



2013 Administration

Intermediate 2 – Paper 1

Finalised Marking Instructions

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Solutions for Section A

			Marks
1	(a)	<ul style="list-style-type: none"> • Teleworking - where an employee works away from the office (using ICT) • Homeworking – where an employee works at home (using ICT) • Hotdesking/Touchdown Area – where an employee books/uses a desk/space in the office • Job Share – where 2 or more employees share one job. <p>The following provide exemplification of the above flexible working practices:</p> <ul style="list-style-type: none"> ○ Employee are able to access documents in the company network/complete work. ○ Employee can email completed work back in to the office ○ Employee can be contacted via mobile/smart phone/tablet/laptop ○ Employee may use web cam technology to have face to face discussions with another member of staff <p><i>One mark for outlining plus one mark for an additional comment</i></p> <p>Note: Do not accept “Teleworking – work from home”; however accept if candidate has added “using ICT”.</p>	2
	(b)	<ul style="list-style-type: none"> • To prevent unauthorised access to computer systems. • To prevent computer viruses/hackers/crime. <p><i>One mark</i></p>	1
2	(a)	<ul style="list-style-type: none"> • Can be kept/stored as a permanent record/evidence • Can be referred to at a later date • Reader has time to read and understand lengthy/complex information • Can be shown to many people eg forwarding emails • Can cover many points at the one time <p>Accept advantages of e-mail eg sending to many recipients at the same time.</p> <p><i>One mark per outline</i></p>	2

	(b)	<ul style="list-style-type: none"> employee does not know what they are expected to do - therefore deadlines may be missed - time may be wasted staff become de-motivated - working relationships affected – staff complete less work/poor quality work- staff want to leave - high absenteeism <p><i>One mark for outlining plus one mark for an additional comment</i></p>	2
3	(a)	<ul style="list-style-type: none"> Person Specification <ul style="list-style-type: none"> to prepare the job advert to give applicants details of the type of person being sought to match essential and desirable qualities to applications to prepare interview questions/prepare for the interview Staff Rota <ul style="list-style-type: none"> to provide staff with details of when they are on/off duty to ensure shifts are staffed when staff are working/are on a break Accident Report Form <ul style="list-style-type: none"> to report accidents to allow follow up action to be taken/ensure steps taken to avoid in future – so that a (permanent) record is kept <p>Award mark for the use of each document</p> <p><i>One mark per outline</i></p>	3
	(b)	<ul style="list-style-type: none"> Receive relevant information on a regular basis – build up a loyal customer base. Let customers know about new products/discounts – increase customer loyalty/sales. Following market research, organisations can target specific customers – increase sales. Using e-mail to distribute a mailing list, organisations can send out to a group of customers/employees at the same time – accuracy/personalisation of information/saves time. <p><i>One mark for outlining plus one mark for an additional comment</i></p>	2

4	(a)	<ul style="list-style-type: none"> • can purchase products from the comfort of their own home • goods are delivered to your own door • saves travel costs • can buy goods from anywhere across the world • can easily choose/view products • available 24/7 • making comparisons easily • greater range of products online than are available in shop • gaining discounts only available online <p><i>One mark for the advantage plus one mark for an additional comment (must match the advantage).</i></p>	2
	(b)	<ul style="list-style-type: none"> • provide adjustable seating for each employee workstation • provide monitors which have anti glare screens • provide monitors with adjustable brightness • provide blinds • provide space to adjust keyboard/mouse/monitor position • provide an ergonomic desk suitable for workstation • provide work station risk assessments/checklist (to ensure that the work area meets the need of the individual) <p>Do not accept references to training, eye tests, breaks.</p> <p><i>One mark per outline</i></p>	2
5	(a)	<ul style="list-style-type: none"> • Local currency – Ability to pay for small items eg taxi, bus/Accepted in all shops • Travellers’ cheques - Cheques are more secure than carrying money/cash/ could be replaced if lost (if the employee has a note of the serial numbers). <p><i>One mark for each advantage</i></p>	2

5	(b)	<ul style="list-style-type: none"> • an employee <ul style="list-style-type: none"> ○ to claim back expenses after a business trip ○ to claim back personal money that has been spent. • an organisation <ul style="list-style-type: none"> ○ so that the finance department knows what payment to generate ○ to check that payments made are genuine/check payments against receipts <p>Be aware of “flip” answers</p> <p><i>One mark for each justification</i></p>	2
			Total 20 Marks

Solutions for Section B

		Marks
1	<p>(a)</p> <ul style="list-style-type: none"> • To keep work station free from clutter • To report any faulty equipment • To report/clean up any spillages • To follow H&S regulations of office eg no hot drinks at desks • To fill in the Accident Report form if required • Make sure that fire exits are not blocked by materials/personal belongings/not endangering other employees/putting other workers at risk • Wear protective gear/use equipment provided by the employer • Read the employer's health and safety policies/manuals • Attend all health and safety training/participate in evacuation procedures. <p><i>One mark per outline</i></p>	2
	<p>(b)</p> <ul style="list-style-type: none"> • Location of meeting – to make sure appropriate travel arrangements are made eg mode of transport. • Time of meeting/time available for travel - to make sure appropriate travel arrangements are made eg mode of transport. • Position of employee within the company –senior members of staff eligible for business class. • Budget available - to ensure that the mode of travel selected is within budget • Traveller preferences – fear of flying/sea sick/special requirements. <p><i>One mark for outlining plus one mark for an additional comment (must match the description).</i></p>	4
	<p>(c)</p> <ul style="list-style-type: none"> • Both are used to pay for purchases (electronically). • Both are more convenient than carrying large sums of cash. • Paying by credit card means the goods are not paid for upfront whereas a debit card takes the money straight out of your bank account. • Funds must be available to cover a debit card payment whereas a credit card payment will be made unless over the credit limit. <p><i>One complete statement of comparison/similarity per one mark</i></p>	2
	<p>(d)</p> <ul style="list-style-type: none"> • It is a short statement outlining the main intentions of the organisation. • It gives the staff of an organisation targets to aim for. • Increases productivity (motivated staff). • It lets the customers/staff know what to expect from the organisation. <p><i>One mark per outline</i></p>	2

2	(a)	<ul style="list-style-type: none"> • Encryption of files (when transmitting/storing). • Password protect files. • Install a firewall/anti virus software • Password protected screen saver. • Password access to network/log in level. • Regularly changing password. <p>DO NOT accept locking rooms or drawers/read only files/back-up files.</p> <p>One mark per outline</p>	2
	(b)	<ul style="list-style-type: none"> • Purchase requisition/request – received from department/s • Stock Record Card – to be updated on receipt/issue of stock • Letter of enquiry – sent to supplier/s • Quotation – received from supplier/s • Order Form - sent to supplier • Advice note – checked by department • Delivery note – checked by department • Invoice passed for payment (sent to Finance Department) <p>One mark per outline</p>	2
	(c)	<ul style="list-style-type: none"> • Saves money – office space • Saves money - less equipment • Lower overheads eg heat and light • Allows homeworking/teleworking staff to come into the office/feel part of the organisation <p><i>Must justify the introduction of not just a description of what hot desking is.</i></p> <p>One mark per justification</p> <p>Note: Accept if the candidate says –saves money because of less office space required and less equipment needed. Award 2 marks.</p>	2
	(d)	<ul style="list-style-type: none"> • No longer need to visit the person they are meeting with • Groups from different locations can all participate • Arranged quickly • Arrange with fewer resources • Stress levels reduced <ul style="list-style-type: none"> ○ Time – less travelling ○ Money – fewer travel costs ○ Working day - more productive • Meetings can be held on the move eg Skype/FaceTime <p>One mark for outlining plus one mark for an additional comment</p>	4

3	(a)	<ul style="list-style-type: none"> • Market research eg keying in a questionnaire • Dealing with enquiries from customers/customer complaints/after sales service • Preparing/sending out information eg quotations • Maintaining customer database • Drafting advertising material/word processing a flyer • Updating/dealing with the website • Recording/updating sales figures on spreadsheets • Handling product returns • Dealing with refunds <p><i>One mark per outline</i></p>	2
	(b)	<ul style="list-style-type: none"> • Multimedia – video/sound clips – retain viewer interest • Custom animation – display details in smaller chunks • Slide transitions – attract attention when slides change • Action buttons – go back and forth between slides • Pictures/diagrams/charts – display information in different formats • Master slides – provide consistent approach to font styles etc • Different output format – handouts can be prepared • Integrate information from other software applications <p><i>One mark per outline</i></p> <p>Note:</p> <p>Must include the name of the feature/not just advantage.</p>	2
	(c)	<ul style="list-style-type: none"> • Both provide evidence of contractual obligations • Both must be issued to employees after starting work • Both must be signed by the employer/employee • Permanent contract has no end date so gives job security whereas fixed term is only for a limited amount of time <p><i>One complete statement of comparison/similarity per one mark</i></p>	2

	<p>(d)</p> <ul style="list-style-type: none"> • Instant feedback/clarification/discussion – make sure message is received • Tone of voice – can assist with what is being communicated/emphasis • Face to face oral communication - non verbal clues/body language can assist understanding. • Can be quicker than written communication - instant feedback/questions • Questions can be asked and answered at any point – ensure understanding <p><i>One mark for outlining plus one mark for an additional comment</i></p>	4
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Total 20 marks

[END OF MARKING INSTRUCTIONS]