

X214/12/01

NATIONAL
QUALIFICATIONS 2014

FRIDAY, 9 MAY
9.00 AM – 10.20 AM

ADMINISTRATION
HIGHER
Paper 1

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 50 minutes.
Answer any **two** questions.



SECTION 1

ALL questions should be attempted.

Understanding the Importance of Teamwork

The message from employers is clear: academic qualifications alone are not enough. They want to see evidence of your employability skills—the competencies that will enable you to contribute well in the workplace. What better place to start than with teamwork?

Teamwork is the co-operative effort by a group of people to achieve a common goal. Good teamwork does not necessarily require good interpersonal relationships or friendships. Rather, what is required is behaviour that results in better team performance.

The concept of teamwork is extremely important to the success of any team. Teamwork and unselfishness create the backbone of a great team, without them a team cannot realistically compete. You can have a team of superstars, but if they do not work well as one unit, chances are they are not going to be successful. The team working as one cohesive unit is going to be the key to their success. Every member of the team is accountable when it comes to teamwork.

To succeed at the task, everyone involved needs to combine their efforts. If everyone does their job well, then it increases what the team can accomplish. Everyone has their own unique role, but each person's individual role must be recognised and appreciated.

Teamwork is something that must be given a high priority and constant attention.

QUESTIONS

Marks

Answer ALL the questions, 1–5.

- | | |
|---|-------------|
| 1. Outline 4 skills you would expect to see in an effective team leader. | 4 |
| 2. Describe the following 3 documents used in the recruitment and selection process: <ul style="list-style-type: none">• Application form• Job description• Person specification. | 6 |
| 3. Discuss the benefits of an effective team. | 6 |
| 4. Compare audio conferencing with video conferencing. | 2 |
| 5. Justify the decision to employ an Administrative Assistant on a fixed term contract. | 2 |
| | (20) |

SECTION 2

Answer any TWO questions.

- | | | | |
|----|-----|--|-------------|
| 1. | (a) | Outline 4 methods of field research to ensure that an organisation is meeting customer expectations. | 4 |
| | (b) | Describe 3 methods of monitoring and controlling targets. | 6 |
| | (c) | Discuss the advantages of a successful staff appraisal to the employee and the organisation. | 8 |
| | (d) | Justify the provision of a staff counselling service in an organisation. | 2 |
| | | | (20) |
| 2. | (a) | Outline the benefits of out-sourcing administrative services. | 4 |
| | (b) | Describe 3 possible features of a website which would encourage customers to buy online. | 6 |
| | (c) | Discuss good practice to ensure complaints are handled effectively. | 8 |
| | (d) | Justify the expense to an organisation of introducing an intranet. | 2 |
| | | | (20) |
| 3. | (a) | Outline the essential skills/qualities a Senior Administrative Assistant should possess. | 4 |
| | (b) | Describe the following 3 documents: | |
| | | • Notice of meeting | |
| | | • Agenda | |
| | | • Minutes of meeting. | 6 |
| | (c) | Discuss the use of technology during a meeting. | 8 |
| | (d) | Justify the decision to send staff to be trained externally rather than internally. | 2 |
| | | | (20) |

[Turn over for Questions 4 and 5 on Page four

	<i>Marks</i>
4. (a) Outline 4 principles of good information handling.	4
(b) Organisations use information in order to make decisions. Describe the following:	
• Secondary information	
• External information	
• Qualitative information.	6
(c) Discuss the positive and negative effects of using e-mail in an organisation.	8
(d) Justify the decision to change to an open-plan office.	2
	(20)
5. (a) Outline 4 features of presentation software.	4
(b) Describe 3 time management techniques.	6
(c) Discuss the impact of flexible working practices on employee well-being.	8
(d) Justify the need to carry out a job analysis prior to advertising a vacancy.	2
	(20)

[END OF QUESTION PAPER]