

X214/11/01

NATIONAL
QUALIFICATIONS
2015

WEDNESDAY, 29 APRIL
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.

Job Vacancy—Administrator

We are currently looking to recruit an experienced Administrator for ongoing temporary assignments in the Stirling/Clackmannanshire area.

The main duties will be:

- Updating and maintaining information on client files
- Answering and dealing with client telephone enquiries
- Maintaining, organising and co-ordinating meeting schedules
- Creating and maintaining an effective filing system
- Meeting and greeting clients
- Making appropriate travel and accommodation arrangements.

The successful candidate must have a proven administration background along with good organisational skills, excellent communication skills and be IT literate in Word and Excel. They must also have a “can do” attitude, be smart in appearance and be an enthusiastic team player.

Flexible working arrangements may be available.

1. (a) Identify **one** item that would appear in each of the following documents.

(i) Job Description

(ii) Person Specification

2

(b) Justify the use of each of the following documents in the recruitment and selection process. **Give a different justification for each document.**

(i) Job Description

(ii) Person Specification

2

	<i>Marks</i>
2. (a) Identify 2 flexible working arrangements that could be offered to administrative staff.	2
(b) Describe one advantage to an organisation of providing flexible working arrangements to its employees.	2
3. (a) Outline 2 procedures that could be put in place to maintain an effective electronic filing system.	2
(b) Describe one factor that should be considered when choosing the most effective method of communication to contact customers.	2
4. (a) Outline 2 ways an Administrative Assistant can provide a high level of customer service.	2
(b) Describe the purpose of a Travel and Accommodation Request Form.	2
5. (a) Outline one use that the Purchases department could make of each of the following software applications.	
(i) Spreadsheet	
(ii) Word Processing	2
(b) Justify the decision to employ staff on a temporary contract.	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) Outline 2 legal responsibilities of an organisation when holding customer data. | 2 |
| | (b) Describe 2 activities carried out in the Finance department. | 4 |
| | (c) Outline 2 uses of an itinerary by a business traveller. | 2 |
| | (d) Justify the use of a company credit card when paying for business travel expenses. | 2 |
| | | (10) |
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| 2. | (a) Outline 2 responsibilities of an employer under the Health and Safety at Work Act 1974. | 2 |
| | (b) Describe 2 benefits to an organisation of providing a high level of customer service. | 4 |
| | (c) Outline 2 methods of ensuring the security of employees. | 2 |
| | (d) Compare 2 methods of travel that may be used by an employee on business. | 2 |
| | | (10) |
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| 3. | (a) Outline 2 barriers to effective communication. | 2 |
| | (b) Describe 2 ways in which an organisation can use the Internet to its advantage. | 4 |
| | (c) Outline 2 advantages of using video conferencing to hold a business meeting. | 2 |
| | (d) Compare 2 documents used in the sale of goods. | 2 |
| | | (10) |

[END OF QUESTION PAPER]