

FOR OFFICIAL USE

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X214/10/11

NATIONAL
QUALIFICATIONS
2012

FRIDAY, 4 MAY
9.00 AM – 10.45 AM

ADMINISTRATION
INTERMEDIATE 1
Worksheet for Task 4

Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Date of birth

Day Month Year

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Scottish candidate number

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Number of seat

To be inserted with candidate's printouts and returned with them.



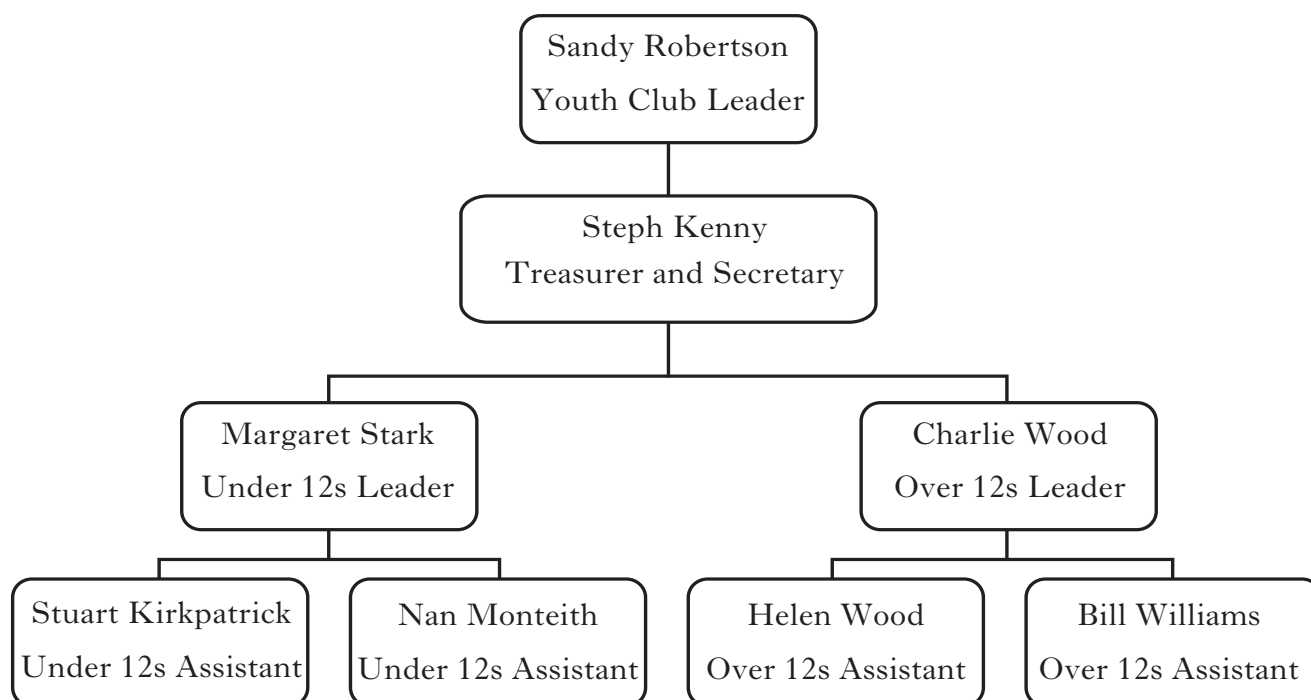
WORKSHEET—TASK 4

Read the following and answer the questions which follow.

Question 1

Study the diagram below and answer the questions which follow.

The Eildons Youth Club



(a) State the name of this diagram.

1

(b) Outline the purpose of this diagram.

1

(c) Identify **one** other item of information that may be included in this document.

1

TASK 4 (continued)

Question 2

Study the picture below and answer the question which follows.



Identify **3** hazards in the picture above.

- 1 _____

- 2 _____

- 3 _____

TASK 4 (continued)

Question 3

Sandy Robertson, the Youth Club Leader, has started work organising the next fundraiser event — the Family Picnic.

- (a) Outline **one** feature of e-mail that would be useful to Sandy when organising this event.

1

- (b) Describe **one** feature of an e-diary that would be useful to Sandy when organising this event.

1

TASK 4 (continued)

Question 4

Sandy, the Youth Club Leader, has asked you to prepare an electronic database containing details of all members. These details are currently held on paper.

(a) Name the legislation that exists to protect personal information.

1

(b) Outline **2** methods of keeping personal information held on computer secure.

1 _____

2 _____

2

(c) Outline **2** disadvantages of manual filing.

1 _____

2 _____

2

[Turn over

TASK 4 (continued)

Question 5

Study the job advert below and answer the questions which follow.

WANTED!
EVENING RECEPTIONIST
@Borders Community School

Do you have great administration skills and enjoy working with people?
If so, this may be the job for you.

You will be responsible for supporting the evening activity programme in the school. You will be organised, hard working and self-motivated. Excellent IT skills are essential as is the ability to work quickly and accurately in a busy environment. Previous experience is desirable.

17.5 hours per week Mon - Fri
Job share considered

£8.48 per hour

For more information contact monica@borders.ac.uk

(a) State **2** duties that may be included in the Job Description for the post of Receptionist.

1 _____

2 _____

2

TASK 4 (continued)

Question 5 (continued)

(b) Outline the purpose of a Person Specification in the recruitment process.

1

(c) Describe 2 flexible working practices, other than job share.

1 _____

2 _____

2

(d) Describe 2 advantages to the employee of flexible working.

1 _____

2 _____

2

Total (20)

[END OF WORKSHEET]

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