



2009 Administration

Standard Grade – Credit

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) | <ul style="list-style-type: none"> • Tasks can be completed quickly (no delay in sending work out and waiting for its return) • In-house tasks can be prioritised and ‘fed in’ • Cheaper than using an external agency • Queries can be answered without delay | 1 | | | | | | | | | | | | | | | |
| | (ii) | | | | | | | | | | | | | | | | |
| | <table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 30%;">Equipment</th> <th>Justification</th> </tr> </thead> <tbody> <tr> <td>Purchase/use a (Colour) Photocopier</td> <td><u>Many</u> copies of catalogue can be made quickly Back-to-back copies can be made Can be linked to computer to produce copies directly from computer Multi-page documents (like the sales catalogue) can be collated/stapled</td> </tr> <tr> <td>Purchase/use a Laminator</td> <td>Sales catalogue could be laminated to protect/make it likely to last longer</td> </tr> <tr> <td>Purchase/use a Binder</td> <td>To hold pages of sales catalogue together securely</td> </tr> <tr> <td>Purchase/use a Digital Camera</td> <td>So that pictures of products can be included in the sales catalogue</td> </tr> <tr> <td>Purchase/use a Scanner</td> <td>So that graphics, pictures, maps etc, can be included in the sales catalogue</td> </tr> <tr> <td>Purchase/use a Printer</td> <td>To make master copy of sales catalogue to be photocopied</td> </tr> </tbody> </table> | | | Equipment | Justification | Purchase/use a (Colour) Photocopier | <u>Many</u> copies of catalogue can be made quickly Back-to-back copies can be made Can be linked to computer to produce copies directly from computer Multi-page documents (like the sales catalogue) can be collated/stapled | Purchase/use a Laminator | Sales catalogue could be laminated to protect/make it likely to last longer | Purchase/use a Binder | To hold pages of sales catalogue together securely | Purchase/use a Digital Camera | So that pictures of products can be included in the sales catalogue | Purchase/use a Scanner | So that graphics, pictures, maps etc, can be included in the sales catalogue | Purchase/use a Printer | To make master copy of sales catalogue to be photocopied |
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| <p>Accept a justification reflecting quality, professional-looking, eye-catching, good impression etc <u>once only</u>.</p> <p>Award 1 mark for recommendation and 1 mark for justification x3 Naming alone (without justification) gets no marks. If candidate goes on to correctly justify the use of the item, they will gain both marks. If candidate gives wrong/poor justification they will gain 1 mark for naming.</p> | | | | | | | | | | | | | | | | | |
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| (b) | <ul style="list-style-type: none"> • <u>Staffing</u> costs are reduced • Improved communication • Improved/faster decision making • Job satisfaction/motivation of staff may improve • Staff may be given wider remit/more responsibility <p>Award 1 mark per benefit</p> | 2 | |
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| 2 (a) | Features | Examples | 4 |
| | Attachments can be made | A copy of an itinerary could be sent to an employee | |
| | Out of office/auto reply can be set up | Lets people know you are/will be unavailable | |
| | A reply can be easily generated | Confirmation of hotel/meal reservation | |
| | Messages can be forwarded | E-tickets can be sent on to employees (for printing) | |
| | Diary/calendar | To arrange meetings/events/check dates | |
| | Address book | To store contact details of trip participants/frequently-used hotels etc | |
| | Group e-mail can be set up | Send details/itinerary to all employees going on business trip | |
| | A read receipt can be used | To ensure employee has opened e-mail with details of business trip | |
| | Messages can be prioritised | Changes to itinerary/flights can be sent as high priority | |
| | E-mails can be flagged | To remind admin assistant to book flights/accommodation etc | |
| | <p>Award 1 mark for each feature and 1 mark for each different example relating to organising a trip.</p> | | |

| | KU | PS |
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| 2 (b) | <p>Use of Application</p> <ul style="list-style-type: none"> • Majority of text keyed in using Word Processing feature (of the Integrated Software Package) • Members' details could be stored using Database feature • Spreadsheet could be used to show various finance options/to create charts • Could be e-mailed (using the communications feature) • Graphics can be created <p>Linkage</p> <ul style="list-style-type: none"> • Mailmerge could be used to send letter to all members • Spreadsheets/charts incorporated/imported into letter • Graphics could be incorporated <p>Award 2 marks for identification and use of 2 different applications within an Integrated Software Package and 1 mark for linkage</p> | 3 |
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| 3 (a) | Advice | Justification | |
| | Check that all expenses claimed are in line with company policy | No employee should be reimbursed for expenditure not considered relevant | |
| | Check that all receipts are attached | Must verify that employee actually spent the amount claimed on the form | |
| | Check calculations are correct | Must ensure that there are no arithmetical errors on form | |
| | Check employee has not exceeded budget for trip | Employees are given a set amount which they should not exceed – no amount above the budget should be claimed for or given | |
| | Pass claim for payment | To ensure employee is reimbursed (quickly) | |
| | <p>Do not accept any reference to filing the claim (after the event)</p> <p>Award 1 mark for each instruction and 1 for each different justification</p> | | |
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|--|--|---|---------------|------|--|-------------------------------|---|---------------------------------------|---|----------------------------------|--|----------------------------|---|-----------|--|----------------|---------------------------|---------------------------|---------------------------|--------------------|---|---|--|
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| <p>Award 1 mark for each suggestion and 1 for each different justification</p> <p>Do not accept E111. However, if justification is correct, award one mark for the justification</p> | | | | | | | | | | | | | | | | | | | | | | | |

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| <p>4 (b)</p> | <p>Personal Data must be:</p> <ul style="list-style-type: none"> • Fairly and lawfully processed • Processed for specified purposes • Adequate, relevant and not excessive • Accurate/up-to-date • Kept for no longer than is necessary • Processed in line with the individual's legal rights • Kept securely • Transferred to countries outside the European Economic Area, only if the individual's rights can be assured <p>Award 1 mark for each principle</p> | <p style="text-align: center;">2</p> | |
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| 5 (a) | <p>= C4*\$F\$1 or = C4*F\$1 or = C4*Rate</p> <ul style="list-style-type: none"> • Accept reference to any cell between C4 and C9 • If no = sign, no award • Award 1 mark for = C4*F1 • Award second mark if F1 is absolute ie correct use of \$ sign • If candidate has used named cell, award both marks for correct formula • Accept variety of names for named cell eg Rate_of_Pay Payrate etc | | 2 |
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| <p>Award 1 mark for suggestion and 1 for justification</p> | | | | | | | |
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| 5 (c) | | |
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- Send as an **attachment** via **e-mail**
- **Print** a copy and **fax** (to Dunoon Branch)

Words shown in bold are necessary to gain both marks eg e-mail and attachment

2

| | | KU | PS | | | | | | |
|---|---|---|---------------|--|---|---|---|--|---|
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| Award 1 mark for recommendation and 2 marks for justifications. | | | | | | | | | |
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| | KU | PS |
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| <p>6 (b) (i)</p> | <p>Administrative Assistant within the Purchases Department</p> <ul style="list-style-type: none"> • Word process letters of enquiry • Complete and send order forms • File information from suppliers • Update Supplier database • Update spreadsheet on departmental spending <p>Award 1 mark for each task described</p> | |
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(ii)

Human Resources Manager

- Reports to Board of Directors on issues relating to the HR/ Personnel department
- Oversees/monitors/motivates staff within the HR department
- Interviews applicants/hires/appoints new employees
- Assists with staff appraisal
- Promotes staff
- Issues warnings to staff
- Advises on grievance and disciplinary procedures

Award 1 mark for each task described

4

| | | | KU | PS |
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| 7 | Problem | Advice | Reason | |
| | 1 | <ul style="list-style-type: none"> • Use e-commerce • Sell through the Internet | <ul style="list-style-type: none"> • Larger market is available (worldwide) • Orders can be taken 24 hours a day, 7 days a week | |
| | 2 | <ul style="list-style-type: none"> • Use video/audio conferencing • Use webcams <p>Do not accept holding the meetings at branches</p> | <ul style="list-style-type: none"> • No need to pay for managers' travel and accommodation costs | |
| | 3 | <ul style="list-style-type: none"> • Use house styles • Use template documents | <ul style="list-style-type: none"> • To ensure consistency when letters being sent to customers • Customers gain a good impression of the organisation | |
| | 4 | <ul style="list-style-type: none"> • Use e-mail/fax • Provide a 'contact us' link facility on the web page • Install voicemail/ a (telephone) answering machine | <ul style="list-style-type: none"> • Customers have various methods of contacting shop • Customers can leave a message | |
| <p>Marks should be awarded using the principles applied in Question 1 (a) (ii)</p> | | | | 8 |

| | KU | PS |
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| <p>8 (a)</p> <ul style="list-style-type: none"> • Having Reception area at the main entrance • Monitoring CCTV can identify problems • Vetting people coming in using buzzer/intercom etc • Checking appointments book to ensure visitors are expected • Issuing visitors badges to identify outsiders • Checking of Staff ID badges confirms employees • Using Staff In Out/Visitors Book to monitor people entering (or leaving) the building • Having a security guard on duty/dealing with incidents. <p>Award 1 mark per explanation</p> | 4 | |
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| | | KU | PS | | | | |
|--|---|-------------------|----------------|--|--|--|--|
| 8 (b) (i) | <table border="1"> <thead> <tr> <th>Suggestion</th> <th>Reasons</th> </tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> • Send legal contract by Special Delivery/Recorded Signed For • Send by courier </td> <td> <ul style="list-style-type: none"> • Confirmation of delivery is available • Original document must be sent • Safe method of sending </td> </tr> </tbody> </table> | Suggestion | Reasons | <ul style="list-style-type: none"> • Send legal contract by Special Delivery/Recorded Signed For • Send by courier | <ul style="list-style-type: none"> • Confirmation of delivery is available • Original document must be sent • Safe method of sending | | |
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| | | KU | PS |
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| 9 | <p>Employers must:</p> <ul style="list-style-type: none"> • Comply with the Health and Safety (Display Screen Equipment) Regulations by ensuring workstations meet minimum health and safety requirements eg brightness/contrast controls/anti-glare screen/adjustable chairs/wrist rests/etc • Arrange eye tests and pay for spectacles if necessary • Organise the daily work of VDU users so that there are regular breaks or changes in activity • Ensure all staff are trained in the use of their equipment • Assess any risk to employees and take steps to rectify eg install cable management system <p>Award 1 mark for each explanation</p> | 3 | |
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| | | KU | PS |
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| 10 (a) | | Source of Information | |
| | This year's sales figures | Sales spreadsheet/department/ intranet/Finance department (final accounts) | |
| | Next year's projected sales figures | Sales spreadsheet/department/ intranet | |
| | What the competition is offering | Competitors' websites, trade magazines, newspapers, sales brochures | |
| | New products on the market | Appropriate websites (eg food/catering/kitchen), trade magazines, newspapers, sales brochures Do not accept Internet – not sufficient | |
| | Current legislation | Government websites/ publications | |
| Award one mark for each source correctly identified | | 2 | |

| | KU | PS |
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| <p>10 (b)</p> <ul style="list-style-type: none"> • Using presentation software (PowerPoint etc) which could include graphics which can be animated, video clips etc • Using charts/graphs to make numeric/sales information easier to understand • Using an interactive whiteboard/Smartboard to allow data to be displayed and manipulated during the presentation • Providing handouts (to accompany presentation) for notetaking/future reference/to focus attention • Using a flipchart to help with brainstorming session/highlighting discussion points etc • Using a projector (and screen) to allow audience a clear view of the presentation <p>Award 1 mark for each different justification</p> | 3 | |
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[END OF MARKING INSTRUCTIONS]