



2012 Administration

Intermediate 2 – Paper 1

Finalised Marking Instructions

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Solutions for Section A

Marks

- 1 (a) Travel agents offer expertise – they can answer any customer questions
Travel agents can find better deals – as they can have close relation with airlines
Travel agents can save the organisation time – as they book on customer's behalf/can book all travel arrangements at the same time/time consuming to sift through information on Internet
Travel agents may be more reliable to use – information from Internet may be inaccurate/out-of-date.

2

DO NOT ACCEPT face-to-face, however candidate may be awarded one mark for additional comment eg customer can ask questions directly

One mark for outlining plus one mark for an additional comment

- (b) Customer will not be satisfied with organisation – may make complaints
Customer may not return to the organisation – the business would lose sales/profits/go to competitors
Customer may tell others about their experience – might put off new customers
Organisation would gain a bad reputation – people might not want to work there/do business with them
Poor communication – no opportunity for customers to give the organisation feedback

2

One mark for outlining plus one mark for an additional comment

- 2 (a) Distance
Budget
Venue of meeting/destination
Time available/duration
Number of people
Details on booking request form/preferences of traveller
Company policy
Seniority of traveller
Methods of travel available

2

DO NOT ACCEPT any reference to booking accommodation

One mark per point

- 3 (a) Employee can check diary on the move using laptop/tablet/mobile/PDA/
smartphone **2**
Emails to stay in touch with office on a laptop/tablet/mobile/PDA/Blackberry
Work with documents on a laptop/tablet/mobile/PDA/Blackberry
Contact office using laptop/tablet/mobile/PDA/Blackberry
Send/receive SMS via mobile/Blackberry/PDA/tablet
Access the Internet via laptop/tablet/mobile/PDA/Blackberry

Other possibilities include:

Pager/Video phone/Webcam/MP3-4/Digital camera

***Technology equipment must be identified but no mark for identification
Two different pieces of equipment must be justified***

One mark per justification

- (b) Mark with ultra-violet pens to deter theft/can be identified if found **2**
Chaining laptops to desks, so that they cannot be easily moved
CCTV to allow surveillance/deter theft
Secure entry systems/pin code/keypad/swipe card, to prevent unauthorised
access
Locked doors/Lock equipment away, to prevent theft

DO NOT ACCEPT reference to security of information or people.

One mark per suggestion

- 4 (a) Teleworking allows staff to work away from the office – using laptop/tablet/mobile/PDA/smartphone to access files/emails/staff
Homeworking allows staff to work at home – using email/logging on to server/portal
Hotdesking where staff book a room/desk to use the network – to allow staff to work within the office when necessary – to save office space – to print documents

4

DO NOT ACCEPT general references to ICT
DO NOT ACCEPT flexitime

***One mark for outlining the practice plus one mark for an additional comment – advantage or example
Advantage or example must be different in each case***

- (b) Electronic filing can be sorted (in different ways) quickly at the click of a button
Electronic files can be stored without taking physical space in the office.
More than one person can access the file at a time.
Electronic files can be protected by a password
Possible to search for an electronic file using a key word or phrase
Manually going through the files can be very time consuming
Electronic files can be backed up

1

DO NOT ACCEPT quicker or easier on its own

One mark per point

- 5 (a) Computer/laptop
Data/digital/multi-media projector
Visualizer/genee
Speakers
Microphone
Smartboard
Memory stick/floppy disc
Remote control
- DO NOT ACCEPT projector on its own
DO NOT ACCEPT printer

One mark per point

- (b) Familiarise new employees with the work they will be doing
Familiarise new employees with any equipment they may use
Familiarise new employees with the layout of the workplace
Allow the employees to meet future colleagues
Introduce new employees to the organisation's mission statement/history/ethos
Introduce new employees to the organisation's procedures
Introduce new employees to Health & Safety policy/issues
Can help new employees to settle in/feel welcome/valued

2

One mark per justification

[END OF SECTION A]

Solutions for Section B

Marks

- 1 (a) Well organised 2
Able to work in a team
Able to work independently
Able to use initiative
Strong communicator
Patient,
Tactful

DO NOT ACCEPT, calm, good with people – any reference to qualities which refer specifically to Receptionist

- (b) Advantages 2
Lots of information available
Online discounts available
Comparison sites available
Information more up-to-date than printed material
Disadvantages
Time taken sifting through lots of information
Some websites may not be updated/accurate
May be hidden costs
Technical issues eg website freeze/crash

DO NOT ACCEPT quicker and easier to buy/cheaper and faster to buy
DO NOT AWARD marks for flip points

- (c) Letter of Enquiry – used to compare prices of suppliers – when buying stock to 4
top up stock levels
Order Form – used to order goods – so that stock does not run out
Stock Record Card – used to monitor stock levels – so that stock levels are updated when goods received or issued

DO NOT ACCEPT: quotation, delivery note, invoice, credit note

***Document must be identified but no mark for identification
One mark for outlining the use of the document plus one mark for an additional comment or example.***

- (d) Oral communication provides opportunity for instant feedback however written communication takes time to read and this may not happen immediately

2

Oral can convey meanings with tone of voice, whereas written may be misinterpreted

Written provides a permanent record whereas oral may be forgotten or details mixed up

Written can be reviewed at any time but oral has no evidence to look back on

Both can be used to convey details to more than one person at a time

One complete statement of comparison/similarity per one mark

(10)

- 2 (a) Employer must –
- provide a Health and Safety policy – to ensure employees are aware of company procedure
 - provide and maintain a safe working environment – to ensure employees can work confidently in good conditions – by servicing equipment regularly provide adequate health and safety training – to minimise the risk of accidents to employees
 - provide adequate protective clothing – to ensure the safety of employees while working in specific areas

4

Employee must –

Report faults/hazards to employer – so that they can be repaired – to reduce possible injury

Work in a safe manner – to ensure the safety of themselves and others

Abide by company policy eg wear protective clothing issued

One mark for outlining a feature plus one mark for an additional comment or example.

- (b) The process of trading electronically – buying and/or selling online

3

Can reach a wider/worldwide market

Available to customers by selling 24/7

Can make cost savings – eg overheads

Sales/profits may increase

Purchase/sale can be confirmed immediately

Advertising/marketing can be more focussed/targeted

Aids market research and customer profiling

More products/product information can be made available online

Respond quickly to market changes

One mark for stating the meaning

One mark for each benefit outlined

- (c) LAN – Local Area Network (connects computers and peripherals within a local area eg a building) 3
 Many workstations can share access to data/documents,
 Many workstations can share software,
 Workstations can share hardware eg printers
 Back-ups can be taken of all data
 Can control who uses it

WAN – Wide Area Network (connects computers on a global scale)
 Allows access to data/documents
 Connects computer systems over wide geographical area
 Allows fast transmission of data over long distances
 Gives easy access to e-commerce – email – instant messaging – e-banking.

(10)

- 3 (a) Company credit card/credit card – widely accepted in most shops – more 4
 (i) secure than carrying currency – reduces need for receipts – better exchange
 & rates available – can be used to withdraw currency – useful for payment of
 (ii) large amounts

Foreign currency – useful for small amounts – accepted in all shops – restricts amount available to spend

Travellers cheques – more secure than carrying currency – can be easily cancelled/replaced if lost – restricts amount available to spend

Debit card – convenient/accepted in most shops – more secure than carrying currency – can be used to withdraw currency

DO NOT ACCEPT cash/money

Accept an appropriate justification if the method of payment is cash/money

One mark for identifying the method of payment

One mark for each justification of the method of payment identified

Each justification should be different

- (b) Preparing final accounts every year – eg Trading/Profit and Loss Account/Balance Sheet – to be used by management to compare/measure performance
 Pay suppliers/invoices on time – to make sure any discounts available are received – to maintain a good credit rating/relationship with supplier
 Recording payments from customers – to make sure all amounts due are collected – to make sure customers pay for their goods
 Calculating/paying wages – to ensure employees receive the amount due
 Record PAYE – to ensure tax is correctly paid to IR
 Process/check Expense Claim Forms – to reimburse employees
 Preparing cash budgets to identify if new equipment can be purchased/overdraft is required
- (c) Temporary contract is usually for a limited period however a permanent contract will continue until the employee is dismissed or leaves the job
 Temporary contract is often used for a probationary period whereas a permanent contract is used for more secure long-term employment
 Temporary contract does not provide job security whereas a permanent contract means your job will continue unless you are no longer needed
 Temporary contracts can be used to help employer cover busy periods while permanent staff have to be paid even if the business is quiet.
 Temporary contracts may offer a higher rate of pay due to their short term nature but permanent contracts spread lower payments out over a longer period
 Both contracts give details of terms and conditions of the job (wages/location)

4

2

One complete statement of comparison/similarity per one mark

(10)

(20)

[END OF SECTION B]

[END OF MARKING INSTRUCTIONS]