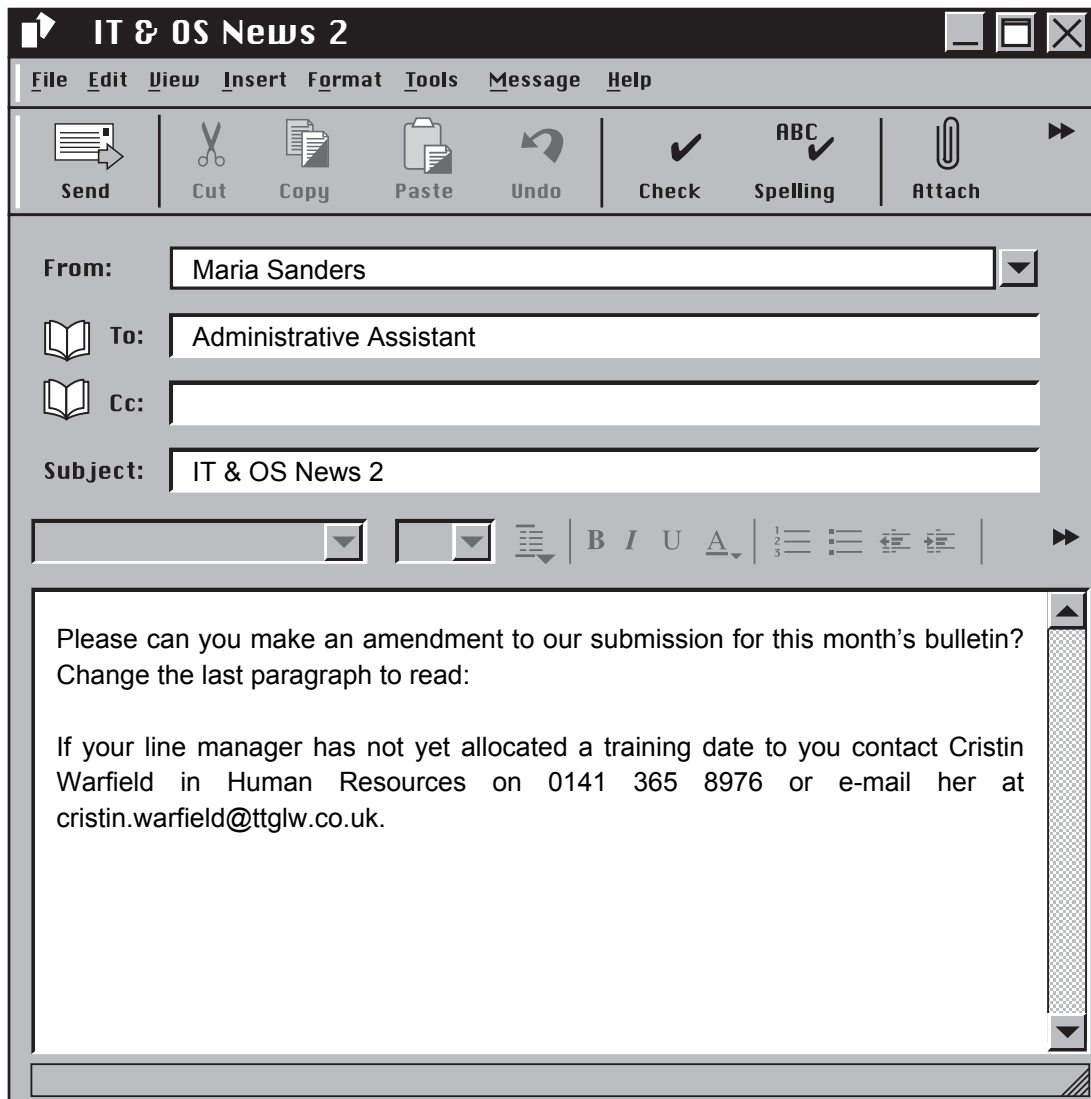
Some work needs to be done on the **Staff** file before you do the monthly bulletin. Please update the file with the promotions, transfers, new starts and departure details.

Julia Binder remains a Grade 3.

Julie Mitchell joins as a Grade 2 and her hire date was last Tuesday. Allocate SN88 as Julie's staff ID number.

Print out a copy of the updated database file. This should be in alphabetical order of surname and forename.





[END OF SPECIMEN QUESTION PAPER]

[C002/SQP206]

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Higher  
Administration  
Paper 2

Time: 1 hour 10 minutes

NATIONAL  
QUALIFICATIONS

Replacement Specimen Question Paper  
Instructions to Teachers/Lecturers

## Instructions to Teachers/Lecturers

### PRIOR TO THE EXAMINATION

The following files are to be created and saved using the file names indicated. This will enable candidates to access the required information necessary to complete the tasks. All files may be adapted to suit your centre's housestyle provided no additional information is given to candidates. Margins should be in accordance with your centre's housestyle.

**Note:** filenames should not be shown on master printouts.

**Teachers/Lecturers should ensure that candidates CANNOT get access to files prior to the examination.**

<b>STAFF</b>	—this is a database file containing 44 records. Fields should be set up appropriately to reflect data type.
<b>TTNEWS</b>	—this is a word processing file. Information should be presented as shown using the font Times New Roman 12 point. The word “Branch” should be placed at the right hand margin by use of a right align tab.
<b>SALES</b>	—this is a word processing file. Information should be presented as shown using the font Times New Roman 12 point.
<b>HR</b>	—this is a word processing file. Information should be presented as shown using a different font in each “column”. The information can be presented in the form of a table or columns or any other method suitable to your software. <b>Note: the use of TABs would disadvantage candidates.</b> Page orientation should be landscape.
<b>FINANCE</b>	—this is a word processing file. Information should be presented as shown using any font <b>except</b> Times New Roman.
<b>ITNEWS</b>	—this is a word processing file. Information should be presented as shown using any font <b>except</b> Times New Roman.
<b>AIRLINES</b>	—this is a spreadsheet file. Cell references need not match the hard copy supplied and have, therefore, not been indicated on the hard copy. Cells containing currency should be formatted appropriately.
<b>CUSTCOM</b>	—this is a spreadsheet file. Cell references need not match the hard copy supplied and have, therefore, not been indicated on the hard copy. Cells containing numbers should be right aligned as shown.

**Note:** You are required to send printouts of the prepared files to the Scottish Qualifications Authority. These should be submitted, by the invigilator, along with the candidates' printouts in **each** return envelope.



ID	Last Name	First Name	Branch	Hire Date	Department	Grade
SN01	Maxwell	Stewart	Glasgow	12/09/1983	Managing Director	5
SN02	James	Ted	Glasgow	01/04/2001	Human Resources	3
SN03	Harper	Hanna	Glasgow	19/04/2000	Finance	2
SN04	Packer	Penny	Glasgow	15/01/1987	IT & Office Services	5
SN05	Binder	Julia	Edinburgh	17/02/1985	Sales & Marketing	3
SN07	Sanders	Maria	Edinburgh	17/08/1985	IT & Office Services	2
SN10	Martin	Jane	Ayr	07/06/1989	Human Resources	2
SN11	Benton	Allison	Ayr	01/09/1991	Finance	3
SN12	Conner	Bill	Ayr	08/03/1982	Sales & Marketing	5
SN13	Osowski	Dominick	Aberdeen	18/07/1995	Sales & Marketing	2
SN15	Abel	Murray	Aberdeen	25/11/1988	IT & Office Services	5
SN16	Abott	Robert	Kirkcaldy	18/09/2000	Sales & Marketing	4
SN17	Zambito	Joseph	Kirkcaldy	09/07/1986	Sales & Marketing	1
SN18	Duarte	Peter	Kirkcaldy	08/04/1985	Human Resources	2
SN19	Chase	Wilma	Elgin	17/08/1990	Sales & Marketing	3
SN20	DeMarco	Arlene	Elgin	07/08/1988	Sales & Marketing	5
SN23	Desoto	Frank	Elgin	18/09/1990	Finance	1
SN24	Henley	Albert	Troon	13/10/2001	IT & Office Services	4
SN26	Kyler	Dennis	Troon	12/05/1990	Human Resources	2
SN27	Zangari	Nick	Troon	22/02/1992	IT & Office Services	3
SN30	McKay	Hugh	Inverness	13/04/2000	Sales & Marketing	4
SN32	Vetch	Scott	Inverness	31/03/1991	IT & Office Services	2
SN34	Horn	Jason	Inverness	13/05/1993	Human Resources	1
SN38	Gerber	Judy	Glasgow	01/09/1989	Human Resources	2
SN39	Ellis	Naja	Edinburgh	30/05/1988	Sales & Marketing	3
SN41	McKay	Gary	Ayr	01/06/1993	Finance	4
SN53	Bell	William	Troon	24/04/2001	Sales & Marketing	4
SN56	Maoni	Brad	Aberdeen	01/04/1995	Sales & Marketing	5
SN57	Carter	Ben	Inverness	23/08/1990	Sales & Marketing	2
SN62	Beaton	Robert	Elgin	23/11/1989	IT & Office Services	1
SN66	Donaldson	Kathryn	Elgin	21/03/1992	Human Resources	3
SN68	Stevens	David	Kirkcaldy	30/09/1986	IT & Office Services	5
SN69	Paterson	Suzanna	Kirkcaldy	31/03/1986	Sales & Marketing	2
SN72	Weinstein	Andrew	Glenrothes	24/04/1990	Sales & Marketing	3
SN73	Berry	Sharon	Glenrothes	01/07/2001	Sales & Marketing	3
SN74	Hartle	Susan	Ayr	01/12/1988	IT & Office Services	2
SN76	Smith	Patricia	Ayr	06/04/1992	IT & Office Services	1
SN77	Clark	Thomas	Troon	01/01/1991	Finance	2
SN79	Grady	Edward	Edinburgh	01/04/1983	Human Resources	3
SN80	Nelson	Luke	Glasgow	20/06/2001	Finance	4
SN81	Davis	Eugene	Glasgow	02/06/1989	IT & Office Services	2
SN83	Warfield	Cristin	Glasgow	30/06/1984	Human Resources	4
SN85	Cassada	Bruce	Glasgow	15/03/1991	IT & Office Services	2
SN87	Gardner	Gayle	Edinburgh	01/12/2000	Sales & Marketing	1

## TARTAN NEWS

To:

Branch:

Staff ID:

Welcome to the summer edition of Tartan News. We have just had our busiest period EVER in the history of Tartan Travel and as a special thank you our Managing Director, Stewart Maxwell, would like to invite all staff to partake in a Social Evening in the Scotia Hotel in Aviemore, courtesy of the organisation. Partners are also invited and the party will take place on the first weekend in September. If you would like to reserve a room please contact Judy Gerber in the Human Resources Department on 0141 365 8976 or e-mail her at [judy.gerber@ttglw.co.uk](mailto:judy.gerber@ttglw.co.uk).

Well done to all staff of Tartan Travel.

## Sales & Marketing

**Business Clients** Our recent sales drive to increase business customers has resulted in many questions from our sales staff. Hotels are best chosen from our registered list, but if booking an unknown hotel for a business client check the following:

security

availability of business services (eg fax, word processing service, etc)

availability of IDD and modem connection in the room

if bathrooms are en suite

location—is it close to meeting venues

Remember—if in doubt check with your Team Leader before finalising a booking.

## Complaints

Congratulations to all sales staff for the determined effort in reducing the number of complaints from customers over the past six months. Results just in show that over the past year there has been a significant reduction. Each quarter's results are shown by category in the chart below:

Filename: **HR**

## Staff News

### **Promotions, Transfers, New Starts and Departures**

Julia Binder moves from Edinburgh Branch to Glasgow

Jason Horn has left the company to work abroad

Julie Mitchell joins Aberdeen Branch as a Sales &  
Marketing Rep

Congratulations to all above.

### **Weddings, Babies and other staff announcements**

Brad Maoni is a dad for the FOURTH time

Peter Duarte and Judy Gerber announced their  
engagement

## Finance Department

Tartan Travel is about to launch a marketing drive to encourage visitors to Poland. To begin with, we have decided to book passengers with one of 2 airlines: Cavalier Airlines and Leszek Airways. Cavalier Airlines favours the Hotel Poselska whilst Leszek Airways favours Hotel Jozefa. Both offer an exceptional deal for our customers. This is represented in the calculations shown below:

Remember cost is not the only consideration. Usual rules apply when deciding which deal to go for: What is our customer looking for? What flights are available? When is the customer travelling? Is there room availability?

## IT & OS NEWS

The IT Department is pleased to announce that in conjunction with the Human Resources Department we are now offering further training in the use of the new technology that is currently being installed in all branches.

The IT facilities within the organisation reflect the increasing influence of new technology in the travel industry. Tartan Travel is committed to ensuring that staff are using the most up-to-date equipment backed up by appropriate training. An IT specialist will be on site in each branch when the new system goes "live" and no member of staff will be expected to use the new system until training has been completed.

If your line manager has not yet allocated a training date to you contact us in IT & OS.

## Comparative Costs for Krakow Deals

	<b>Cavalier Airlines (Hotel Poselska)</b>	<b>Leszek Airways (Hotel Jozefa)</b>
Flight (Departing Glasgow)	£329.00	£320.00
Transfers	£15.00	£0.00
<i>Costs per Night:</i>		
Bed and Breakfast	£35.00	£45.00
Dinner, Bed and Breakfast	£60.00	£85.00
Upgrade to Executive Room	£10.00	£5.50

<b>COMPLAINTS MONITORING</b>				
	<b>Timeline</b>			
	<b>July–Sep</b>	<b>Oct–Dec</b>	<b>Jan–Mar</b>	<b>Apr–June</b>
<b>Quarterly Total</b>	<b>39</b>	<b>34</b>	<b>30</b>	<b>14</b>
<b>Nature of complaint</b>				
Level of service obtained	15	10	6	5
Suitability of accommodation	8	12	3	2
Standard of accommodation booked	8	0	5	0
Paperwork	6	4	8	5
Value for money	2	5	4	0
Miscellaneous	0	3	4	2

*[END OF SPECIMEN INSTRUCTIONS TO TEACHERS/LECTURERS]*



[C002/SQP206]

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Higher  
Administration  
Paper 2  
Replacement Specimen Question Paper  
Suggested Solutions

NATIONAL  
QUALIFICATIONS

Copy of the updated database file **STAFF** after changes have been made.

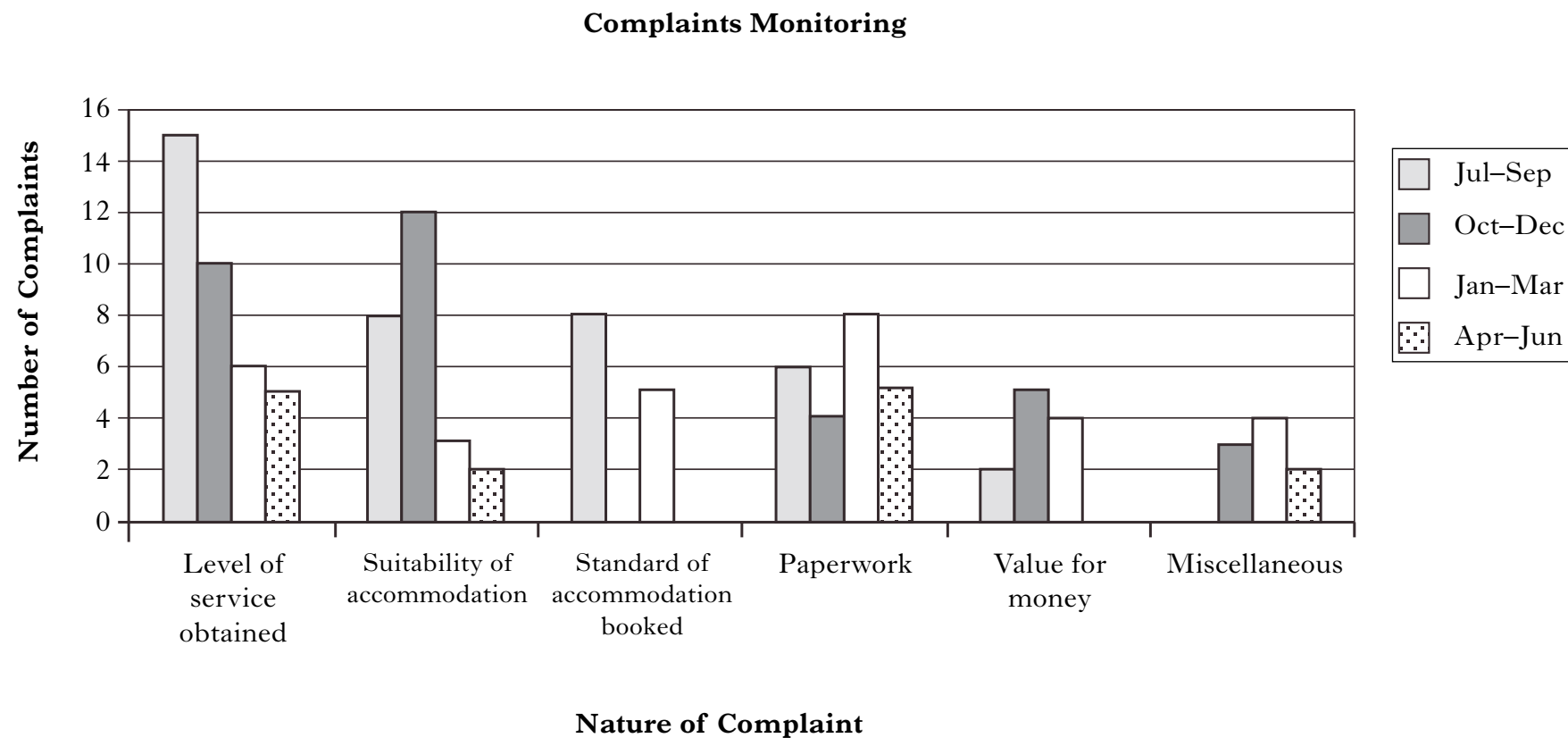
ID	Last Name	First Name	Branch	Hire Date	Department	Grade
SN15	Abel	Murray	Aberdeen	25/11/1988	IT & Office Services	5
SN16	Abott	Robert	Kirkcaldy	18/09/2000	Sales & Marketing	4
SN62	Beaton	Robert	Elgin	23/11/1989	IT & Office Services	1
SN53	Bell	William	Troon	24/04/2001	Sales & Marketing	4
SN11	Benton	Allison	Ayr	01/09/1991	Finance	3
SN73	Berry	Sharon	Glenrothes	01/07/2001	Sales & Marketing	3
SN05	Binder	Julia	Glasgow	17/02/1985	Sales & Marketing	3
SN57	Carter	Ben	Inverness	23/08/1990	Sales & Marketing	2
SN85	Cassada	Bruce	Glasgow	15/03/1991	IT & Office Services	2
SN19	Chase	Wilma	Elgin	17/08/1990	Sales & Marketing	3
SN77	Clark	Thomas	Troon	01/01/1991	Finance	2
SN12	Conner	Bill	Ayr	08/03/1982	Sales & Marketing	5
SN81	Davis	Eugene	Glasgow	02/06/1989	IT & Office Services	2
SN20	DeMarco	Arlene	Elgin	07/08/1988	Sales & Marketing	5
SN23	Desoto	Frank	Elgin	18/09/1990	Finance	1
SN66	Donaldson	Kathryn	Elgin	21/03/1992	Human Resources	3
SN18	Duarte	Peter	Kirkcaldy	08/04/1985	Human Resources	2
SN39	Ellis	Naja	Edinburgh	30/05/1988	Sales & Marketing	3
SN87	Gardner	Gayle	Edinburgh	01/12/2000	Sales & Marketing	1
SN38	Gerber	Judy	Glasgow	01/09/1989	Human Resources	2
SN79	Grady	Edward	Edinburgh	01/04/1983	Human Resources	3
SN03	Harper	Hanna	Glasgow	19/04/2000	Finance	2
SN74	Hartle	Susan	Ayr	01/12/1988	IT & Office Services	2
SN24	Henley	Albert	Troon	13/10/2001	IT & Office Services	4
SN02	James	Ted	Glasgow	01/04/2001	Human Resources	3
SN26	Kyler	Dennis	Troon	12/05/1990	Human Resources	2
SN56	Maoni	Brad	Aberdeen	01/04/1995	Sales & Marketing	5
SN10	Martin	Jane	Ayr	07/06/1989	Human Resources	2
SN01	Maxwell	Stewart	Glasgow	12/09/1983	Managing Director	5
SN41	McKay	Gary	Ayr	01/06/1993	Finance	4
SN30	McKay	Hugh	Inverness	13/04/2000	Sales & Marketing	4
SN88	Mitchell	Julie	Aberdeen		Sales & Marketing	2
SN80	Nelson	Luke	Glasgow	20/06/2001	Finance	4
SN13	Osowski	Dominick	Aberdeen	18/07/1995	Sales & Marketing	2
SN04	Packer	Penny	Glasgow	15/01/1987	IT & Office Services	5
SN69	Paterson	Suzanna	Kirkcaldy	31/03/1986	Sales & Marketing	2
SN07	Sanders	Maria	Edinburgh	17/08/1985	IT & Office Services	2
SN76	Smith	Patricia	Ayr	06/04/1992	IT & Office Services	1
SN68	Stevens	David	Kirkcaldy	30/09/1986	IT & Office Services	5
SN32	Vetch	Scott	Inverness	31/03/1991	IT & Office Services	2
SN83	Warfield	Cristin	Glasgow	30/06/1984	Human Resources	4
SN72	Weinstein	Andrew	Glenrothes	24/04/1990	Sales & Marketing	3
SN17	Zambito	Joseph	Kirkcaldy	09/07/1986	Sales & Marketing	1
SN27	Zangari	Nick	Troon	22/02/1992	IT & Office Services	3

Spreadsheet calculations using the file **AIRLINES** showing formulae used.

### Comparative Costs for Krakow Deals

	<b>Cavalier Airlines (Hotel Poselska)</b>	<b>Leszek Airways (Hotel Jozefa)</b>
Flight (Departing Glasgow)	329	320
Transfers	15	0
<i>Costs per Night:</i>		
Bed and Breakfast	35	45
Dinner, Bed and Breakfast	60	85
Upgrade to Executive Room	10	5·5
<b>Total Cost per person for 2 night stay</b>	=B4+B5+(B8*2)+(B9*2)	=C4+C5+(C8*2)+(C9*2)
<b>Total Cost per person for 4 night stay before discount</b>	=B4+B5+(B8*4)+(B9*4)	=C4+C5+(C8*4)+(C9*4)
<b>Amount of discount</b>	=B11*(0·075)	=C11*(0·1)
<b>Total Cost per person for 4 night stay after discount</b>	=B11-B12	=C11-C12

Comparative Bar/Column Chart using the file **CUSTCOM** showing a breakdown of complaints.



Copy of the “Distribution List” using the file **Staff** showing all members of staff Grade 4 and 5 who work in Glasgow or Aberdeen.

ID	First Name	Last Name	Branch	Grade
SN04	Penny	Packer	Glasgow	5
SN15	Murray	Abel	Aberdeen	5
SN56	Brad	Maoni	Aberdeen	5
SN80	Luke	Nelson	Glasgow	4
SN83	Cristin	Warfield	Glasgow	4
SN01	Stewart	Maxwell	Glasgow	5

**TARTAN NEWS**

To: «First Name» «LastName»  
 Staff ID: «ID»

Branch: «Branch»

Welcome to the summer edition of Tartan News. We have just had our busiest period EVER in the history of Tartan Travel and as a special thank you our Managing Director, Stewart Maxwell, would like to invite all staff to partake in a Social Evening in the Scotia Hotel in Aviemore, courtesy of the organisation. Partners are also invited and the party will take place on the first weekend in September. If you would like to reserve a room please contact Judy Gerber in the Human Resources Department on 0141 365 8976 or e-mail her at judy.gerber@ttglw.co.uk.

Well done to all staff of Tartan Travel.

Finance Department

Tartan Travel is about to launch a marketing drive to encourage visitors to Poland. To begin with, we have decided to book passengers with one of 2 airlines: Cavalier Airlines and Leszek Airways. Cavalier Airlines favours the Hotel Poselska whilst Leszek Airways favours Hotel Jozefa. Both offer an exceptional deal for our customers. This is represented in the calculations shown below:

**Comparative Costs for Krakow Deals**

	<b>Cavalier Airlines (Hotel Poselska)</b>	<b>Leszek Airways (Hotel Jozefa)</b>
Flight (Departing Glasgow)	£329.00	£320.00
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<i>Costs per Night:</i>		
Bed and Breakfast	£35.00	£45.00
Dinner, Bed and Breakfast	£60.00	£85.00
Upgrade to Executive Room	£10.00	£5.50
<b>Total Cost per person for 2 night stay</b>	£484.00	£501.00
<b>Total Cost per person for 4 night stay before discount</b>	£624.00	£682.00
<b>Amount of discount</b>	£46.80	£68.20
<b>Total Cost per person for 4 night stay after discount</b>	£577.20	£613.80

Remember cost is not the only consideration. Usual rules apply when deciding which deal to go for: What is our customer looking for? What flights are available? When is the customer travelling? Is there room availability?

Human Resource Department News**Promotions, Transfers, New Starts and Departures**

Julia Binder moves from Edinburgh Branch to Glasgow  
 Jason Horn has left the company to work abroad  
 Julie Mitchell joins Aberdeen Branch as a Sales & Marketing Rep

Whole report for one member of staff on Grade 4 (Luke Nelson or Cristin Warfield) using the merged file **TTNEWS**

*Summer 2002*

## **TARTAN NEWS**

To: Luke Nelson  
Staff ID: SN80

Branch: Glasgow

Welcome to the summer edition of Tartan News. We have just had our busiest period EVER in the history of Tartan Travel and as a special thank you our Managing Director, Stewart Maxwell, would like to invite all staff to partake in a Social Evening in the Scotia Hotel in Aviemore, courtesy of the organisation. Partners are also invited and the party will take place on the first weekend in September. If you would like to reserve a room please contact Judy Gerber in the Human Resources Department on 0141 365 8976 or e-mail her at judy.gerber@ttglw.co.uk.

Well done to all staff of Tartan Travel.

### Finance Department

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### **Comparative Costs for Krakow Deals**

	<b>Cavalier Airlines (Hotel Poselska)</b>	<b>Leszek Airways (Hotel Jozefa)</b>
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Remember cost is not the only consideration. Usual rules apply when deciding which deal to go for: What is our customer looking for? What flights are available? When is the customer travelling? Is there room availability?

### Human Resource Department News

#### **Promotions, Transfers, New Starts and Departures**

Julia Binder moves from Edinburgh Branch to Glasgow  
Jason Horn has left the company to work abroad  
Julie Mitchell joins Aberdeen Branch as a Sales & Marketing Rep

## **Weddings, Babies and other staff announcements**

Brad Maoni is a dad for the FOURTH time

Peter Duarte and Judy Gerber announced their engagement

Congratulations to all above.

## Information Technology and Office Services News

The IT Department is pleased to announce that in conjunction with the Human Resources Department we are now offering further training in the use of the new technology that is currently being installed in all branches.

The IT facilities within the organisation reflect the increasing influence of new technology in the travel industry. Tartan Travel is committed to ensuring that staff are using the most up-to-date equipment backed up by appropriate training. An IT specialist will be on site in each branch when the new system goes “live” and no member of staff will be expected to use the new system until training has been completed.

If your line manager has not yet allocated a training date to you contact Cristin Warfield in Human Resources on 0141 365 8976 or e-mail her at [cristin.warfield@ttglw.co.uk](mailto:cristin.warfield@ttglw.co.uk).

## Sales & Marketing Department News

### **Business Clients**

Our recent sales drive to increase business customers has resulted in many questions from our sales staff. Hotels are best chosen from our registered list, but if booking an unknown hotel for a business client check the following:

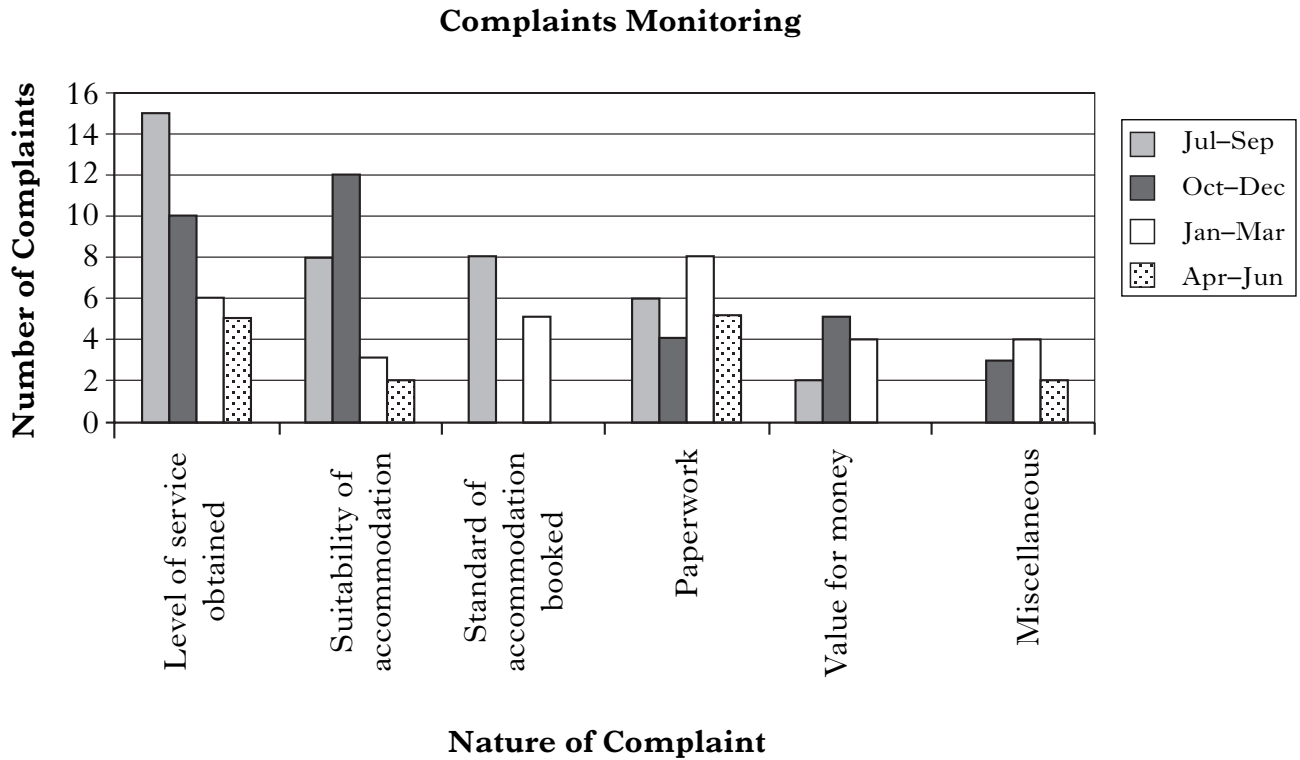
- security
- availability of business services (eg fax, word processing service, etc)
- availability of IDD and modem connection in the room
- if bathrooms are en suite
- location—is it close to meeting venues

Remember—if in doubt check with your Team Leader before finalising a booking.



## Complaints

Congratulations to all sales staff for the determined effort in reducing the number of complaints from customers over the past six months. Results just in show that over the past year there has been a significant reduction. Each quarter's results are shown by category in the chart below:



*[END OF SPECIMEN SUGGESTED SOLUTIONS]*

[C002/SQP206]

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Higher  
Administration  
Paper 2

Replacement Specimen Question Paper  
Suggested Marking Instructions

NATIONAL  
QUALIFICATIONS

## HIGHER ADMINISTRATION

### SUGGESTED MARKING SCHEME FOR SPECIMEN PAPER 2

This suggested marking scheme is produced as guidance for teachers and lecturers using the specimen paper in preparation for the final external assessment. In line with normal practice in operational papers, allocation of marks may vary depending on the task and emphasis of the question.

**60 marks are awarded as follows.**

<b>Copy of the updated database</b>  Changing Julia Binder's Branch to Glasgow (only award mark if Glasgow accurate and visible) $\frac{1}{2}$ mark Delete the record for Horn $\frac{1}{2}$ mark Add Julie Mitchell (only award mark if all data accurate and visible) 1 mark Print in alphabetical order of surname and forename —surname $\frac{1}{2}$ mark —forename $\frac{1}{2}$ mark (if printed in alphabetical order of surname only award $\frac{1}{2}$ mark; if printed in alphabetical order of forename only—award no mark)	<b>Total 3 marks</b>
<b>Copy of the "distribution list"</b>  Award 2 marks if the interrogation is correctly carried out, ie 6 records displayed with at least the first name and last name fields, with all data visible	<b>Total 2 marks</b>
<b>Spreadsheet calculations showing the formulae used</b>  Award one mark for each correct formula, ie any formula which results in an accurate calculation (NB marks are awarded to 6 formulae—the amount of discount row shown in the solution is NOT essential and therefore no marks are allocated to this)	<b>Total 6 marks</b>
<b>Chart showing the breakdown of complaints</b> (accept time on X axis and category as legend as an alternative to the solution shown; accept a line graph/stacked bar or column chart)  <b>Award</b> marks as follows: Appropriate heading 1 mark Appropriate legend 1 mark Meaningful X axis title 1 mark Meaningful Y axis title 1 mark Meaningful chart (ie appropriate scale, legible label) 1 mark  <b>Deduct</b> marks as follows: Incorrect data represented 1 mark Typographical errors 1 mark (max 2) Chart not on separate sheet 1 mark	<b>Total 5 marks</b>

<b>First page of the master document</b> (marks are awarded for the insertion of the correct fields from the database file Staff; do not penalise if mailmerge is set up before additional files are inserted, ie only file TTNEWS is used)  <b>Award</b> one mark for the insertion of each of the 4 fields, ie First Name, Last Name, Branch and ID  <b>Deduct</b> one mark for the wrong placement of the merge details <b>Deduct</b> one mark for additional fields inserted	<b>Total 4 marks</b>
All pages of the bulletin for one member of staff on Grade 4	<b>Total 40 marks</b>

**The 40 marks to be awarded positively for all pages of the bulletin for one member of staff on Grade 4 are as follows.**

Bulletin to Luke Nelson OR Cristin Warfield (Staff ID and Branch must also be correct for marks to be awarded)	2 marks
Bulletin compiled in alphabetical order of departments (all departments must be in alphabetical order for marks to be awarded)	2 marks
<b>Header</b> (Summer 2002) (must be accurate on all pages for marks to be awarded) Header enhanced Header right aligned	$\frac{1}{2}$ mark $\frac{1}{2}$ mark $\frac{1}{2}$ mark
<b>Footer</b> (each item must be accurate on all pages for the mark to be awarded; NB Page number may be omitted on Page 1) Candidate's name Candidate's name left aligned Job number Job number centre aligned Page number Page number right aligned Thin line above the footer text Footer text smaller than body text Footer text italicised	$\frac{1}{2}$ mark $\frac{1}{2}$ mark $\frac{1}{2}$ mark $\frac{1}{2}$ mark $\frac{1}{2}$ mark $\frac{1}{2}$ mark $\frac{1}{2}$ mark $\frac{1}{2}$ mark $\frac{1}{2}$ mark

<p><b>Document style</b></p> <p><b>Consistency of presentation in:</b></p> <ul style="list-style-type: none"> <li>(i) headings showing department names (all headings must be consistent for marks to be awarded)</li> <li>(ii) sub-headings with the text for each department (all sub-headings must be consistent for marks to be awarded) (NB the sub-headings are: Comparative Costs for Krakow Deals Promotions, Transfers, New Starts and Departures Weddings, Babies and Other Staff Announcements Business Clients Complaints)</li> <li>(iii) Line spacing throughout bulletin, eg between departments; before and after a display (all line spacing must be consistent for marks to be awarded)</li> <li>(iv) Font throughout the bulletin—ie same font to be used for paragraph text throughout the document (a different font/s may be used for the main heading, the heading containing the department names and the sub-headings: the imported spreadsheet and chart may contain a different font—no penalty)</li> </ul>	<p>2 marks</p> <p>2 marks</p> <p>2 marks</p> <p>2 marks</p>
<p><b>Insertion of files</b> (whole file (all text) must be inserted for mark to be awarded)</p> <p>Insertion of Finance Department News (Finance.doc)</p> <p>Insertion of HR Department News (HR.doc)</p> <p>Insertion of IT &amp; OS News (ITNews.doc)</p> <p>Insertion of Sales &amp; Marketing Department News (Sales.doc)</p>	<p>1 mark</p> <p>1 mark</p> <p>1 mark</p> <p>1 mark</p>
<p><b>Format of main heading</b>—this should be enhanced in some way, eg CAPS, Bold, Bigger/different font</p>	<p>1 mark</p>
<p><b>Inserted spreadsheet</b>—inserted with all data/text legible and visible (with or without gridlines)</p> <p>Spreadsheet to contain appropriate labels for:</p> <p>Cost per person for a 2-night stay</p> <p>Cost per person for a 4-night stay before discount</p> <p>Cost per person for a 4-night stay after discount</p> <p>Each of the 6 calculations in the spreadsheet (excluding the amount of discount as this is NOT essential) to be awarded one mark</p>	<p>2 marks</p> <p>1 mark</p> <p>1 mark</p> <p>1 mark</p> <p>6 marks</p>
<p><b>Inserted chart</b>—all chart information (heading, legend, axis titles) to be included and legible and visible for marks to be awarded</p>	<p>3 marks</p>
<p><b>Insertion of bullets in Sales Department section</b></p>	<p>1 mark</p>
<p><b>Amended last paragraph in IT &amp; OS News</b> (no penalty if email address underlined)</p>	<p>2 marks</p>

**Marks to be deducted:**

Typographical errors (only penalise typographical errors in the last paragraph of IT & OS News and the spreadsheet labels)	1 mark each (maximum 2)
Inappropriate page breaks	1 mark each (maximum 2)
Inappropriate presentation of HR Department News (eg if displayed in columns with columns overlapping/too close; no attempt to balance the columns)	1 mark

*[END OF SPECIMEN SUGGESTED MARKING SCHEME]*

