



**2009 Administration**

**Intermediate 2 – Paper 1**

**Finalised Marking Instructions**

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## SECTION A

Read the following stimulus material and answer the questions which follow.

Attempt **all** 5 questions.

Answers are to be written in the answer booklet provided.

*Marks*

### STAFF MANAGEMENT

To some people it may appear obvious that if you treat your staff well, you will enjoy the following benefits: higher motivation and morale, lower staff turnover and employees who respect their employers. Treating people well equals good business.

However, the opposing school of thought – and it's still common across management in many sectors today – is that employees are simply workers you are paying to do a job. They must be ruled with a rod of iron if they are to be kept in line.

Many modern managers believe business is business. Business means being tough on poor performers and casting off the weakest link. This is better than putting time, effort and money into training and development.

Adapted from “The Scotsman”, 7<sup>th</sup> September 2007

1 Many businesses invest in “training and development”.

(a) Name the department responsible for such activities.

1

**Human Resources Department, HR Department  
Personnel Department – the word Department is not essential**

DO NOT ACCEPT Training and Development Department or Training Department

(b) Outline 2 responsibilities of this department, other than training and development.

2

**Recruitment and Selection – job analysis, drawing up job description, person specification, advertising post, testing, interviewing  
Staff Welfare – staff absence, return to work interviews, grievance procedures, counselling  
Personnel Records – updating staff records  
Staff Appraisal/Review – arranging/conducting appraisal interviews/review meetings  
Staff Rotas – holidays, shifts, management of time off  
Legislation – employment and health and safety**

DO NOT ACCEPT any reference to calculating wages, payment of wages  
DO NOT ACCEPT any one word answers or phrases

- (c) Identify **2** flexible working practices which can help employees gain “higher motivation and morale”.

2

**Flexitime**  
**Job Sharing**  
**Part-time**  
**Homeworking**  
**Teleworking**  
**Hot-desking**  
**Career breaks**  
**Winding down**  
**Sabbatical**

DO NOT ACCEPT any reference to maternity/paternity leave

- 2 A training request form may be completed by employees.

- (a) State **2** pieces of information, other than employee details, which would be contained in this document.

2

**name of training**  
**date/time/duration of training/availability of employee for training**  
**details of training – eg nature of course**  
**location of training**  
**cost of training**  
**travel/expenses which may be incurred by training**  
**benefits to the individual/organisation of the training**  
**reason why the training is necessary**

DO NOT ACCEPT Company details such as name, address

DO NOT ACCEPT Employee details such as department, job title, position

DO NOT ACCEPT previous training received eg strengths/weaknesses

Visual and oral communication may be used to deliver a training course.

- (b) Describe **one** advantage of **each** of these methods of communication.

2

**Visual advantage – easy to understand, interesting, understand ‘at a glance’, body language, non-verbal cues**  
**Oral advantage – instant feedback/clarification/discussion available, tone of voice, quick method of imparting information**

Accept features with an **implied** or **explicit** advantage

The advantage for oral communication should make reference to **hearing/speaking**

The advantage for visual communication should make reference to **seeing**

DO NOT ACCEPT non-verbal references for both

DO NOT ACCEPT same advantage for each method

3 Legislation affects all organisations and their employees.

(a) Describe **2** responsibilities of **employees** under the Health and Safety at Work Act 1974. **2**

- **to work in a safe and proper manner – eg follow the rules/signs/procedures/breaks**
- **to cooperate with employer to comply with legislation**
- **to report any health and safety issues to employer**
- **not to interfere with or misuse any equipment**
- **to use safety equipment which is provided**

Accept only references to HASAW

DO NOT ACCEPT vague answers eg make sure they are safe

(b) State **one** other piece of workplace legislation. **1**

- **Data Protection Act**
- **Computer Misuse Act**
- **Display Screen Equipment Regulations**
- **Offices, Shops and Railway Premises Act**
- **Race Relations Act**
- **Sex Discrimination Act**
- **Minimum Wage Act**
- **Equal Pay Act**
- **Employment Rights Act**
- **Copyright, Designs and Patents Act**
- **Freedom of Information Act**
- **Disability Discrimination Act**
- **European Working Time Directive**
- **Fire Precautions Regulations**
- **First Aid Regulations**

4 Organisations must communicate effectively with customers.

(a) Identify **one** benefit to the organisation of good customer service.

**1**

- **customers remain loyal/return**
- **attraction of new customers/improve market share**
- **improved motivation of employees**
- **company gets a good reputation**
- **increases sales/profits**

(b) Justify the use of mailing lists to improve customer service.

**2**

- **Ease of contacting many customers simultaneously (1), eg to recall a product or to give information to customers. (1)**
- **Mailing lists suitable to the organisation can be purchased, (1) improving the chances of reaching the correct customers/potential customers. (1)**
- **Customer can be contacted when they have purchased goods (1) so that feedback can be sought and improvements in service made. (1)**
- **Customers can be contacted about special offers/savings/discounts, (1) so that they have the opportunity to buy before general public. (1)**
- **Customers receive personalised letters (1) making them feel more valued/increasing the chance of reading letter. (1)**

To be awarded both marks available, one statement and one justification is required  
Accept any reference to texts/emails/letters/flyers/newsletters/postcards

5 Various methods of payment can be used to meet business expenses when travelling abroad.

(a) Outline one advantage of using:

- (i) foreign currency;
- (ii) a credit card.

2

**(i) foreign currency**

- **useful for small expenses**
- **accepted in all shops**

**(ii) a credit card**

- **can withdraw cash from ATMs while abroad**
- **accepted in most shops/hotels**
- **more secure than carrying cash**
- **can be charged directly to the business**
- **avoids exchange rate variations**
- **better exchange rates available**
- **easier to keep track of the expenditure because the statement is detailed**
- **full balance doesn't need to be paid immediately**

DO NOT ACCEPT same advantage for both

DO NOT ACCEPT examples of purchases/payments

DO NOT ACCEPT vague answers eg not carrying around cash

(b) Describe the process of ensuring that business expenses are met by the employer and not the employee.

3

**Employee's Cash/Credit Card**

- **employee aware of budget limits**
- **employee meets expenses while travelling using own money**
- **employee ensures all receipts are kept**
- **employee completes expenses claim form on return**
- **employee traveller has expenses claim form signed by Line Manager**
- **employee attaches receipts to expenses claim form**
- **employee gives completed form (and receipts) to Finance Department/Admin Assistant/Line Manager/Employer**
- **money spent is reimbursed by employer**

**Business Credit Card**

- **employee aware of budget limits**
- **employee meets expenses using Business Credit Card**
- **employer receives company credit card statement directly**
- **employee accounts for each item on statement with receipts**
- **employer pays credit card bill**
- **employer books and pays for travel and accommodation**

To be awarded 3 marks, 3 separate statements must be made

(20)

## SECTION B

Candidates must attempt 2 from the following 3 questions.

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

*Marks*

1 E-mail has changed the way businesses communicate.

- (a) Describe **2** advantages and **2** disadvantages to an organisation of using e-mail for communication.

**4**

### **Advantages**

- **emails can be received instantly**
- **relatively cheap compared to letters/telephone**
- **view mail at a time that suits**
- **can attach any electronic file**
- **good when working across time zones/different countries/outwith normal working hours**
- **can create automatic messages – eg hols**
- **can send to a number of different people at one time**
- **access anywhere that has internet connection**
- **can trace if message has been opened**
- **maintains a record of communication**
- **enables employers to offer flexible working practices**

DO NOT ACCEPT any references to emails being free

DO NOT ACCEPT 24/7 on its own

### **Disadvantages**

- **messages may be misinterpreted/tone of message difficult to convey**
- **personal use wasting organisation time**
- **lack of keyboard skills can make communication slow**
- **easy to copy people in to emails, which may result in employees spending lots of time reading irrelevant emails**
- **problems accessing email facility – new employees/technical difficulties**
- **cannot guarantee email will be opened/read**
- **takes time to download large attachments**
- **Inbox can quickly become full with ‘junk’ mail**
- **attachments can contain viruses**

(b) Explain **2** ways in which a business can use the Internet to its advantage. 2

- **E-commerce (buying or selling) can be carried out 24/7/discounts**
- **market research/finding information/travel arrangements**
- **communication – eg emailing clients**
- **using instant messenger to keep in touch with colleagues**
- **can be used for marketing/advertising**
- **can be used for e-banking**

To be awarded both marks, 2 separate points must be explained  
DO NOT ACCEPT vague answers eg get more customers, get more profit

(c) Describe how an organisation can ensure the security of its:

(i) employees 2

(ii) equipment 2

**(i) employees**

- **swipe cards**
- **combination locks**
- **CCTV**
- **identity badges**
- **security guard**
- **sign-in procedures/visitors badges**

Answers must make reference to the **security** of employees

**(ii) equipment**

- **locked doors**
- **CCTV**
- **identity marking**
- **serial numbers recorded**

Answers must make reference to the **security** of equipment

Be aware of repetition within each section

DO NOT ACCEPT same point for both sections

**(10)**

2 An Administrative Assistant must ensure that electronic files are not misplaced.

(a) Describe **3** features of an effective electronic file management system. **3**

- **folders and sub-folders**
- **folders/files can be password protected**
- **file docs regularly and check filing regularly**
- **back-up regularly/archive procedure**
- **appropriate file names should be used**
- **files are sorted so that they can be found**
- **requires trained staff so that it is used effectively**

(b) Justify the use of spreadsheets in the Finance Department. **3**

- **perform regular tasks with templates/standard docs**
- **embedded formulae make calculations quicker/less likelihood of error**
- **department deals with money matters so logical to use spreadsheets**
- **values can be changed, and other information in the spreadsheet updated automatically**
- **“what if” scenarios can be investigated**
- **use of charts for comparisons**

Accept 3 separate points (one mark each)

Accept one point – well developed (max 2 marks)

DO NOT ACCEPT vague references to financial statements

(c) Identify and explain the use of **2** business documents used in the Purchases Department. **4**

- **Requisition – for departments/individuals to request purchases**
- **Letter of enquiry – to request details from suppliers**
- **Quotation – to provide details of price/terms/delivery**
- **Order form – to order goods**
- **Advice note – to advise receipt of order and processing of goods**
- **Delivery note/Goods Received Note – to accompany goods delivered**
- **Stock record card – to know when to re-order/update when goods are received**
- **Invoice – the dept would verify receipt of goods and send to finance to request payment**
- **Credit note – the dept would verify details of goods returned and pass to finance**

DO NOT ACCEPT receipt/catalogues

**(10)**

3 Staff may be employed on a fixed term contract basis.

(a) Describe **one** advantage and **one** disadvantage of this type of contract for:

- (i) the organisation;
- (ii) the employee.

4

**(i) the organisation**

**Advantages**

- **opportunity for a probationary/assessment period**
- **allows organisation to cover a busy period/less expensive during quiet periods**
- **specialists can be employed for short periods/projects**

DO NOT ACCEPT any reference to knowing when to recruit another person

**Disadvantages**

- **may need to go through recruitment process more regularly**
- **money and time may be spent training non-permanent members of staff**
- **may not motivate/encourage loyalty from that employee**

**(ii) the employee**

**Advantages**

- **may result in a higher rate of pay**
- **may lead to a permanent contract**
- **opportunity for a trial/short term period with organisation**

DO NOT ACCEPT probationary/trial period for both

**Disadvantages**

- **less job security than a permanent contract**
- **skills may be not be updated by training from the employer, so skills may go out of date**
- **employee has uncertainty, so needs to find another job at the end date**
- **financial uncertainty for pension schemes/obtaining mortgages**

(b) Outline **3** factors an Administrative Assistant should consider **prior to** making travel arrangements for a business trip. **3**

- **company policy procedures**
- **dates of departure and return**
- **destination of trip**
- **number of people going**
- **methods of travel available**
- **seniority of the travellers/budget available**
- **preferences/special requirements of the traveller**
- **how flexible does the ticket need to be**
- **does the employee have adequate health insurance**
- **does the employee have the correct visas and travel documents**

DO NOT ACCEPT reason for trip

DO NOT ACCEPT any reference to accommodation

DO NOT ACCEPT one word answers

(c) Describe **3** barriers to effective communication. **3**

- **problems of listener – eg bias, background noise, selective hearing**
- **problems of communicator – eg quiet, hesitant, language, accent, cultural differences, background, personality**
- **information overload**
- **interruptions**
- **IT problems – eg poor connection**

DO NOT ACCEPT one word answers

**(10)**

[END OF MARKING INSTRUCTIONS]