

0020/31/01

NATIONAL
QUALIFICATIONS 2013

WEDNESDAY, 8 MAY
1.00 PM – 2.30 PM

ADMINISTRATION
STANDARD GRADE
Credit Level

Instructions to Candidates

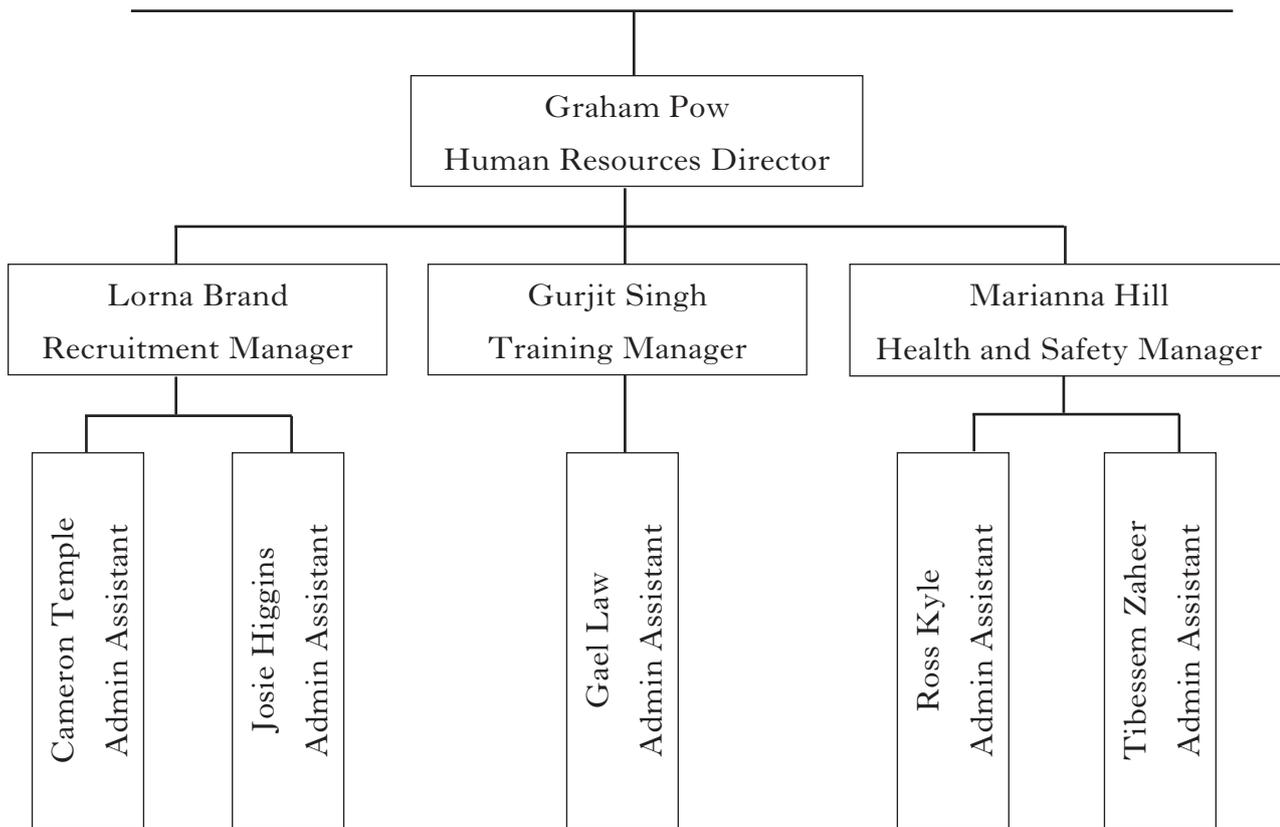
Answer **all** eleven questions.

Read each question carefully before you answer it.

Write your answers clearly.



1. (a) The following is a section of the organisation chart of Manderson plc.



Identify **2** types of relationship shown, giving examples from the chart to support your answer.

4

(b) Identify **2** documents available to a job applicant and describe the benefits of these to the applicant.

4

2. Employee salaries at Moffatt & Kilbride are calculated manually. Several employees have complained that they have been paid the incorrect amount.

Recommend an appropriate software package to solve this problem and justify your recommendation.

3

3. Holly MacPherson is the new Mail Room Assistant in a large organisation. She is unsure how to deal with the following.

(a) A legal contract to be sent to a client.

(b) A booklet, which is subject to copyright, which must be seen by all department managers.

(c) A printer which must be returned to the supplier for repair.

Suggest how Holly could deal with each of the above. Give reasons for your answers. **You must give a different solution to each problem.**

6

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4. (a) “An electronic diary is essential for a receptionist.” Suggest and justify 2 features of an electronic diary (other than making/ updating appointments) that a receptionist may use.	4	
(b) Explain how the Reception area within an organisation contributes to the security of that organisation.	4	
5. Hillside Dental Practice is experiencing the following problems. (a) Time is wasted keying in individual letters to patients reminding them that they are due for a check-up. (b) Any member of staff can access employee salary and bank details. (c) A patient’s file is urgently required at the Dental Hospital. Suggest and justify how each of the above problems may be overcome.		6
6. Reuben Cohen is the Sales Manager of Marshalls plc. He holds regular meetings with the sales representatives to keep them up-to-date with their targets and sales performances. Some sales representatives have complained his presentations are difficult to understand and are boring. Recommend 2 ways Reuben could improve his presentation and justify your recommendations.		4
7. Identify 2 flexible working practices used by organisations and give an advantage to the employer of each method chosen.	4	
8. (a) Why would a business use an intranet ?	2	
(b) Explain why a firm might include hyperlinks within its website.	2	
(c) “The best source of information is the Internet.” Explain why this statement may not be correct.	2	
[Turn over for Questions 9 to 11 on Page four		

