H

National Qualifications SPECIMEN ONLY

S801/76/11   **Administration and IT**

Date — Not applicable

Duration — 1 hour 30 minutes

Total marks — 50

SECTION 1 — 10 marks

Attempt ALL questions.

SECTION 2 — 40 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.

SECTION 1 — 10 marks

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

Holding meetings is an art and a science. But with remote meetings, it's art and science at a whole new level.

Sometimes the remote factor makes meetings annoying, awkward, inconvenient, and downright infuriating.

Why are remote meetings often so unsatisfactory? It's hard to say, but it could be lack of awareness, faulty software, sluggish Internet connections, and tuned-out participants. Maybe remote workers just hate meetings — that's why they choose to work away from the office.

Whatever the case, remote meetings can be unproductive. Thankfully, it doesn't need to be this way.

Here are some tips to holding successful remote meetings:

1. *Use the best software available.*

2. *E-mail relevant documents to everyone beforehand.*

3. *Before speaking, each participant should say their name.*

4. *Have a strong chairperson.*

5. *Give everyone the chance to talk.*

6. *Limit the number of participants.*

Business strategist John Spence makes a great point. He writes, 'nearly all of the rules for a typical face-to-face meeting still apply' to remote meetings.

In order to have a good remote meeting, you should also know how to hold a good normal meeting. Yes, you're running a remote meeting, but that doesn't require radical rewriting of all meeting rules.

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

1. The case study above states that remote meetings can be unproductive.

    Outline **three** benefits of remote meetings. **3**

2. It is the Chairperson's duty to ensure that everyone has a chance to talk.

    Describe other duties the Chairperson has during a meeting. **4**

3. Justify which documents should be e-mailed to all participants in advance of a remote meeting. **3**

SECTION 2 — 40 marks

Attempt ALL questions

4. Describe the possible implications for an Administrative Assistant who has poor time and task management skills.

   6

5. Outline the essential skills and qualities a Senior Administrative Assistant should possess.

   4

6. Discuss the reasons why some teams are more effective than others.

   6

7. Describe the digital technologies that enable team members to work in different locations.

   6

8. Justify the need for a team leader to maintain regular contact with staff who telecommute.

   4

9. Compare a mystery shopper with a customer focus group, as a way of gathering data on customer service.

   4

10. Outline suitable methods of informing staff of changes to legislation.

    4

11. Discuss the features of word processing and database applications that an Administrative Assistant would find useful when organising a meeting.

    6

[END OF SPECIMEN QUESTION PAPER]

Marking Instructions

SQA ©

General marking principles for Higher Administration and IT

Always apply these general principles. Use them in conjunction with the detailed marking instructions, which identify the key features required in candidates' responses.

(a) Always use positive marking. This means candidates accumulate marks for the demonstration of relevant skills, knowledge and understanding; marks are not deducted for errors or omissions.

(b) If a candidate response does not seem to be covered by either the principles or detailed marking instructions, and you are uncertain how to assess it, you must seek guidance from your team leader.

(c) For **compare** questions, candidates must demonstrate knowledge and understanding of the similarities and/or differences between things, features, methods or choices. This does not need to be a comparative sentence. Up to the total mark allocation for this question:

- award **1 mark** for each accurate point of comparison.

(d) For **discuss** questions, candidates must make accurate relevant points that are more than just naming. There has to be an element of discussion within each point. Award marks for development and examples of a point.

- Award **1 mark** for each discussion point.

(e) For **describe** questions, candidates must make a number of relevant factual points, which may be characteristics and/or features, as appropriate to the question asked. These points may relate to a concept, process or situation. Candidates may provide a number of straightforward points or a smaller number of developed points, or a combination of these. Up to the total mark allocation for this question:

- award **1 mark** for each relevant factual point
- award **1 mark** for any further development of a relevant point, including exemplification when appropriate.

(f) For **outline** questions, candidates must make a number of brief statements appropriate to the question asked. These may include facts, features or characteristics. Up to the total mark allocation for this question:

- award **1 mark** for each accurate statement.

(g) For **justify** questions, candidates must give good reasons to support suggestions or explain the reason(s) for or against the issue raised in the question. A development point can be given.

- Award **1 mark** for each accurate justification.

Detailed marking instructions for each question

Section 1

Question	Expected response	Max mark	Additional guidance
1.	• Can minimise staff travel and accommodation costs. • Productivity and time is not lost due to travelling and jet lag. • Can link teams across the globe and helps create effective teams. • Staff do not need to be in work to participate in discussions. • More people are able to participate in meetings. • Visual remote meetings can be good for staff relationships, rather than sending e-mails. • Meetings can be recorded and accessed at a later date. • Staff may be happier not to travel, as can upset family life.	3	Award **1 mark** for each valid benefit statement. Or any other suitable response.
2.	• To ensure the meeting is quorate, according to the constitution — otherwise the meeting has to be postponed. • To start meeting punctually and to ensure it does not overrun. • To approve the minutes of the previous meeting and sign them off after dealing with any matters arising. • To allow adequate discussion time for each item while ensuring that repetitive comments are curtailed. • To maintain good order ensuring participants are courteous, polite and non-aggressive. • To decide when there has been adequate discussion and then call a vote ensuring compliance with constitution rules. • To sum up discussions prior to voting highlighting important points and clarifying misunderstandings. • To make a casting vote if there is a tie.	4	Award **1 mark** for each valid description point. Award **1 mark** for each valid development point. Award up to **3 marks** for describing any one duty. Or any other suitable response.

Question	Expected response	Max mark	Additional guidance
3.	- Notice of meeting alerts — reminds staff the meeting is taking place and attendees can give their apologies if they are unable to attend. - Agenda informs participants of the topics and approximate timings. - Briefing documents allow attendees to prepare/familiarise themselves with the topics. - Minutes of previous meeting can be read and checked for accuracy or can inform those who were not at that meeting what was discussed. - Notice of meeting — there may be a legal requirement to send this out at a set time before the meeting. - Written instructions on how to access meeting software and hardware required to join the meeting.	**3**	Award **1 mark** for each valid justification point. Award **1 mark** for each valid development point. At least 2 documents need to be justified. Or any other suitable response. Do not award marks for documents specific to an individual, for example, personalised travel/accommodation documents.

Section 2

Question	Expected response	Max mark	Additional guidance
4.	• The quality of their work could be poor, in an attempt to meet deadlines. • They may not be trusted with important or high level tasks — this could affect their chances of promotion. • Relationships with other team members may suffer, as other members of the team may not be able to proceed with their own work. • They may suffer from stress — this could result in illness/absenteeism. • They may receive a poor appraisal, affecting pay and/or future career. • They may be sent on training courses. • They could be given a mentor or buddy to check on their work flow. • They may become quiet and withdrawn — stop communicating with other team members. • They may be given a verbal or written warning. • If they feel unsupported, they could take out a grievance against the organisation.	6	Award **1 mark** for each valid description point. Award **1 mark** for each valid development point. Award up to **5 marks** for describing any one implication. Or any other suitable response.
5.	• Patience, to be able to work with other staff. • Tact/discretion when dealing with sensitive situations. • Organisational skills, to ensure that targets are met. • High level of digital literacy and IT skills. • Coaching/mentoring/developing skills, to provide support to staff. • Motivation, to ensure that staff are encouraged to meet targets. • Delegation skills, to allocate tasks fairly/take account of skills. • Good time management, to ensure deadlines are met. • Able to communicate with people at all levels in the organisation.	4	Award **1 mark** for each valid brief statement. Or any other suitable response.

Question	Expected response	Max mark	Additional guidance
6.	- Team composition — the right balance of people/roles. - Nature of the task — how challenging and/or structured the task is, and if team members believe in it. - Presence of a good leader — this helps to promote a positive atmosphere, provide good co-ordination and manage conflict. - Team members support one another when working on projects together — this leads to better decision making and taking more risks. - All team members have a clear idea of what they are there to achieve — they have clear goals. - Team members believe in shared goals — they have a common direction. - Shared knowledge means there is better coverage for any absences. - Team members have different skills and personalities — this leads to better productivity. - Strong/open communication between team members — team members encouraged to express their opinions, suggest ideas and are prepared to compromise. - The longer a team is together, the more effective it is likely to be — a team will work as a cohesive group, pulling together, meeting targets and deadlines. - Effective teams are normally small — Belbin states 4-6 people.	6	Award **1 mark** for each valid discussion point. Award **1 mark** for each valid development point. There must be at least 2 reasons. Award a maximum of **5 marks** for any one reason. Watch for repetition. Or any other suitable response.

Question	Expected response	Max mark	Additional guidance
7.	• File servers contain files that can be accessed remotely by all staff, ensuring the most up-to-date information. • Cloud storage — used to store files that can be accessed via the Internet using a password. • Web conferencing allows staff to have face-to-face meetings, view reactions and emotions of participants, and this can build team spirit. • Instant messaging (IM) allows short messages to be communicated passing on information. • Voice over Internet Protocol (VoIP) allows team members to have one phone number that can be used via a smartphone, for e-mails and IM. • Chat rooms (chat apps) — for more informal communication, allows discussion on work and social matters (helping to develop relationships). • Internal blogs allow employees to share ideas and experiences quickly and in an informal way. • Virtual whiteboards allow real-time collaboration of ideas across the team (for example, drawings and diagrams). • E-mail.	6	Award **1 mark** for each valid description point. Award **1 mark** for each valid development point. Award up to **5 marks** for describing any one technology. Or any other suitable response. Accept mention of specific communication and file sharing applications, for example, Office 365 (Teams, Yammer, OneNote, and Groups), Google Docs, and Google Hangouts. Do not award marks for smartphones, tablets or laptops unless there is mention of software or apps that allow file sharing and communicating.

Question	Expected response	Max mark	Additional guidance
8.	• Team leader can feel confident that work is progressing on time as others may be waiting to proceed with the next stage. • Staff who work at home may feel isolated, so this would help to make them feel involved and supported, and prevent future issues arising, for example grievance. • Tasks can be discussed, ensuring the work is completed to the correct standard. • Staff can be informed of deadlines or changing priorities, in order to help them manage their time. • Informal chat can help a person feel part of the team. • Staff member may feel shy/reluctant about making contact — team leader should make the first move.	4	Award **1 mark** for each valid justification point/reason. Award **1 mark** for each valid development point. Accept any reference to staff who are not office based, for example, working from home, working while travelling, and working in other locations. Or any other suitable response.
9.	• Both provide immediate feedback. • Both a mystery shopper and a focus group can be expensive to set up and run. • Customer focus groups are small groups of customers brought together to provide the organisation with feedback on consumer issues — a mystery shopper experiences the service and care the ordinary shopper receives. • Customer focus groups can ask additional questions, seeking clarification — a mystery shopper remains anonymous and cannot enquire further. • Mystery shopper is usually tasked with evaluating specific/single aspects of customer service — customer focus groups will have a wider range of experiences. • Mystery shopper may provide a biased or subjective view — the customer focus group will have a variety of opinions.	4	Award **1 mark** for each valid comparison. Similarities or differences can be given.

Question	Expected response	Max mark	Additional guidance
10.	• E-mail to all staff to ensure they have something in writing to refer to. • Store policy documents on the intranet, so staff can have access to the most up-to-date legislation. • Display notices to highlight specific policies that are important. • Organise talks from relevant officials/trained staff to highlight changes and take questions. • Role plays — staff can practice situations, for example, dealing with a request for data from an outside agency.	4	Award **1 mark** for each valid method. Do not award marks for details of the changes in the GDPR. Or any other suitable response.
11.	**Word processing** • Tables — to professionally layout the Notice of Meeting/Agenda. • Formatting features/styles — to prepare previous minutes. • Mail merge — to send letters to those attending. • Label wizard — to create name badges for attendees. • Online templates — to prepare business documents. • Organisational templates — saved to ensure house style complied with. • Search and replace facility, spell check and thesaurus — to ensure accuracy in documents. **Database** • Mail merge — to send letters to those attending. • Relational database (gives an element of security to personal data) — can be queried to find attendees. • Data on staff/members — can be queried to find staff who have specific requirements/searched for information about attendees. • Holding/storing information, for example possible venues for ease of access. • Calculated fields to work out costings/expenses.	6	Award **1 mark** for each valid discussion point. Award **1 mark** for each valid development point. Award a maximum of **5 marks** for either word processing or database. Watch for repetition. Candidates must make reference to organising a meeting in their response. Or any other suitable response.

[END OF SPECIMEN MARKING INSTRUCTIONS]