

FOR OFFICIAL USE

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# X214/10/11

NATIONAL  
QUALIFICATIONS  
2013

WEDNESDAY, 8 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 organisation chart for Solway Cycles opposite.

- (a) Identify **2** members of staff who have a line relationship.

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**1**

- (b) Name the person the Maintenance Technicians would report to in the absence of Fiona Gregg.

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**1**

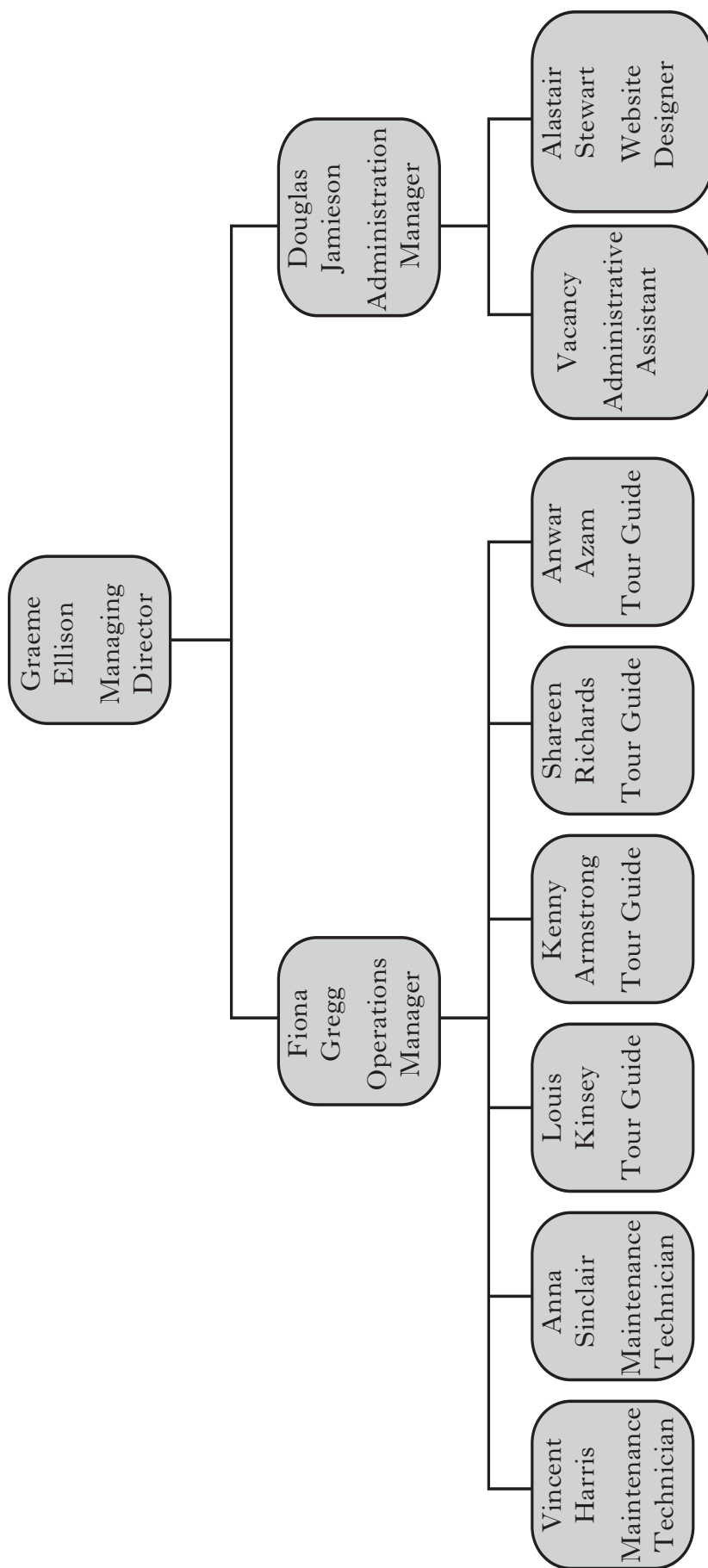
- (c) State **one** item of information that could be added to the organisation chart to make it more useful to staff and visitors.

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**1**

TASK 4 (continued)

Question 1 (continued)



**Question 2**

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



has a vacancy for a full time  
**ADMINISTRATIVE ASSISTANT**

We welcome applications from those  
who wish to job share.

Application forms to be returned  
**no later than 14 June 2013 to:**

Douglas Jamieson, Administration Manager,  
Solway Cycles, 100 Victoria Street,  
Newton Stewart, DG8 6NL

(a) Outline **one** benefit of job sharing to the employee.

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**1**

(b) State **2** tasks that an Administrative Assistant at Solway Cycles may be asked to do as part of the job.

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**2**

**TASK 4 (continued)**

**Question 2 (continued)**

The new Administrative Assistant has been appointed and has completed a skill scan.

- (c) Outline **2** health and safety areas that would be covered in the Induction Training of the Administrative Assistant.

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2

- (d) Describe **2** pieces of information that can be identified from the skill scan.

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2

**Question 3**

Solway Cycles is passing on customers' personal details to insurance companies without permission.

- (a) State the legislation which exists to prevent this.

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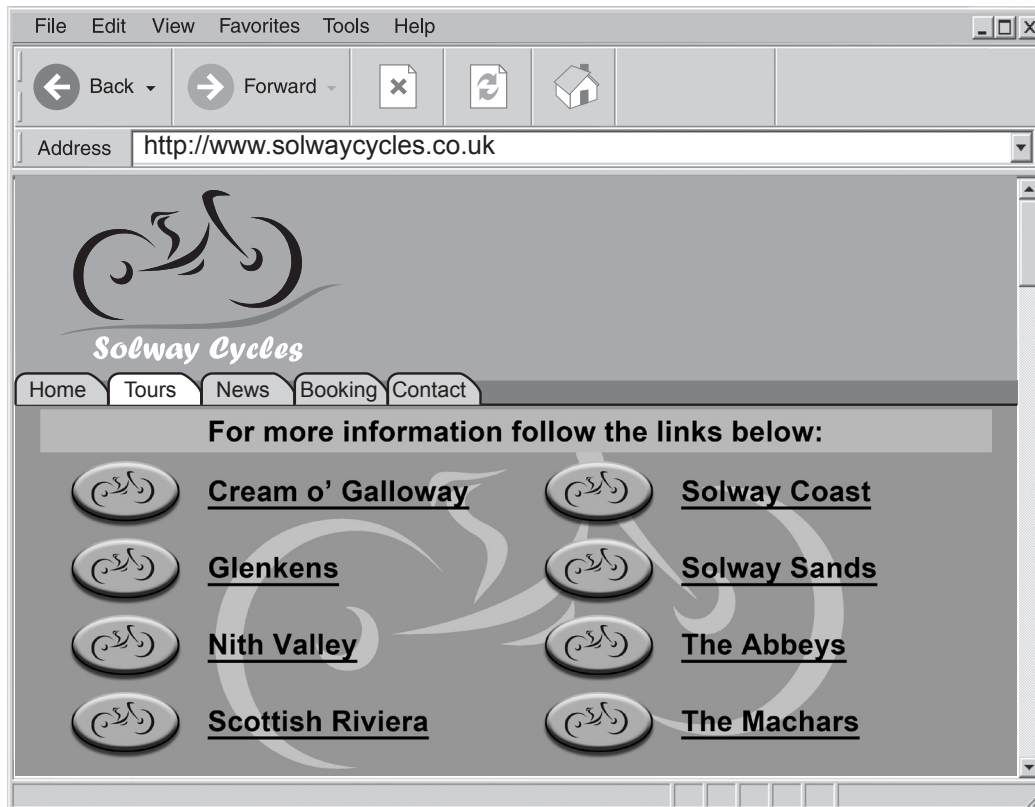
1

- (b) Outline **one** security measure that could be taken to protect customer information.

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1

**[Turn over**



**Question 4**

(a) The Website Designer has been asked to update the website of Solway Cycles. Outline **2** features that the Website Graphic Designer could add to make the website more “user friendly”.

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2

(b) Describe **one** type of technology that the Administrative Assistant could use to keep in touch with each of the following. (Use a different type of technology for each).

(i) Cycle Tour Guides

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1

(ii) Customers of Solway Cycles.

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1

**TASK 4 (continued)**

**Question 5**

(a) The Administrative Assistant has to produce a brochure of Cycle Tours available. Describe **2** pieces of equipment that could be used to produce the brochure.

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2

(b) Douglas Jamieson, the Administration Manager, has asked you to complete the Petty Cash Voucher below with the details from the receipt for refreshments you bought today.

2

PETTY CASH VOUCHER		
Date:	£	p
Description of requirements:		
Signature .....		
Passed by .....	Total	

Coffee	£3.65
Choc Chip Cookies	£1.25
Milk	£1.30
Total	£6.20

**Total (20)**

[END OF WORKSHEET]

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