



National
Qualifications
SPECIMEN ONLY

SQ02/H/01

Administration and IT

Date — Not applicable

Duration — 1 hour

Total marks — 30

SECTION 1 — 10 marks

Attempt ALL questions.

SECTION 2 — 20 marks

Attempt ALL questions.

Write your answers clearly in the answer booklet provided. In the answer booklet you must clearly identify the question number you are attempting.

Use **blue** or **black** ink.

Before leaving the examination room you must give your answer booklet to the Invigilator; if you do not you may lose all the marks for this paper.



* S Q 0 2 H 0 1 *

SECTION 1 — 10 marks

Read the following information and attempt ALL the questions that follow.

WORKING TOGETHER

Jamie has recently been promoted at work. He is now a Senior Administrative Assistant and has a team of six Administrative Assistants, who work in different locations.

Several members of his team seem unhappy at work and do not take part in discussions at team meetings. At these meetings, two members are very dominant and often the other team members do not like the decisions that are made. Some team members refuse to work with others or even speak to them. Last week, important customer information went missing because the correct instructions were not passed on. This could have been a disaster for the whole company.

Within the administrative team, three members of staff have been with the company for several years, while the others were recruited two months ago. The longer-serving members of staff do not always listen to their newer colleagues, despite the experience that they bring to the team from their previous roles at other companies. This, again, causes tension between the team members. Some pieces of work are done in different ways by different people, leading to confusion and stress. Jamie has to find a way to make his team work together even though they are based in different locations.

Team meetings are held only once a month. Some team members do not value the team meetings and do not make the effort to attend. Therefore, Jamie spends a lot of time trying to visit everyone to make sure that they receive the same information.

Jamie knows he has to make some changes in order to make his team more effective.

The following questions are based on ALL the information provided and on knowledge and understanding you have gained whilst studying the Course.

1. Describe, using the information provided in the case study, at least three strategies Jamie should implement to make his team more effective. 6

2. Jamie's team is not following correct company procedure, which resulted in legislation being breached.
 - (a) Outline the consequences to the organisation of failing to comply with this legislation. 2

 - (b) Compare communication methods Jamie could use to ensure that all members of his team are aware of company policies and procedures. 2

SECTION 2 — 20 marks**Attempt ALL questions**

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| 1. Describe the barriers that may exist when communicating information to others. | 5 |
| 2. Compare the health and safety responsibilities of employers and employees in the workplace. | 2 |
| 3. Describe task and time management strategies employees could use. | 4 |
| 4. Describe ways in which IT makes it possible for organisations to offer flexible working. | 4 |
| 5. Describe the methods that organisations can use to provide high-quality customer service. | 2 |
| 6. Explain the importance of effective file management on an intranet. | 3 |

[END OF SPECIMEN QUESTION PAPER]