



2013 Administration

Standard Grade General

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) (i)		3
	(ii)		
	(iii)		
	(b)		
2	(a)	1	
	(b)		
	(c)		

		KU	PS
3	<p><u>Advantage of flat management structure</u></p> <ul style="list-style-type: none"> • Employees given more authority and responsibility • Employees may be more motivated • Employees are more likely to be able to show initiative • Decision-making is less complicated/quicker • Team-working may be developed and strengthened • Decisions/information can be communicated quickly • It is easier to respond to situations which arise • Saves money on management salaries <p><u>Disadvantage of flat management structure</u></p> <ul style="list-style-type: none"> • Workload of employees may increase • Less likely to be chances for promotion • Training may be required to carry out new roles • Employees may not meet with line managers on a regular basis • Wider span of control can become unmanageable/too big <p>DO NOT ACCEPT Wider span of control unsupported</p>	2	
4	<p>Induction Training</p> <ul style="list-style-type: none"> • Induction Training is organised for new employees • Introduces new employees to an organisation eg health and safety rules. • Introduces employees to the working of a new piece of equipment/procedure <p>E-commerce</p> <ul style="list-style-type: none"> • The buying (and selling) of goods online/using the Internet <p>Flexitime</p> <ul style="list-style-type: none"> • Staff can alter their start and finish times (but have to work core time) 	3	

		KU	PS
5			
(a) (i)	Internal mail is communication within the organisation.	1	
(ii)	Memorandum/e-mail/payslips/staff notices (for example, internal vacancies) DO NOT ACCEPT intranet	1	
(b) (i)	Send by post (Royal Mail – 1 st or 2 nd class)/e-mail/put it on website		
(ii)	Send by Special Delivery/Parcelforce/Courier ACCEPT Any named courier service		2
6			
(a)	<p>Alphabetical Filing</p> <ul style="list-style-type: none"> • Easy to understand/use (most employees are aware of rules of alphabetical filing) • Direct method of filing (does not require an index) <p>Numerical Filing</p> <ul style="list-style-type: none"> • Suitable for organisations where it is useful to have a reference number allocated to each customer • Files are less likely to be misplaced in the filing system • Expansion is straightforward (by use of the next number for a new file) 	1	
(b)	<p><u>Solution 1</u></p> <ul style="list-style-type: none"> • Ensure a file management system is in operation • Train staff to save files in appropriately named folders • Use a hierarchical filing system <p>DO NOT ACCEPT Use different folders (unsupported)</p> <p><u>Solution 2</u></p> <ul style="list-style-type: none"> • Provide staff with personal passwords • Password protect/lock the file <p><u>Solution 3</u></p> <ul style="list-style-type: none"> • Take back-ups of the hard drive • Install anti-virus software 	1	
			3

		KU	PS												
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<p>Do not accept brochure on its own</p> <p>If candidate demonstrates knowledge of source in form of a description or use, award mark.</p> <p>Naming alone gets no marks. If candidate goes on to explain/describe the use of an item, they can gain 2 marks.</p> <p>The following are examples of possible marks allocated to this question.</p> <p><i>Use a timetable. 1 mark</i></p> <p><i>Timetable. 0 marks</i></p> <p><i>Use a timetable to find suitable arrival and departure times. 2 marks</i></p> <p><i>A timetable to find suitable arrival and departure times. 2 marks</i></p>			4												

		KU	PS
7 (b)	<p>An itinerary is a document which provides a traveller with dates, times and other key information relevant to their trip.</p> <p>A European Health Insurance Card entitles travellers to free or reduced-cost emergency medical treatment (in EU countries).</p> <p>A Travel Expenses Claim Form is completed by employees (on return from their business trip) in order to be re-imbursed for any expenditure (whilst away on company business).</p> <p>A passport is required for travel outwith the UK/gives proof of identity (and country of origin).</p>	4	
8	<p><u>Spreadsheet:</u> record employees' absences record employees' holidays calculate training costs/update HR budgets calculate compensation payments to employees</p> <p><u>Database:</u> maintain employee/training/appraisal records</p> <p><u>Word Processing:</u> key in letters to applicants key in memos to employees creating job application forms/job descriptions/person specifications/contracts of employment</p> <p>ACCEPT key in letters to employees – as long as there is an indication about what the letter is about</p>	3	

		KU	PS
9	(a) PROBLEM	(b) SOLUTION	
	Headache	<ul style="list-style-type: none"> • Provide screen filters/anti-glare screen • Install blinds • Remind staff to take regular breaks • Provide/check training has been given • Send staff for regular eye tests • Subsidise cost of glasses • Adjust brightness/contrast controls 	
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	Backache	<ul style="list-style-type: none"> • Provide adjustable chairs • Remind staff to take regular breaks • Provide/check training has been given • Provide foot rests 	
	Leg pain	<ul style="list-style-type: none"> • Provide foot rests • Remind staff to take regular breaks • Provide/check training has been given • Provide adjustable chairs 	
	Stress	<ul style="list-style-type: none"> • Ensure that staff are fully trained in the use of equipment/software • Provide counselling • Check the workload of the operator/employee 	
	Repetitive Strain Injury	<ul style="list-style-type: none"> • Provide wrist rests • Remind staff to take regular breaks • Provide/check training has been given • Provide adjustable chairs 	
	<p>Any 3 problems - one mark for each.</p> <p>Solutions to problems must match - they must appear in the same order.</p> <p>One mark for each solution.</p> <p>DO NOT ACCEPT Drinks near computers as a problem</p>		3

		KU	PS
10 (a) (i)	Create a separate field for Town.		1
(ii)	The field should be formatted for Date(/Time).		1
(iii)	Search/query/filter the database on Goods Supplied .		2
(b)	Contact Name; Telephone Number; Postcode; E-mail address; Delivery Times; Order Limit; Credit Limit, Price ACCEPT Town if candidate has incorrectly answered a(i) Accept any other appropriate answer.	1	
(c)	Purchases Department ACCEPT Finance Department	1	
11 (a)	<ul style="list-style-type: none"> • Switch off the printer • Report fault to line manager/technician • Place a 'Do not use' sign on the printer • Complete Hazard/Fault Report Form 		3
(b)	<ul style="list-style-type: none"> • Use a digital camera • Use a scanner • Use clipart/graphic from Internet <p>DO NOT ACCEPT Use Word DO NOT ACCEPT Insert a picture</p>		1

		KU	PS
12 (a)	<ul style="list-style-type: none"> • Bar/column chart • Line graph • Pictogram <p>DO NOT ACCEPT Pie Chart</p>	2	
(b)	<ul style="list-style-type: none"> • Easier to understand • Allows comparisons to be made • Trends can be identified • Overall picture can be obtained at a glance 	1	
(c)	<ul style="list-style-type: none"> • Spreadsheet/Excel 	1	
13	<p><u>Solution 1</u></p> <ul style="list-style-type: none"> • Provide a hot office/meeting room/cellular office <p><u>Solution 2</u></p> <ul style="list-style-type: none"> • E-mail the minutes • Fax the minutes • Put the minutes on the intranet • Post a copy of the minutes to homeworkers <p>DO NOT ACCEPT Any reference to homeworkers attending meetings/webcams</p> <p><u>Solution 3</u></p> <ul style="list-style-type: none"> • Provide staff with lockers/desks with lockable drawers <p><u>Solution 4</u></p> <ul style="list-style-type: none"> • Introduce part-time/job share 		4
		TOTAL = 30 KU	
		TOTAL = 30 PS	

[END OF MARKING INSTRUCTIONS]