

X214/11/01

NATIONAL
QUALIFICATIONS 2014

FRIDAY, 9 MAY
9.00 AM – 10.00 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 1

Instructions to candidates

This paper comprises **2** sections.

Section A consists of stimulus material followed by a series of questions. Candidates are required to answer **all** questions—**20 marks** are allocated to this section.

Section B requires candidates to answer **2** from **3** structured questions—**20 marks** are allocated to this section.

Candidates should write their answers in the **booklet** provided.



SECTION A

Marks

Read the following case study and answer the questions which follow.

Attempt **all** 5 questions.

Answers are to be written in the answer booklet provided.

Mobile technologies—work/life balance

Volkswagen has agreed to stop its Blackberry servers sending emails to some of its employees when they are off-shift as staff were complaining that their work and home lives were becoming blurred.

The servers stop routing emails 30 minutes after the end of employees' shifts, and then start again 30 minutes before they return to work.

The staff can still use their devices to make calls and the rule does not apply to senior management.

Some say it is bad for the employee to be online 24-7 as it has a poor impact on their well-being.

The Trades Union Congress agrees "The issue of employees using Blackberrys, and other devices out of working time is a growing one that needs to be addressed as it can be a source of stress".

Adapted from www.bbc.co.uk, 23 December 2011

1. (a) Identify **2** pieces of equipment used by employees who work away from the office. 2
 - (b) (i) Outline **one** method of flexible working that an organisation may use. 1
 - (ii) Describe **one** advantage of this method of flexible working for an employee. 2
2. (a) Suggest **2** methods of communication used by an organisation to contact customers. 2
 - (b) Outline **one** strength of each method of communication given in 2(a). **A different strength should be used for each method.** 2
3. (a) Outline the role of the Human Resources department in ensuring customer satisfaction. 1
 - (b) Describe **2** effects of poor customer service on an organisation. 4
4. (a) Identify **one** factor that may affect the method of travel chosen by an organisation. 1
 - (b) Justify the use of an Expenses Claim Form by an organisation. 2

5. (a) Outline one activity carried out by the Finance department.	<i>Marks</i> 1
(b) Justify the use of e-commerce by an organisation.	2
	(20)

[Turn over for SECTION B on *Page four*

SECTION B

Marks

Candidates must attempt **2** from the following **3** questions.

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

1. (a) Describe **2** advantages of using the Internet to source information rather than paper-based sources. 4
- (b) Justify the use of a mission statement by an organisation. 2
- (c) Outline the use of **2** documents by the Human Resources department. 2
- (d) Outline **2** responsibilities of employers under the Fire Precautions (Places of Work) Regulations 1995. 2
- (10)**

2. (a) Compare the role of the Sales department and the Purchases department. 2
- (b) (i) Outline **2** types of employment contract. 2
- (ii) Suggest **one** advantage of each of these types of employment contract. 2
- (c) Describe **2** features of an electronic diary that can support the work of an Administrative Assistant. 4
- (10)**

3. (a) Outline **one** advantage and **one** disadvantage of each of the following methods of payment:
 - (i) Credit Card
 - (ii) Currency 4
- (b) Compare **2** methods of ensuring the security of equipment. 2
- (c) Describe **2** skills or qualities required of an Administrative Assistant. 4
- (10)**

[END OF QUESTION PAPER]

ACKNOWLEDGEMENT

Section A—Article is adapted from “Volkswagen turns off Blackberry email after work hours” taken from BBC News, 23 December 2011. Reproduced by kind permission of BBC News.