

0020/31/01

NATIONAL
QUALIFICATIONS 2013

WEDNESDAY, 8 MAY
1.00 PM – 2.30 PM

ADMINISTRATION
STANDARD GRADE
Credit Level

Instructions to Candidates

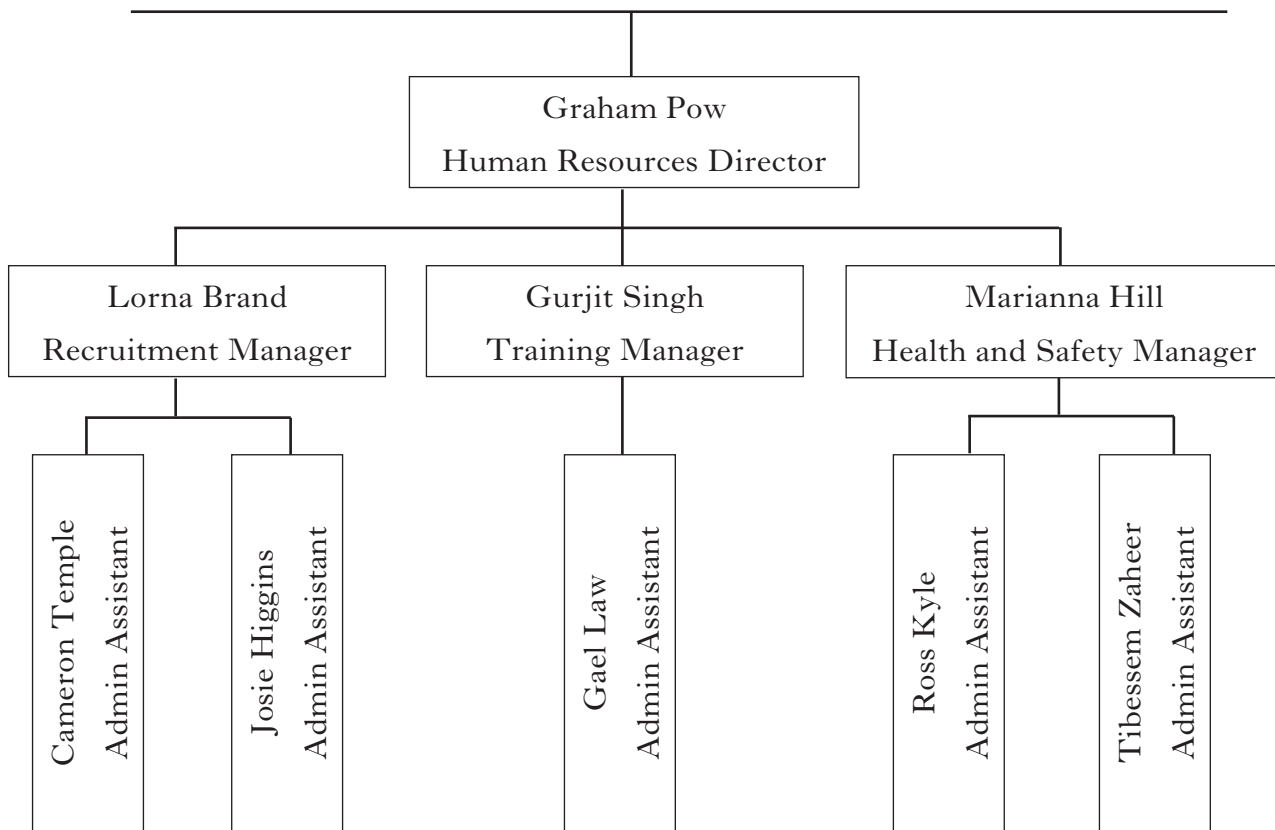
Answer **all** eleven questions.

Read each question carefully before you answer it.

Write your answers clearly.



1. (a) The following is a section of the organisation chart of Manderson plc.



Identify **2** types of relationship shown, giving examples from the chart to support your answer.

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(b) Identify **2** documents available to a job applicant and describe the benefits of these to the applicant.

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2. Employee salaries at Moffatt & Kilbride are calculated manually. Several employees have complained that they have been paid the incorrect amount.

Recommend an appropriate software package to solve this problem and justify your recommendation.

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3. Holly MacPherson is the new Mail Room Assistant in a large organisation. She is unsure how to deal with the following.

(a) A legal contract to be sent to a client.

(b) A booklet, which is subject to copyright, which must be seen by all department managers.

(c) A printer which must be returned to the supplier for repair.

Suggest how Holly could deal with each of the above. Give reasons for your answers. **You must give a different solution to each problem.**

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4. (a) “An electronic diary is essential for a receptionist.” Suggest and justify 2 features of an electronic diary (other than making/ updating appointments) that a receptionist may use.	4	
(b) Explain how the Reception area within an organisation contributes to the security of that organisation.	4	
5. Hillside Dental Practice is experiencing the following problems. (a) Time is wasted keying in individual letters to patients reminding them that they are due for a check-up. (b) Any member of staff can access employee salary and bank details. (c) A patient’s file is urgently required at the Dental Hospital. Suggest and justify how each of the above problems may be overcome.		6
6. Reuben Cohen is the Sales Manager of Marshalls plc. He holds regular meetings with the sales representatives to keep them up-to-date with their targets and sales performances. Some sales representatives have complained his presentations are difficult to understand and are boring. Recommend 2 ways Reuben could improve his presentation and justify your recommendations.		4
7. Identify 2 flexible working practices used by organisations and give an advantage to the employer of each method chosen.	4	
8. (a) Why would a business use an intranet ?	2	
(b) Explain why a firm might include hyperlinks within its website.	2	
(c) “The best source of information is the Internet.” Explain why this statement may not be correct.	2	
[Turn over for Questions 9 to 11 on Page four		

KU	PS
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9. Taylor & Dolan has recently moved to a new suite of open plan offices but after several weeks the following problems have been highlighted.

- (a) Staff are complaining of noise and distractions from the printers.
- (b) Sales representatives, who often make brief visits to the office to complete paperwork, are having difficulty finding a place to work.
- (c) Meetings, interviews, appraisals, etc can be seen and overheard in the office.
- (d) Teleworkers, who occasionally come into the office, need access to a computer and telephone but very often this equipment is not available.

Suggest and justify a **different** way each of these problems could be overcome.

10. (a) Explain the purpose of a Travel/Accommodation Request Form and justify its use.

- (b) (i) Explain why it may be necessary to use different methods of payment when travelling on business.
- (ii) Identify **2** methods of payment, giving an example of when each would be used.

11. Lakeside Manufacturers has recently upgraded its filing system from manual to electronic. The Health and Safety Manager, Anita Smythe, has been asked to prepare advice to ensure the health and safety of staff.

What advice should Anita give to staff? Give reasons for your answers.

[END OF QUESTION PAPER]