

FOR OFFICIAL USE

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0020/27/01

NATIONAL
QUALIFICATIONS
2013

WEDNESDAY, 8 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.



Marks

1. The following is part of the customer database of New Tech plc.

| CUSTOMER RECORDS | | | | |
|------------------|---------------|-------------------|-----------|----------|
| NAME | GOODS SOLD | ADDRESS | TOWN | POSTCODE |
| Discount Stores | CD-ROMs | 87b James Street | Edinburgh | EH12 4XT |
| Scot Electronics | Memory Sticks | 985 Roman Way | Aberdeen | AB9 5GH |
| Murray Printers | Printer Paper | 56 Argyll Path | Dundee | DD5 6JK |
| Forrester plc | Toner | 21 Highfield Road | Glasgow | G40 3JJ |

- (a) The database has been sorted in alphabetical order on **one** field. On which field has it been sorted?

1

- (b) How many records are shown in the database?

1

- (c) State **one** function (other than sorting) that can be carried out on a database.

1

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2. Study the following list of tasks.

- A Update supplier records
- B Send catalogues to customers
- C Arrange training for staff
- D Pay staff wages and salaries
- E Maintain computer equipment

Match **each** task with the department in the table below. The first one has been completed for you.

| | DEPARTMENT | LETTER OF TASK |
|-------|-----------------|----------------|
| (i) | ICT | E |
| (ii) | Human Resources | |
| (iii) | Finance | |
| (iv) | Purchases | |
| (v) | Sales | |

4

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

Marks

Tick (✓) the appropriate box for each.

| | STATEMENT | TRUE | FALSE |
|-----|---|------|-------|
| (a) | A cellular office is where many employees work together in a large area. | | |
| (b) | A photocopier is used to punch holes into a document. | | |
| (c) | A search engine makes the Internet work. | | |
| (d) | Bookmarks/Favourites allow you to save the address of a frequently visited website. | | |

4

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5. (a) Tariq Mahmood is the Sales Manager of Perfect Interiors which operates in Edinburgh. He must attend a 2-day conference in New York.



Tariq must take **2** of the above documents **when travelling** to New York.

Tick (✓) the appropriate boxes.

| | TICK (✓) |
|---------------------|----------|
| Expense Claim Form | |
| Passport | |
| Travel Booking Form | |
| Flight Tickets | |

2

- (b) Tariq does not want to use his own money to pay for expenses in New York.

Perfect Interiors should _____

1

Marks

6. Entry to some rooms within an organisation can be restricted by using 2 of the following.

Tick (✓) 2 appropriate boxes.

| | TICK (✓) |
|-------------------|----------|
| CCTV | |
| Swipecard | |
| Fire Door | |
| Entryphone System | |

2

7. Many firms keep financial information on computer. An example is shown below.

| | A | B | C | D |
|---|--|----------------|-----------------|----------------|
| 1 | SALES FOR JANUARY AND FEBRUARY 2013 | | | |
| 2 | PRODUCT | JANUARY | FEBRUARY | TOTAL |
| 3 | Bakery | £5,000 | £7,500 | £12,500 |
| 4 | Fruit and Veg | £8,900 | £6,300 | £15,200 |
| 5 | Confectionery | £3,867 | £9,897 | £13,764 |
| 6 | Dairy | £2,490 | £4,230 | £6,720 |
| 7 | TOTAL | £20,257 | £27,927 | £48,184 |

- (a) Name the software application used.

1

- (b) State **one** way of presenting this information more attractively.

1

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8. Using the information given below, complete the following Accident Report Form. Some details have been completed for you already.

Moira Phillips, the Reprographics Assistant, tripped over some trailing cables in the Purchases Department at 10.45 am yesterday. Martina Kuriakose saw what happened and quickly sent for the first-aider who examined Moira, strapped up her ankle and took her to hospital for an X-ray.

ACCIDENT REPORT FORM

This form must be completed in all cases of accident or injury and submitted to your Line Manager.

| | |
|---|--|
| Name of injured person | |
| Date of birth | <i>22/01/90</i> |
| Position in organisation | |
| Date and time of accident | |
| Brief description of accident | |
| Brief description of activity at time of accident | <i>Delivering photocopying to Purchases Department</i> |
| Place of accident | |
| Details of injury | <i>Sprained ankle</i> |
| First-aid treatment (if given) | |
| Was the injured person taken to hospital/doctor? | |
| Name(s) and position(s) of person(s) present when accident occurred | <i>Martina Kuriakose, Purchases Manager</i> |

Signature of person reporting accident Date

8

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9. The following problems have arisen at Aquatics Ltd. How could these problems be avoided in the future? Give a **different** solution for each problem.

(a) Computer files have been damaged by a virus.

Aquatics Ltd should _____

1

(b) The **only** copy of important computer data was accidentally deleted.

Aquatics Ltd should _____

1

(c) Staff are having difficulty finding files that they had saved on the computer system.

Staff should _____

1

(d) The Administrative Assistants often make spelling mistakes when word processing documents.

The Administrative Assistants should _____

1

10. (a) Name **one software application** which could be used to prepare posters.

1

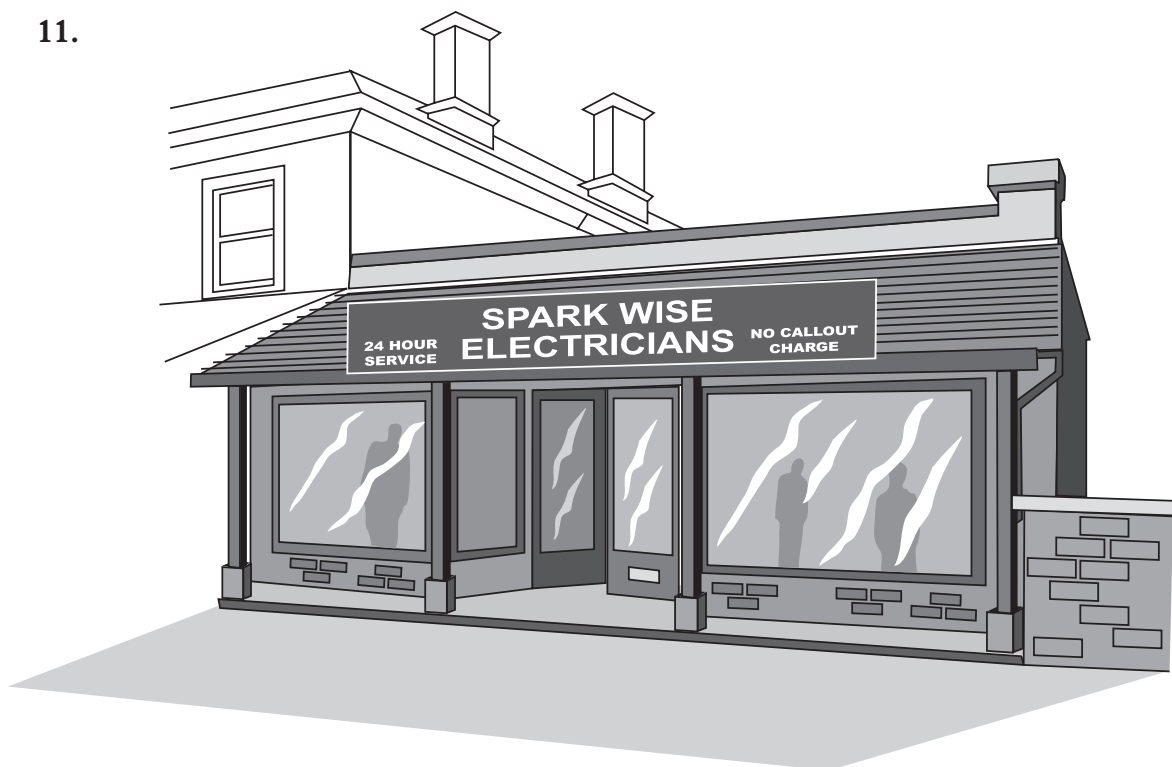
(b) State **2** features of this application which could be used to make the posters eye-catching.

(i) _____

(ii) _____

2

11.



Spark Wise (Electricians) employs a receptionist who operates the switchboard. Give a **different** solution to each of the following problems.

(a) The receptionist is unable to contact employees when they are out on a job.

Spark Wise (Electricians) should _____

1

(b) Customers are unable to contact the firm after office hours.

Spark Wise (Electricians) should _____

1

(c) Appointments have been double-booked by the receptionist.

Spark Wise (Electricians) should _____

1

Marks

12. Helena Di Mambro is an Administrative Assistant in Southern Booksellers in Perth. She has a confidential document which must be sent to Manchester.

Which 2 of the following methods could be used to solve this problem?

Tick (✓) the appropriate boxes.

| | TICK (✓) |
|--------------------------|--------------------------|
| Send by Special Delivery | <input type="checkbox"/> |
| Use the telephone | <input type="checkbox"/> |
| Send by fax | <input type="checkbox"/> |
| Use a courier | <input type="checkbox"/> |

2

13. Rebecca Maxwell is travelling to Inverness for a business meeting.

Name 2 sources of information which she could use when planning her journey from Glasgow to Inverness.

1 _____

2 _____

2

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15. Four problems have arisen within Shape Up plc. Suggest how **each** of these problems can be solved.

PROBLEM 1

Some employees are finding it difficult to concentrate on their work due to background noise.

SOLUTION 1

Shape Up plc should _____

1

PROBLEM 2

Some staff regularly arrive late for work because of heavy rush hour traffic.

SOLUTION 2

Shape Up plc should _____

1

PROBLEM 3

Travel expenses for managers' meetings are too high.

SOLUTION 3

Shape Up plc should _____

1

PROBLEM 4

Visitors were unsure what to do when the fire alarm sounded recently.

SOLUTION 4

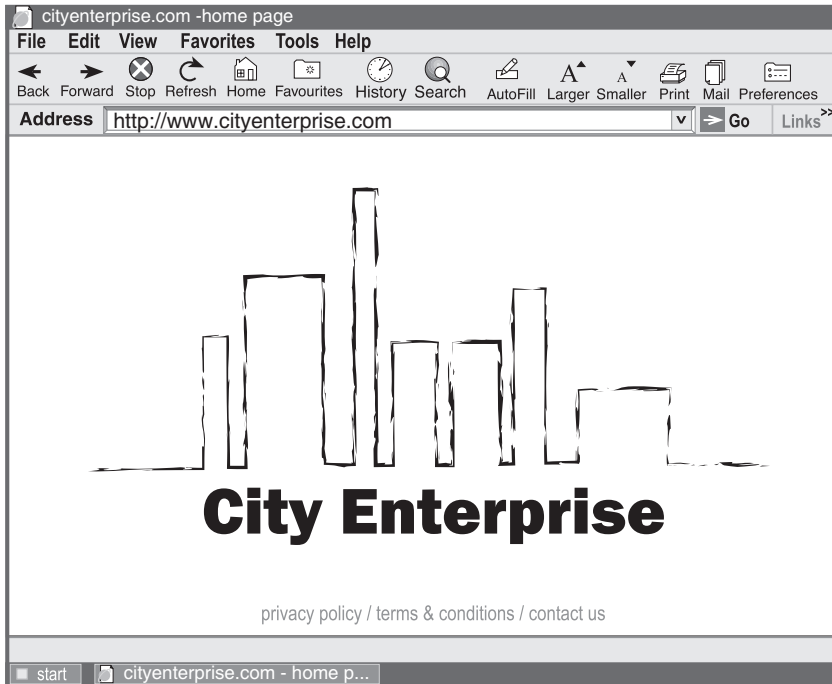
Shape Up plc should _____

1

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16. City Enterprise has a website and e-mail facilities.



Give a **different** solution to each of the following problems.

(a) Customers cannot purchase goods using the website.

City Enterprise should _____
 _____ 1

(b) Some employees have been reading other employees' e-mails.

City Enterprise should _____
 _____ 1

(c) Very few customers are aware that the firm has a website or e-mail address.

City Enterprise should _____
 _____ 1

(d) Customers have complained that it is difficult to find the information they need as the website has many pages.

City Enterprise should _____
 _____ 1

[END OF QUESTION PAPER]

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