

FOR OFFICIAL USE

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KU PS

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0020/29/01

NATIONAL
QUALIFICATIONS
2013

WEDNESDAY, 8 MAY
10.20 AM – 11.35 AM

ADMINISTRATION
STANDARD GRADE
General 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.



[Turn over for Question 10 on *Page twelve*

Marks

KU	PS

10. (continued)

(b) Suggest another appropriate field that may be added to this database.

1

(c) Name the department which would use this database.

1

[Turn over

Marks

KU	PS
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11. (a) This morning a member of staff in Inver Enterprises received an electric shock when he tried to fix a paper jam in the printer. He had been unsure how to deal with the paper jam.

Complete the following reminder on the action to be taken if the printer develops a fault.

REMINDER TO ALL STAFF	
The following action should be taken if the printer develops a fault.	
1	_____

2	_____

3	_____

DO NOT ATTEMPT TO FIX THE FAULT YOURSELF!	

3

- (b) A picture of a printer is missing from this notice.

How could this problem be solved?

1

