

FOR OFFICIAL USE

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KU PS

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0020/27/01

NATIONAL
QUALIFICATIONS
2012

FRIDAY, 4 MAY
9.00 AM - 10.00 AM

ADMINISTRATION
STANDARD GRADE
Foundation Level

Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Date of birth

Day Month Year

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Scottish candidate number

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Number of seat

Answer **all** the questions you can, in the spaces provided.

Read each question carefully before you answer it.

Write your answers clearly.

Before leaving the examination room you must give this book to the Invigilator. If you do not, you may lose all the marks for this paper.



3. Study the picture below of Anne Moore, Reprographics Assistant. Complete the Hazard/Fault Report Form on the opposite page.



Marks

KU PS

11. Below is a list of terms.

- A Hot Desk
- B Flexitime
- C Job Share
- D Homeworking
- E Carrel

Match **one** term above with a statement in the table below.

The first one has been completed for you.

STATEMENT	LETTER
A small booth where an employee works on his/her own.	E
Employees must be present during core time.	
A workstation that can be used by teleworkers.	
A full-time job split between 2 employees.	
Time is not wasted travelling to work.	

4

Marks

KU	PS

13. The following statements are either **TRUE** or **FALSE**.

Tick (✓) the appropriate box for each.

		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

Marks

KU	PS
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14. In Clyde Valley College a number of problems have arisen. Advise the college how these problems could be solved.

- (a) Staff interviews with students in an open plan office can be overheard.

The college should _____

- (b) The college keeps **confidential** files on computer. These files can be opened by all members of staff.

The college should _____

- (c) Students can see details and prices of textbooks on the college website but cannot purchase them.

The website should _____

- (d) A number of staff and students did not leave the building during the recent fire drill.

The college should _____

- (e) Health and Safety notices are ripped and torn.

The college should _____

5

[END OF QUESTION PAPER]

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