



2012 Administration

Standard Grade – Foundation

Finalised Marking Instructions

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Candidates should be awarded marks in a PS question if the answer clearly indicates that the problem can be/has been solved.

		KU	PS
1 (a)	2 Accept names	1	
(b)	<ul style="list-style-type: none"> • Overseeing/monitoring/motivating the employees in Finance Department • Responsible for departmental budget of Finance Department • Reporting to the Director on finance matters • Prepares budgets and forecasts • Prepares final accounts • Accept overseeing wages <p>DO NOT ACCEPT calculating wages</p>	1	
(c)	<ul style="list-style-type: none"> • Extension number • Photograph • Room/Floor number • Company logo/slogan • Name of organisation • Board of Directors 	1	
(d)	Human Resources DO NOT ACCEPT Amy Barrett	1	
(e)	Ask Amy Gormley/Director		1

		KU	PS
2			
		Tick (✓)	
	Provide anti-glare screens		
	Ensure regular breaks are taken	✓	
Provide regular eye tests			
Provide adjustable chairs	✓		
<p>Do not accept any alternative answers. If 3 boxes ticked and 2 correct, award one mark. If 3 boxes ticked and one correct, no marks. If 4 boxes ticked, no marks.</p>			2

		KU	PS
3	HAZARD/FAULT REPORT FORM		
	Please complete this form for any hazard/fault and pass to your supervisor		
	DATE	<i>Thursday 3 May 2012</i>	
	ROOM NO	239	1
	DESCRIPTION OF HAZARD/ FAULT	<u>Smoke</u> /steam coming from photocopier/printer Photocopier/printer is <u>overheating</u>	1
	MACHINE NAME AND NUMBER	1. Easyprint 2. 347	2
	REPORTED BY	Anne Moore/candidate's name	1
	DETAILS OF ACTION YOU HAVE TAKEN	1. (Switched off and) plug removed from wall 2. Placed notice on copier	2
	SIGNATURE OF SUPERVISOR		
	Ignore any entry in the 'Signature of Supervisor' box		

		KU	PS
6 (a)	<ul style="list-style-type: none"> • Friendly • Helpful • Calm • Patient • Well presented • Tactful • Discreet • (Well) organised • Good communicator • Confident • Well mannered • Trustworthy/honest • Reliable • Hard working 	2	
(b)	<ul style="list-style-type: none"> • Visitors' Book/Reception Register • (Staff In/Out) book 	1	
(c)	<ul style="list-style-type: none"> • Ensure reception is never left unattended/Security Guard • Appointments Book/Visitors' Book/(Staff) In/Out Book • Visitors' badges • Staff ID badges • Locked doors • Keypad/combination locks/swipe cards • Entryphone • CCTV 	1	

		KU	PS
7 (a)			
		Tick (√)	
	Second class post		
	Courier	√	
	Special Delivery	√	
	<p>Do not accept any alternative answers. If 3 boxes ticked and 2 correct, award one mark. If 3 boxes ticked and one correct, no marks. If 4 boxes ticked, no marks.</p>	2	
(b)	Franking Machine	1	
(c)	Date Stamp Letter Opener Photocopier Fax Scanner Pigeon Holes/Trays/(Mail) Trolley Computer Sorting Machine/Mail Sorter Stapler	1	

		KU	PS																				
8	<p>(a) <ul style="list-style-type: none">Give/provide an ItineraryE-mail Gary the details</p> <p>Only accept answers which make reference to a written statement</p> <p>(b) <ul style="list-style-type: none">Search the InternetTelephone 118Use a restaurant guide</p> <p>DO NOT ACCEPT – Yellow Pages or Phone Book, contact hotel</p> <p>(c) <ul style="list-style-type: none">Give/provide a company debit/credit cardPay accommodation in advance</p> <p>(d) <ul style="list-style-type: none">Complete an Expenses (Claim) FormSubmit receipts</p>		1 1 1 1																				
9	<table border="1"> <thead> <tr> <th></th> <th></th> <th>TRUE</th> <th>FALSE</th> </tr> </thead> <tbody> <tr> <td>(a)</td> <td>An intranet is an internal computer network.</td> <td>√</td> <td></td> </tr> <tr> <td>(b)</td> <td>A virus cannot damage computer data.</td> <td></td> <td>√</td> </tr> <tr> <td>(c)</td> <td>A hyperlink is a shortcut to web pages.</td> <td>√</td> <td></td> </tr> <tr> <td>(d)</td> <td>A search engine makes the Internet work.</td> <td></td> <td>√</td> </tr> </tbody> </table> <p>Do not accept any alternative answers. No award if tick in both True and False boxes.</p>			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
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		KU	PS												
10 (a)	<ul style="list-style-type: none"> Numerical 	1													
(b)	<ul style="list-style-type: none"> Alphabetical Chronological Subject Geographical Accept numerical, if not used above 	1													
11	<table border="1"> <thead> <tr> <th>STATEMENT</th> <th>LETTER</th> </tr> </thead> <tbody> <tr> <td>A small booth where an employee works on his/her own.</td> <td>E</td> </tr> <tr> <td>Employees must be present during core time.</td> <td>B</td> </tr> <tr> <td>A workstation that can be used by teleworkers.</td> <td>A</td> </tr> <tr> <td>A full-time job split between 2 employees.</td> <td>C</td> </tr> <tr> <td>Time is not wasted travelling to work.</td> <td>D</td> </tr> </tbody> </table> <p>If answer repeated, award one mark at correct place.</p> <p>Accept letter or term, if correct.</p>	STATEMENT	LETTER	A small booth where an employee works on his/her own.	E	Employees must be present during core time.	B	A workstation that can be used by teleworkers.	A	A full-time job split between 2 employees.	C	Time is not wasted travelling to work.	D	4	
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		KU	PS
12 (a)	<ul style="list-style-type: none"> • Use a spell checker • Use a dictionary 		1
(b)	<ul style="list-style-type: none"> • Close document when finished • Log off/lock computer • Shut down computer • Use password protected screen saver 		1
(c)	<ul style="list-style-type: none"> • Use a search engine eg Google • Train staff 		1
(d)	<ul style="list-style-type: none"> • Have a back-up copy 		1
	DO NOT ACCEPT – Have a (second) copy (unless supported)		
(e)	<ul style="list-style-type: none"> • Train staff • Provide manual 		1
13			
		TRUE	FALSE
(a)	Desktop Publishing software can be used to produce a staff training guide.	√	
(b)	A binder is used to put a protective cover on a document.		√
(c)	A data projector can be used to deliver a presentation.	√	
(d)	A digital camera allows pictures to be transferred to a computer.	√	
			4
	Do not accept any alternative answers. No award if tick in both True and False boxes.		

		KU	PS
14 (a)	<ul style="list-style-type: none"> • Provide hot/separate/private/meeting/conference/interview room • Provide/change to a cellular office/layout 		1
(b)	<ul style="list-style-type: none"> • Password protect files/computers • Introduce user access levels 		1
(c)	<ul style="list-style-type: none"> • Have an e-commerce facility • Have an online order form <p>DO NOT ACCEPT update website</p>		1
(d)	<ul style="list-style-type: none"> • Remind staff/students of the procedure • Have more/regular fire drills • Ensure there are posters detailing procedure around the building • Give a warning • Have fire warden 		1
(e)	<ul style="list-style-type: none"> • Use a laminator 		1
		TOTAL = 28 KU	
		TOTAL = 27 PS	

[END OF MARKING INSTRUCTIONS]