



National
Qualifications
2023 MODIFIED

X801/76/11

Administration and IT

WEDNESDAY, 26 APRIL

1:00 PM – 2:30 PM

Total marks — 50

SECTION 1 — 10 marks

Attempt ALL questions.

SECTION 2 — 40 marks

Attempt ALL questions.

Write your answers clearly in the answer booklet provided. In the answer booklet, you must clearly identify the question number you are attempting.

Use **blue** or **black** ink.

Before leaving the examination room you must give your answer booklet to the Invigilator; if you do not, you may lose all the marks for this paper.



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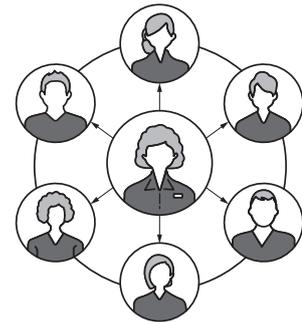
SECTION 1 — 10 marks

Read the following information and attempt ALL the questions that follow.

Jamie works in a small firm, when she first started she was the only person providing administrative support to the owners. Jamie loved her job especially being in control of her day, making decisions and having an overview of all that was happening in the organisation. The job was challenging but Jamie felt that she was a key person in ensuring the success of the business.

As the business expanded Jamie was able to recruit additional administrative staff to help her offer support to the owners and managers. She had intended that the team would bring new skills and strengthen areas where she had gaps in her knowledge and abilities.

Within a few months Jamie was questioning her judgement with regards to who she had picked to work with her. She was aware of friction and bad feeling between some of the new staff and also felt that they were not as productive as expected. A number of deadlines had been missed and staff were blaming each other. This led to an increase in customer complaints which only Jamie had the experience to deal with. Following the complaints Jamie lost trust in some team members and spent a lot of time double-checking their work.



Jamie overheard one of the team commenting on the lack of leadership opportunities and that he had not had the chance to develop and learn new skills. Jamie was aware that some of the managers were by-passing her and giving work to some of the team. This caused her to feel some resentment as she wanted to maintain control over all the work undertaken by the administrative team.

MARKS

The following questions are based on ALL the information provided and on knowledge and understanding you have gained while studying the course.

1. Describe ways Jamie could have avoided the issues in her team. 5
2. Justify skills that Jamie would require to be an effective leader. 2
3. Outline what Jamie could cover at a training session to enable staff to deal with customer complaints effectively. 3

SECTION 2 — 40 marks

Attempt ALL questions

- | | | |
|-----|--|---|
| 4. | Describe the use of the following when planning and organising a meeting: | |
| | (a) E-diary | 2 |
| | (b) Word-processing | 2 |
| | (c) Database | 2 |
| 5. | (a) Outline 2 possible time stealers that could prevent a Senior Administrative Assistant from completing their work. | 2 |
| | (b) Describe strategies that could be used to minimise each of these. | 4 |
| 6. | Discuss measures an organisation could take to ensure it complies with the UK General Data Protection Regulation (GDPR). | 4 |
| 7. | Describe the ways an organisation can ensure the security and confidentiality of electronic data. | 6 |
| 8. | (a) Outline 2 flexible working practices that can be offered to employees in an organisation. | 2 |
| | (b) Discuss how digital technology enables flexible working practices. | 4 |
| 9. | Discuss features of an office environment that can impact on employee morale and wellbeing. | 6 |
| 10. | Justify the use of a Frequently Asked Question (FAQ) page on a company website. | 2 |
| 11. | Compare a Gantt Chart and an Action Plan. | 2 |
| 12. | Justify the use of the following database features: | |
| | • Wildcard | |
| | • Grouping | 2 |

[END OF QUESTION PAPER]

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