

Higher Administration and IT Webinar
Question Paper
Candidate Evidence

Question 1

Describe, using the information given in the case study, strategies Karen could use to improve the effectiveness of her time and task management. **6 marks**

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
1.	One strategy Karen could use to improve the effectiveness of her time and task management is to delegate some tasks to others. By delegating tasks this means that she won't have as much to do and stress over. It also means that all tasks will be complete to a high standard and gives her time to answer emails, phone calls etc.
	A third strategy Karen could use would be to prioritise. This means that Karen would make a list of tasks that are urgent and important which need to be completed first. This means that she is completing tasks in order of most important and therefore saving time by not worrying what task to complete next. This means that all tasks will be completed on time.
	A fourth strategy for Karen would be to ignore any interruptions. This would mean that she could carry on and complete tasks sufficiently.

Question 1

Describe, using the information given in the case study, strategies Karen could use to improve the effectiveness of her time and task management. **6 marks**

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
1.	Karen could have created a <u>priorities</u>	
	<u>lists</u> to make sure that she is completing her	
	most important tasks first.	
	Karen should have eliminated her <u>time</u>	
	<u>stealers</u> (phone calls etc). She could clear her	
	inbox, stop answering the phone as often etc.	
	Karen could create an <u>action plan</u> to	
	manage her time.. This is especially good	
	for group projects as it tells what has to	
	be done and what time/date it should be	
	done.	
	Karen could <u>delegate</u> work in order to	
	give her less tasks to <u>do</u> so she can	
	<u>focus</u> on her main tasks.	

Question 2

Justify the need for Karen to receive training in using the organisation's IT systems.
2 marks

2.	A benefit of the training would be that Karen would be more confident with using the systems and be able to complete tasks quicker. It will also improve the quality of her work as she is less likely to make mistakes as she understands the systems. Furthermore Karen will be more motivated as she feels confident while carrying out her work which will also lead to increased productivity.	

Question 2

Justify the need for Karen to receive training in using the organisation's IT systems.
2 marks

2)	Karen will need to receive training	
	on the organisations IT systems	
	because it will make her faster	
	at completing tasks. Also by having	
	training it will show Karen	
	where all the files are kept so	
	she won't have to waste so	
	much time looking for them.	

Question 3

Compare the features of a cellular office layout with the office layout in Karen's organisation. 2 marks

3.	In a cellular office layouts there are	
	dividers set up so that each employee has	
	their own setup without being able to see other	
	employees. Whereas in an open plan layout there	
	are no dividers and employees sit next to their	
	colleagues while working. Also in a cellular	
	layout, the ^{working} environment tends to be formal	
	and fairly quiet. Whereas in an open plan	
	layout there is a more relaxed working environment	
	often with lots of noise.	

Question 3

Compare the features of a cellular office layout with the office layout in Karen's organisation. 2 marks

3) A cellular office layout	
is a more privatised	
layout with individual	
offices for privacy and	
no distractions.	
Whereas an open plan	
office layout is more	
social for sharing	
resource and not feeling	
isolated in your work.	

Question 4

Outline the features of an effective team. 4 marks

4.	An effective team must have a	
	share goal which means that everyone is	
	working towards the same outcome. Also they	
	must have a shared responsibility/dependence	
	on each other so that they can rely on everyone	
	to do their part. Furthermore they must	
	have an effective leader who is able to	
	manage the team and work towards members	
	strength. Additionally they must have a	
	shared image so that everyone is working for	
	the team and not by themselves. Moreover the	
	team ^{members} must have different skillsets in order	
	to take up different roles within the team.	

Question 4

Outline the features of an effective team. 4 marks

4.	• The ability to delegate.
	• Having a strong leader to ensure motivation.
	• Working towards time limits
	• Not overworking a certain member of the team.

Question 5

Justify the use of presentation software for communicating to an audience. 4 marks

5	presentation software is useful when communicating to an audience as visuals, videos, an colour and animation can engage the audience as it is more interesting for them.	
	The use of visuals, colour and animation will make the information more memorable for the audience.	
	presentation software can allow for demonstration to be shown through video.	
	The presentation can be emailed to members that were not able to attend so they don't miss out on any information.	

Question 5

Justify the use of presentation software for communicating to an audience. 4 marks

5) Presentation software can be used to communicate to an audience as this will show that you have good ICT skills and can present them well. The graphics will catch the Audiences attention so its a good way to grab their attention. ~~Also~~ presentations can just cover a few points and ~~these~~ these few

points can be a direction for the speaker to go into depth of topics and will show they are knowledgeable. Presentation software can easily and quickly be used so it could be a quick way to have something prepared for an Audience. on short ~~notice~~ notice

Question 6

Describe 3 features of a customer care policy. 6 marks

6.	A feature is could be a complaints procedure. This will set out how employees must deal with any complaints and ways that they can be resolved. It means that employees will know how to properly handle complaints and will lead to higher customer satisfaction.	
	Another is an after sales service. This will set out a procedure for checking up with customers after they have bought a product to see if they are happy	

Question 6

Describe 3 features of a customer care policy. 6 marks

6.	A customer care policy shows people where they can complain to. The customer can complain and have feedback from the business.
	A customer care policy should have good before and after sales. The customer should be able to get help before purchasing the product, and after purchasing their product (money back, return policy).
	A customer care policy has polite and understanding staff to help customers when they need help.
	Mission statements can be used to show to the public their views on customer care.
	Firms with a customer care policy have a good complaints procedure so that customers can give their feedback.

Question 7

Discuss technologies that enable employees to work away from the office. 6 marks

7.	One form of technology that enables employees to work from away from the office is video/conference call. This is when the organisation video/conference call the employee when a meeting is being taken place or for any updates within the organisation.	
	A second form of technology that enables employees to work from away from the office is through the use of software such as the Intranet. This enables the employee	
	to access all all of the information needed. Only the people within the organisation can access the intranet. This means the employee can access relevant information/data and therefore allows them to work away from the office, to complete tasks.	

Question 7

Discuss technologies that enable employees to work away from the office. 6 marks

7.	Technologies that allow employees to work away from the office are mobile phones this means the office if needed can get ahold of you at anytime no matter where you are mobile phones can also be used to answer emails on the go. Another technology that enables employees to work from home is laptops these devices mean that the employee doesn't have to be in the office to use their computer but can rather access and complete tasks at home with the software on their laptop. Equipment
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