

FOR OFFICIAL USE

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**F**

KU PS

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**0020/27/01**

NATIONAL  
QUALIFICATIONS  
2012

FRIDAY, 4 MAY  
9.00 AM - 10.00 AM

ADMINISTRATION  
STANDARD GRADE  
Foundation Level

**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

Answer **all** the questions you can, in the spaces provided.

Read each question carefully before you answer it.

Write your answers clearly.

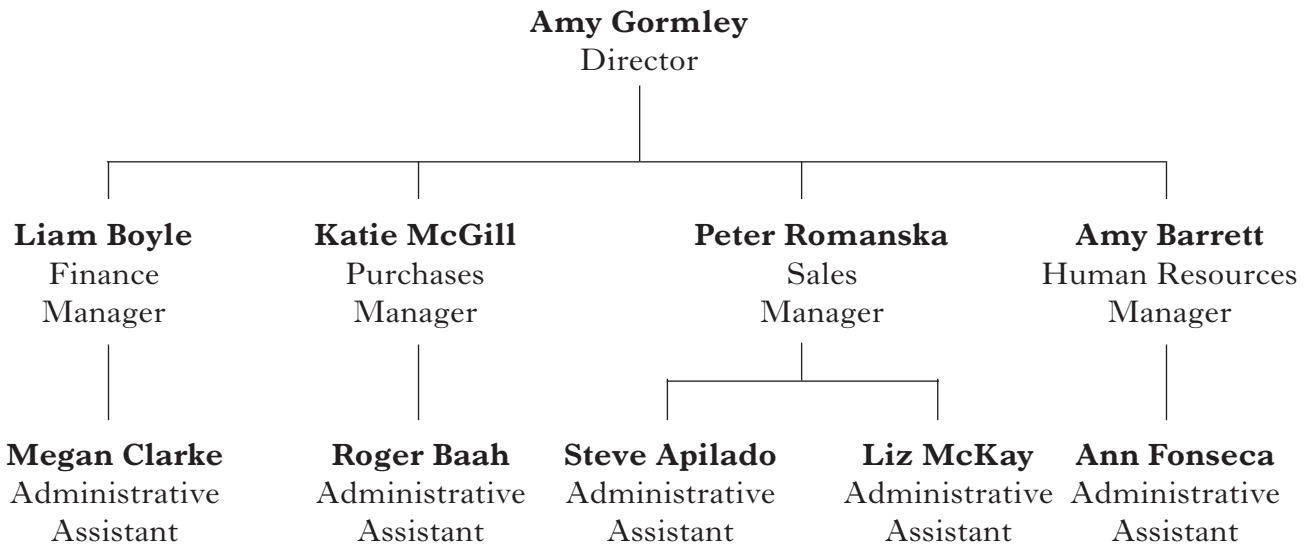
Before leaving the examination room you must give this book to the Invigilator. If you do not, you may lose all the marks for this paper.



Marks

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1. The organisation chart for O'Halloran Printers is shown below.



(a) How many employees are responsible to the Sales Manager?

\_\_\_\_\_ 1

(b) State **one** task that would be carried out by Liam Boyle, Finance Manager.

\_\_\_\_\_  
\_\_\_\_\_ 1

(c) Name **one other** piece of information which could be shown on this organisation chart.

\_\_\_\_\_ 1

(d) Which department would advertise job vacancies?

\_\_\_\_\_ 1

(e) Roger Baah needs help with the supplier database but Katie McGill is attending a trade exhibition. What should Roger do?

Roger should \_\_\_\_\_  
\_\_\_\_\_ 1

Marks

2. The administrative staff of Elite Cars have complained of backache when using computers for long periods of time.

Two ways of solving this problem are provided in the table below.

Tick (✓) 2 appropriate boxes.

	TICK (✓)
Provide anti-glare screens	
Ensure regular breaks are taken	
Provide regular eye tests	
Provide adjustable chairs	

2

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3. Study the picture below of Anne Moore, Reprographics Assistant. Complete the Hazard/Fault Report Form on the opposite page.



3. (continued)

Marks

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HAZARD/FAULT REPORT FORM	
<b>Please complete this form for any hazard/fault and pass to your supervisor.</b>	
DATE	<i>Thursday 3 May 2012</i>
ROOM NO	_____
DESCRIPTION OF HAZARD/FAULT	_____ _____ _____
MACHINE NAME AND NUMBER	1 _____ 2 _____
REPORTED BY	_____ _____
DETAILS OF ACTION YOU HAVE TAKEN	1 _____ _____ _____ 2 _____ _____ _____
SIGNATURE OF SUPERVISOR	_____

7




Marks

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2	

5. The open plan office of Morton & Muir is short of space.  
**Two** ways of solving this problem are provided in the table below.  
 Tick (✓) **2** appropriate boxes.

	TICK (✓)
Introduce teleworking	
Change to a cellular office layout	
Buy more desks and chairs	
Introduce shift working	
Install soundproof screens	

2

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6. You are the Administrative Assistant in the Human Resources Department of North of Scotland Health Board.

One of your duties is to prepare advertisements for job vacancies.

(a) Complete the advertisement below by inserting **2** other **personal qualities**.

# North of Scotland Health Board

We have a vacancy for an experienced  
**RECEPTIONIST**

Applications are invited from suitably qualified persons for this position. Five-day week, 9 am until 5.30 pm.

**DUTIES:**

- 1 Greet visitors and callers.
- 2 Make appointments.
- 3 Answer the telephone.

**PERSONAL QUALITIES:**

- 1 Polite.
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

2

(b) A receptionist uses an Appointments Book. Name **one other** book that is used at reception.

\_\_\_\_\_

1

(c) Suggest **one** security measure which could be used within a reception area.

**Do not repeat anything mentioned in (b).**

\_\_\_\_\_

1



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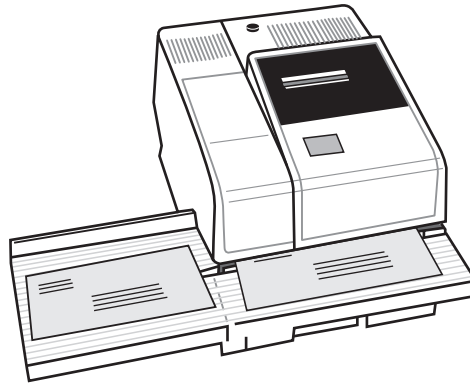
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7. (a) From the following list choose **2** methods of sending a confidential document which must arrive in Manchester by tomorrow.  
Tick (✓) **2** appropriate boxes.

	TICK (✓)
Second class post	
Courier	
Fax	
Special Delivery	

2

- (b) Mail room staff use the item of equipment shown below when dealing with **outgoing** mail.



Name this item of equipment.

\_\_\_\_\_

1

- (c) Name **one** item of equipment used when dealing with **incoming** mail.

\_\_\_\_\_

1

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8. Gary Bowman is the Purchases Manager of Global Insurance which is based in Aberdeen. He must attend a 2-day conference in London.

There are several problems concerning his trip. How could these problems be solved? Give a **different** solution for **each** problem.

(a) Gary does not know the start time or address of the conference.

Global Insurance should \_\_\_\_\_

\_\_\_\_\_

(b) Gary does not know how to find a suitable restaurant in London.

Gary should \_\_\_\_\_

\_\_\_\_\_

(c) Gary does not want to use his own money to pay for the hotel.

Global Insurance should \_\_\_\_\_

\_\_\_\_\_

(d) Gary is unsure how he will claim back his taxi fares to and from the airport.

Gary should \_\_\_\_\_

\_\_\_\_\_

4

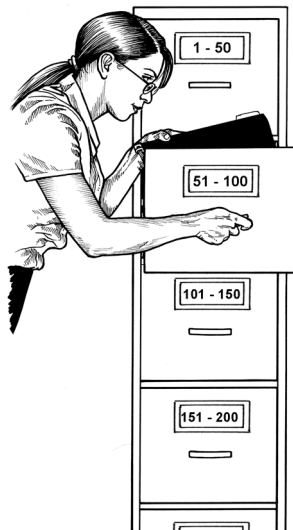
Marks

9. The following statements are either **TRUE** or **FALSE**.  
Tick (✓) the appropriate box for each.

		TRUE	FALSE
(a)	An intranet is an internal computer network.		
(b)	A virus cannot damage computer data.		
(c)	A hyperlink is a shortcut to web pages.		
(d)	A search engine makes the Internet work.		

4

10. Study the picture below.



- (a) Name the method of manual filing shown.

\_\_\_\_\_

1

- (b) Name **one other** method of manual filing.

\_\_\_\_\_

1

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11. Below is a list of terms.

- A Hot Desk
- B Flexitime
- C Job Share
- D Homeworking
- E Carrel

Match **one** term above with a statement in the table below.

The first one has been completed for you.

STATEMENT	LETTER
A small booth where an employee works on his/her own.	E
Employees must be present during core time.	
A workstation that can be used by teleworkers.	
A full-time job split between 2 employees.	
Time is not wasted travelling to work.	

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12. The following problems have arisen at Technology Solutions. How could each of these problems be avoided in the future?

Give a **different** solution for **each**.

(a) The Administrative Assistants often make spelling mistakes when word processing documents.

The Administrative Assistants should \_\_\_\_\_  
\_\_\_\_\_

(b) Confidential information is being left on screen for anyone to see.

Staff should \_\_\_\_\_  
\_\_\_\_\_

(c) Some staff do not know how to find web pages without the web address.

Staff should \_\_\_\_\_  
\_\_\_\_\_

(d) The **only** copy of important computer data was accidentally deleted.

Technology Solutions should \_\_\_\_\_  
\_\_\_\_\_

(e) Some staff do not know how to use the e-mail facilities.

Technology Solutions should \_\_\_\_\_  
\_\_\_\_\_

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14. In Clyde Valley College a number of problems have arisen. Advise the college how these problems could be solved.

(a) Staff interviews with students in an open plan office can be overheard.

The college should \_\_\_\_\_

\_\_\_\_\_

(b) The college keeps **confidential** files on computer. These files can be opened by all members of staff.

The college should \_\_\_\_\_

\_\_\_\_\_

(c) Students can see details and prices of textbooks on the college website but cannot purchase them.

The website should \_\_\_\_\_

\_\_\_\_\_

(d) A number of staff and students did not leave the building during the recent fire drill.

The college should \_\_\_\_\_

\_\_\_\_\_

(e) Health and Safety notices are ripped and torn.

The college should \_\_\_\_\_

\_\_\_\_\_

5

[END OF QUESTION PAPER]

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