



**2013 Administration**

**Standard Grade Credit**

**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.

The justification must not repeat the wording used in the question.

		KU	PS
1 (a)	<p>A <b>LINE RELATIONSHIP</b>/a relationship an employee has with a person (directly) above or below them.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Lorna Brand/Recruitment Manager and Graham Pow/Human Resources Director</li> <li>• Lorna Brand/Recruitment Manager and one of the Admin Assistants/Cameron Temple/Josie Higgins</li> <li>• Gurjit Singh/Training Manager and Graham Pow/Human Resources Director</li> <li>• Gurjit Singh and the Admin Assistant/Gael Law</li> <li>• Marianna Hill/Health and Safety Manager and Graham Pow/Human Resources Director</li> <li>• Marianna Hill/Health and Safety Manager and one of the Admin Assistants/Ross Kyle/Tibessem Zaheer</li> </ul> <p>A <b>LATERAL RELATIONSHIP</b>/a relationship that exists between 2 employees on the same level.</p> <p>Examples:</p> <ul style="list-style-type: none"> <li>• Any 2 of the following: Lorna Brand/Recruitment Manager and Gurjit Singh/Training Manager and Marianna Hill/Health and Safety Manager</li> <li>• Any 2 of the following: Cameron Temple/Admin Assistant and Josie Higgins/Admin Assistant and Gael Law/Admin Assistant and Ross Kyle/Admin Assistant and Tibessem Zaheer/Admin Assistant</li> </ul> <p><b>Award 1 mark for each identification – named or described</b>  <b>Award 1 mark for any correct example of a line relationship</b>  <b>Award 1 mark for any correct example of a lateral relationship</b></p>	4	

		KU	PS
(b)	<ul style="list-style-type: none"> <li>• Job Description/Specification – allows applicant to decide if the job would suit them</li> <li>• Person Specification – allows applicant to decide if they have the relevant skills/experience</li> <li>• Application form – allows applicant to inform employer about skills/experience</li> </ul> <p><b>Award 1 mark for identification and 1 mark for benefit</b></p>	4	
2	<p><u>Recommendation</u></p> <p>Use a spreadsheet/Excel</p> <p><u>Justification</u></p> <ul style="list-style-type: none"> <li>• Calculations are carried out more accurately using formulae</li> <li>• Replication of formulae saves time and reduces errors</li> <li>• Changes can be made to the figures and calculations will be updated automatically</li> <li>• Employee information can be sorted into required order using the sort facility</li> </ul> <p><b>Award 1 mark for the recommendation</b>  <b>Award 1 mark for each justification described (max 2)</b></p>		3

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(b)	<ul style="list-style-type: none"> <li>• Locating reception at main entrance ensures all visitors/staff pass through this area</li> <li>• Monitoring CCTV can identify problems</li> <li>• Vetting people coming in using buzzer/intercom, etc</li> <li>• Checking appointments book to ensure visitors are expected</li> <li>• Issuing visitors badges to identify outsiders</li> <li>• Using Visitors' Book to record visitors to the organisation</li> <li>• Checking Staff ID badges confirms employees</li> <li>• Using Staff In and Out Book to monitor staff entering (or leaving) the building</li> <li>• Having a security guard on duty/dealing with incidents</li> </ul> <p><b>Award 1 mark per explanation</b>  <b>Naming alone will be awarded no marks</b></p>	4													

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<p><b>Naming alone gets no marks. If candidate goes on to justify, they can gain both marks.</b></p> <p><b>Award 1 mark for different recommendation and 1 mark for different justification.</b></p> <p>The following are examples of <b>possible</b> marks allocated to this question.</p> <p><i>Use PowerPoint</i> <span style="float: right;"><i>1 mark</i></span></p> <p><i>PowerPoint</i> <span style="float: right;"><i>0 marks</i></span></p> <p><i>Use PowerPoint to include graphics and sound.</i> <span style="float: right;"><i>2 marks</i></span></p> <p><i>PowerPoint to include graphics and sound.</i> <span style="float: right;"><i>2 marks</i></span></p>																			

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7	<p><b>Homeworking/Teleworking</b></p> <ul style="list-style-type: none"> <li>• Less space is required at organisation's premises/saves money</li> <li>• Absenteeism may be reduced</li> <li>• Employer may be able to keep staff who may otherwise have left</li> <li>• Happier, more productive employees</li> </ul> <p><b>Hot Desking</b></p> <ul style="list-style-type: none"> <li>• Less space is required at organisation's premises/saves money</li> </ul> <p><b>Job Share</b></p> <ul style="list-style-type: none"> <li>• Employer may be able to keep staff who may otherwise have left</li> <li>• Happier, more productive employees</li> </ul> <p><b>Flexitime</b></p> <ul style="list-style-type: none"> <li>• Less latecoming/time taken off for personal appointments</li> <li>• Employer may be able to keep staff who may otherwise have left</li> <li>• Happier, more productive employees</li> </ul> <p><b>Award 1 mark for each flexible working practice identified (max 2)</b>  <b>Award 1 mark for each different advantage (max 2)</b></p>	4	



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8 (a)	<p>The introduction of an intranet will:</p> <ul style="list-style-type: none"> <li>• allow staff to access shared software applications</li> <li>• reduce purchasing costs of software</li> <li>• allow staff to access organisational policies ('on line' such as Health and Safety Guidelines, Evacuation Procedures, etc)</li> <li>• allow standardised documents/templates to be stored</li> <li>• reduce the costs of photocopying</li> <li>• allow information to be immediately available on staff desktops</li> <li>• allow internal e-mail communication</li> <li>• control internet (inappropriate websites can be blocked)</li> <li>• allow equipment to be shared (saving money)</li> <li>• allow management to monitor intranet users</li> </ul> <p><b>Award 1 mark for each different description</b></p>	2	
(b)	<p>A firm may include hyperlinks within its website to:</p> <ul style="list-style-type: none"> <li>• allow quick access to specific pages within their website</li> <li>• give direct links to other related websites</li> <li>• improve navigation of website/make website more user friendly</li> <li>• allow contacts to send e-mails (the firm's e-mail address can be a hyperlink)</li> </ul> <p><b>Award 1 mark for each different explanation</b></p>	2	
(c)	<ul style="list-style-type: none"> <li>• Information may not be from a reliable source</li> <li>• Information may not be up-to-date/accurate</li> <li>• Accessing required information may be time-consuming</li> <li>• Internet connections are not always available</li> </ul> <p><b>Award 1 mark for each explanation</b></p>	2	

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10 (a)	<p><u>Purpose</u></p> <p>Used to gather all (relevant) information when organising a business trip.</p> <p><b>ACCEPT Specific examples</b></p> <p><u>Justification</u></p> <ul style="list-style-type: none"> <li>• To make arrangements which suit the individual’s requirements eg vegetarian, disabled facilities/keep employees happy</li> <li>• To ensure correct date(s) booked</li> <li>• To make arrangements appropriate to the employee’s position/to keep within budget</li> </ul> <p><b>Award 1 mark for the purpose</b>  <b>Award 1 mark for each justification described (max 2)</b></p>	3	
(b) (i)	<p><u>Reasons</u></p> <ul style="list-style-type: none"> <li>• <b>(For security,)</b> to save carrying large amounts of cash</li> <li>• Card payments (eg debit/credit card) may not be accepted/appropriate</li> <li>• In case one method is lost/stolen, alternative method available</li> <li>• To allow for personal spending and business expenditure</li> </ul> <p><b>ACCEPT Any reference to payment for expensive/inexpensive items</b></p>	1	
(ii)	<p><u>Examples</u></p> <ul style="list-style-type: none"> <li>• (Company) credit card/debit card, eg transport, accommodation, restaurant bills</li> <li>• Currency/cash, eg coffee, newspaper, taxi</li> <li>• (Travellers’) cheques, eg accommodation, restaurant bills</li> </ul> <p><b>Award 1 mark for identification with relevant example</b></p> <p><b>DO NOT ACCEPT Money</b></p>	2	

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[END OF MARKING INSTRUCTIONS]