X214/12/01

TUESDAY, 22 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.

HELPING STAFF TO FIND A WORK-LIFE BALANCE

A new recruitment agency has been launched in Scotland with a firm emphasis on providing staff with flexible employment opportunities. Its aim is not just to help small and medium sized enterprises find the right employees but to make sure it offers employees the flexibility to fit their working life around their family.

There are tens of thousands of potential employees in Scotland who increasingly want to work flexibly. And with employees feeling the pinch in the current recession, flexible working has never been more popular. The UK Government is in no doubt that flexible working is here to stay.

Flexible working opportunities can benefit everyone – employers, employees and their families. Most employers now recognise that it makes good business sense to provide flexible working opportunities for their employees.

Under the law, employers must consider any application for flexible working and can only reject it if there are good business reasons for doing so. Flexible working is high on the agenda for many professional people – not just women, but men too, who want a better work-life balance.

QUESTIONS

Marks

Answer ALL the questions, 1–5.

1. Outline flexible working practices that an organisation could offer. **4**

2. Describe the impact of flexible working on an organisation. **4**

3. Discuss advantages and disadvantages of using an agency in the recruitment and selection process. **6**

4. Justify the use of database software to store employee records. **3**

5. Compare in-house and external training. **3**

(20)

SECTION 2

Answer any TWO questions.

1. (*a*) Outline ways in which an employee's targets can be monitored. **4**

(*b*) Describe how developments in ICT have had an impact on workflow. **6**

(*c*) One potential disadvantage of a network is that viruses can spread very quickly.

Discuss the consequences and implications of an organisation failing to protect its network. **8**

(*d*) Justify the need for the Senior Administrative Assistant to have excellent IT skills. **2**

(20)

2. (*a*) Outline the following meeting terms:

- Point of order
- Amendment
- Adjournment
- Verbatim. **4**

(*b*) Discuss the role of both the secretary and the chair in planning and organising a meeting. **8**

(*c*) Justify the expense of training Administrative Assistants in customer care. **2**

(*d*) Describe ergonomic features that would ensure a good working environment. **6**

(20)

3. (*a*) Outline **4** rights of the individual as outlined in the Data Protection Act. **4**

(*b*) Describe **3** methods of researching customer satisfaction levels. **6**

(*c*) Discuss ways in which an organisation can deal with an employee who breaches the conditions of their employment. **8**

(*d*) Justify the need for both qualitative and quantitative information. **2**

(20)

[Turn over for Questions 4 and 5 on *Page four*

4. (*a*) Integrity of data is about keeping data secure from human error or malicious intent.

Outline **3** ways of ensuring data integrity. **3**

(*b*) Justify the decision to introduce an e-commerce facility. **3**

(*c*) Describe the **3** types of decisions taken by different levels of management. **6**

(*d*) Discuss the support systems which may be provided by Human Resources to enhance staff welfare. **8**

(20)

5. (*a*) Outline the qualities required of an Administrative Assistant when dealing with external customers. **4**

(*b*) Describe the areas that might be covered by Customer Service Strategy. **6**

(*c*) Discuss the advantages and disadvantages to an individual of working as part of a team. **8**

(*d*) Justify the use of remote meetings. **2**

(20)

[*END OF QUESTION PAPER*]