

X214/11/01

NATIONAL WEDNESDAY, 8 MAY
QUALIFICATIONS 9.00 AM – 10.00 AM
2013

ADMINISTRATION
INTERMEDIATE 2
Paper 1

Instructions to candidates

This paper comprises **2** sections.

Section A consists of stimulus material followed by a series of questions. Candidates are required to answer **all** questions—**20 marks** are allocated to this section.

Section B requires candidates to answer **2** from **3** structured questions—**20 marks** are allocated to this section.

Candidates should write their answers in the **booklet** provided.



SECTION A

Marks

Read the following case study and answer the questions which follow.

Attempt **all** 5 questions.

Answers are to be written in the answer booklet provided.

How the iPad Revolution has Transformed Working Lives

Margaret Manning, the founder and chief executive of a web development agency, takes her iPad with her to client meetings and presentations. “It’s got a wow factor” says Margaret. “I realised I could comfortably use my iPad on the go. I can carry it in my bag when visiting clients, check work e-mails in a coffee shop or train, and spend some time playing a game. It’s become my laptop, TV screen, iPod and iPhone. It’s the screen size that is so useful and allows businesses to start using it in a way they couldn’t with the iPhone.”

Adapted from *The Observer*, Sunday, 27 March 2011

1. (a) Describe **one** flexible working practice which could benefit from the use of mobile technologies. 2
(b) Outline the purpose of the Computer Misuse Act 1990. 1
2. (a) Outline **2** strengths of written communication such as e-mail. 2
(b) Describe **one** impact on staff of poor communication. 2
3. (a) Outline the use of each of the following business documents in the Human Resources department:
(i) Person Specification
(ii) Staff Rota
(iii) Accident Report Form. 3
(b) Describe the use of mailing lists by an organisation. 2
4. (a) Describe **one** advantage to a customer of e-commerce. 2
(b) Outline **2** ways an employer can ensure staff workstations meet the requirements of the Health & Safety at Work (Display Screen Equipment) Regulations 1992. 2

5. (a) Outline **one** advantage to an employee travelling abroad of using:

(i) Local currency

(ii) Travellers' cheques.

2

(b) Justify the use of an expenses claim form by:

(i) an employee

(ii) an organisation.

2

(20)

[Turn over for SECTION B on *Page four*

SECTION B

Marks

Candidates must attempt **2** from the following **3** questions.

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

- | | | | |
|----|-----|--------------------------------------------------------------------------------------------------------------------|-------------|
| 1. | (a) | Outline 2 responsibilities of an employee to avoid health and safety hazards in the workplace. | 2 |
| | (b) | Describe 2 factors an Administrative Assistant must consider prior to arranging travel for a business trip. | 4 |
| | (c) | Compare a debit card and a credit card. | 2 |
| | (d) | Outline an organisation's use of a Mission Statement to improve customer service. | 2 |
| | | | (10) |
| 2. | (a) | Outline 2 methods of keeping electronic information secure. | 2 |
| | (b) | Outline 2 documents used in the Purchases Department. | 2 |
| | (c) | Justify the introduction of hot desking by an organisation. | 2 |
| | (d) | Describe 2 benefits to an organisation of replacing face-to-face meetings with Internet meetings. | 4 |
| | | | (10) |
| 3. | (a) | Outline 2 tasks carried out by an Administrative Assistant in the Sales Department. | 2 |
| | (b) | Outline 2 features of presentation software. | 2 |
| | (c) | Compare a permanent and a fixed term contract. | 2 |
| | (d) | Describe 2 advantages of oral communication. | 4 |
| | | | (10) |

[END OF QUESTION PAPER]

ACKNOWLEDGEMENTS

Paper 1 Section A—Article is adapted from “How the iPad has transformed working lives” taken from *The Observer*, Sunday 27 March 2011. Reproduced by permission of Guardian News and Media Ltd. © Guardian News and Media Ltd 2011.