



**2009 Administration**

**Standard Grade – General**

**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)	<ul style="list-style-type: none"> <li>• Access to a wide range of information</li> <li>• Information is usually up-to-date</li> <li>• Using a search engine and key words/phrases allows speedy access</li> <li>• The Internet is available 24/7</li> <li>• Information is available instantly (eg, availability of rooms/flights)</li> </ul> <p><b>Do not accept 'quick and easy' unless supported</b></p>	2	
(b)	<ul style="list-style-type: none"> <li>• There is no guarantee that websites contain accurate information</li> <li>• Internet connections are not always available</li> <li>• Accessing required information may be time-consuming</li> </ul> <p><b>Do not accept a disadvantage which is simply a reversal of an advantage</b></p>	1	
(c) (i)	<ul style="list-style-type: none"> <li>• Advertise the website (on stationery, flyers, newspapers, other websites, etc)</li> <li>• Set up links from other websites</li> </ul>		
(ii)	<ul style="list-style-type: none"> <li>• Include a find/search facility (within the website)</li> <li>• Include a contents list (on the home page)</li> <li>• Include hyperlinks</li> <li>• Ensure that the website is clear and easy to understand</li> </ul>		
(iii)	<ul style="list-style-type: none"> <li>• Introduce an e-commerce facility</li> <li>• Introduce an on-line order form</li> </ul> <p><b>Do not accept any reference to trolley/shopping basket/selling pages</b></p> <p><b>Do not accept any reference to updating the website</b></p>		3

		KU	PS
2	<p>(a) (i) Create a separate field <u>for surname</u></p> <p>(ii) <ul style="list-style-type: none"><li>• The field should be formatted as text</li><li>• The field should not be formatted as number</li></ul></p> <p>(iii) Search/query/filter/find the database on/for Type of Pet/Cat</p> <p><b>To gain both marks, candidate must identify the <u>function</u> and the <u>field or criteria</u></b></p> <p><b>Award 1 mark if candidate states sort on Type of Pet field</b></p> <p>(b) <ul style="list-style-type: none"><li>• To make/create a second <u>copy</u> of a file/document and store <u>separately</u> from the original</li><li>• A back-up is a second <u>copy</u> of a file/document stored <u>separately</u> from the original</li></ul></p> <p><b>To gain 1 mark, candidate must refer to second copy and separate storage</b></p>	1	<p>1</p> <p>1</p> <p>2</p>

		<b>KU</b>	<b>PS</b>
3 (a)	<ul style="list-style-type: none"> <li>To show who they <u>report</u> to/who <u>reports</u> to them</li> <li>To show the overall size of the organisation</li> <li>To show the organisational/departmental structure/line and lateral relationships</li> <li>To clearly show promotion structure</li> </ul> <p><b>Candidate must clearly show 2 separate uses</b></p>	<b>2</b>	
(b)	Chain of command	<b>1</b>	
(c)	<p>Advantages:</p> <ul style="list-style-type: none"> <li>Employees given more authority and responsibility</li> <li>Employees may be more motivated</li> <li>Employees are more likely to be able to show initiative</li> <li>Decision-making is less complicated/quicker</li> <li>Team-working may be developed and strengthened</li> </ul> <p>Disadvantages:</p> <ul style="list-style-type: none"> <li>Workload of employees may increase</li> <li>Less likely to be chances for promotion</li> <li>Training may be required to carry out new roles</li> <li>Employees may not meet with line managers on a regular basis</li> </ul>	<b>2</b>	

	KU	PS
<p>4</p> <p><b>Photocopier:</b> provides an exact copy of a document; provides copies onto various paper sizes, card, OHP, etc; collates and staples multiple page copies; (may be used for staff handbooks, policy documents, price lists, etc)</p> <p><b>Laminator:</b> seals documents inside a plastic coating; protects documents from wear and tear; (may be used for plastic covers for booklets, posters/notices, ID passes)</p> <p><b>Binder:</b> holds pages of a booklet together (may be used for staff handbooks, reports, instruction booklets, etc)</p> <p><b>Scanner:</b> allows an image of a document/graphic to be transferred onto computer for storage/editing; allows incoming mail to be put onto organisational network (may be used for catalogues, handbooks)</p> <p><b>Digital camera:</b> allows photographs to be taken and then downloaded onto computer for storage/to be added to documents (may be used for staff manuals, property schedules, ID passes)</p> <p><b>Printer:</b> allows documents created on the computer, including text and graphics, to be produced on different sized paper, card, OHPs, etc</p> <p><b>Award one mark for name and one mark for description.</b></p> <p><b>Accept Stapler</b></p>	4	

	KU	PS
<p>5 (a)</p>	<ul style="list-style-type: none"> <li>• Use a projector</li> <li>• Use a large screen</li> <li>• Use a TV/video/DVD</li> </ul> <p><b>Accept: produce a handout</b>  <b>Do not accept: rearrange seating/reduce group size</b>  <b>Accept: increase the font size</b></p>	
(b)	<ul style="list-style-type: none"> <li>• Use PowerPoint/presentation software/slideshow</li> <li>• Use graphics/colour/animation/video clips</li> <li>• Use a bar/column/pie chart (unless used in part (c))</li> </ul>	
(c)	<p>Use a bar/column/pie chart</p> <p><b>Do not accept line graph</b></p>	<b>3</b>

		KU	PS
6 (a)	External mail is communication outwith the organisation, (eg letters from suppliers, letters to customers)	1	
(b) (i)	<ul style="list-style-type: none"> <li>• Very fast way of sending/receiving information</li> <li>• Relatively low cost of sending information</li> <li>• An exact copy is transmitted</li> <li>• Transmission of hand-written documents, drawings, maps etc is possible</li> </ul>	1	
(ii)	<ul style="list-style-type: none"> <li>• Private and confidential mail</li> <li>• Booklets/brochures</li> <li>• Parcels/bulky items</li> <li>• Legal documents</li> </ul>	1	
(c)	<ul style="list-style-type: none"> <li>• Check the fax machine is regularly maintained eg paper supply/connection</li> <li>• The fax machine must be checked regularly for incoming faxes</li> <li>• Incoming faxes must be delivered to the intended recipient as soon as possible</li> </ul> <p><b>Note – the answer should reflect a problem at recipient’s end</b></p>		1

	KU	PS
7 (a)		
<p style="text-align: center;"><b>NABO &amp; SON</b></p> <p>ITINERARY OF <i>Eilidh Agnew</i></p> <p>VISIT TO <i>Glasgow</i></p> <p>ON <i>3 June 2009</i></p> <p>0813 hours Depart <i>Oban Train Station *</i></p> <p>1126 hours Arrive <i>Glasgow (Queen St)</i> <i>(Train Station)</i></p> <p>1230 hours Lunch <i>With David Wallace</i> <i>at Quentin's Hotel</i></p> <p>1500 hours Meeting <i>With Ian Robertson</i> <i>at Mundie &amp; Johnstone</i></p> <p>1821 hours Depart <i>Glasgow (Queen St) *</i> <i>(Train Station)</i></p> <p>2122 hours Arrive <i>Oban (Train Station)</i></p> <p><b>* Both train stations must be correctly identified and 'station' or 'by train' must appear at 0813 hours to gain one mark</b></p>		<p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p> <p style="text-align: center;">1</p>

	KU	PS
<p>(b)</p> <ul style="list-style-type: none"> <li>• Employee does not need to carry cash to business meetings</li> <li>• Bill is sent straight to organisation for payment (employee not out of pocket for business expenses)</li> <li>• Organisation can check receipts etc against credit card to verify expenditure</li> <li>• Saves time/you don't have to fill in an Expenses Claim Form</li> <li>• Controls the amount spent/is cost effective to the business</li> </ul>	1	

		KU	PS
8	<p>(a) (i)</p> <ul style="list-style-type: none"> <li>• Visits (potential) customers (to encourage them to buy goods)</li> <li>• Attends trade exhibitions</li> </ul> <p>(ii)</p> <ul style="list-style-type: none"> <li>• Word processes quotations/price lists</li> <li>• Files order forms</li> <li>• Updates customer records/database</li> <li>• Deals with customer telephone enquiries</li> </ul> <p>(b)</p> <ul style="list-style-type: none"> <li>• Database – to store customer records</li> <li>• Spreadsheet – to record sales figures/to check stock levels/to create sales charts</li> <li>• Word processing – to key in quotations, price lists, advertising leaflets/posters</li> <li>• PowerPoint/presentation software – to create/deliver presentations to sales reps/customers</li> </ul> <p><b>Award one mark for name and one for description</b></p> <p><b>Do not accept Internet</b></p> <p><b>Accept DTP within context of sales Department</b></p> <p><b>Award 1 mark for naming alone but no mark for a description without a name</b></p>	<p>2</p> <p>4</p>	

	KU	PS
<p>9 (a)</p> <p>(b)</p> <p>(c)</p> <p>(d)</p> <p>(e)</p>	<ul style="list-style-type: none"> <li>• (Train staff to) use a file management system</li> <li>• Store files using appropriate names, stored in appropriately named folders</li> </ul> <ul style="list-style-type: none"> <li>• Re-organise filing cabinet to allow more space for letters of alphabet which are used more (and reduce space for letters of alphabet which are used less)</li> <li>• Change to a numerical filing system</li> <li>• Change to electronic filing</li> </ul> <ul style="list-style-type: none"> <li>• Introduce video/audio conferencing</li> <li>• Use webcams</li> </ul> <ul style="list-style-type: none"> <li>• Password-protect files</li> <li>• Write-protect files</li> <li>• Create a back-up copy (of important files)</li> </ul> <p>Use fax/e-mail (for all urgent mail)</p>	<p style="text-align: center; vertical-align: middle;"><b>5</b></p>

		KU	PS
10 (a) (i)	<ul style="list-style-type: none"> <li>Follow a shut-down procedure/save and close the file (when dealing with visitors)</li> <li>Activate a (password-protected) screensaver</li> <li>Turn computer screen away from visitors</li> <li>Minimize the file</li> </ul> <p><b>Be aware of 2 possible interpretations of this problem</b></p>		
(ii)	<ul style="list-style-type: none"> <li>Put all extension numbers on the organisation chart/intranet</li> <li>Provide the receptionist with a list of all extension numbers</li> </ul> <p><b>Do not accept any reference to training</b></p>		2
(b)	<ul style="list-style-type: none"> <li>Request all visitors to sign in and out</li> <li>Issue visitors' badges to all visitors</li> <li>Never leave reception unattended</li> <li>Operate CCTV/entryphone</li> <li>Remind staff to sign in and out</li> </ul>	2	
(c)	<ul style="list-style-type: none"> <li>Regular meetings need only be entered once</li> <li>Alerts can be used to remind the user of an appointment</li> <li>Diaries of several people can be checked to find a suitable date/time for a meeting</li> </ul> <p><b>Do not accept: <u>prevents</u> double booking</b></p> <p><b>Award 1 mark for alerting re double booking if clearly explained</b></p>	2	

	KU	PS
11	<p>Solution 1 Introduce hot desks/booking system/touchdown areas</p> <p>Solution 2 Provide staff with lockers/desks with lockable drawers</p> <p>Solution 3 Introduce job share</p> <p><b>Do not accept part-time</b></p>	3

		KU	PS
12	(a) Problem	(b) Solution	
	Headache	Provide staff with screen filters/anti-glare screen Install blinds Remind staff to take regular breaks Provide/check training has been given Send staff for regular eye tests Subsidise cost of glasses for staff	
	Eye strain	Provide staff with screen filters/anti-glare screen Install blinds Remind staff to take regular breaks Provide/check training has been given Send staff for regular eye tests Subsidise cost of glasses for staff Adjust brightness/contrast controls	
	Backache	Provide staff with adjustable chairs Remind staff to take regular breaks Provide/check training has been given Provide foot rests	
	Leg pain	Provide staff with foot rests Remind staff to take regular breaks Provide/check training has been given Provide adjustable chairs	
	Repetitive Strain Injury (RSI)	Provide staff with wrist rests Remind staff to take regular breaks Provide/check training has been given Provide adjustable chairs	
	Stress	Ensure that staff are fully trained in the use of equipment/software Provide counselling	
	<p><b>Any 3 problems – one mark for each.</b></p> <p><b>Solutions to problems must match – they must appear in the same order.</b></p> <p><b>One mark for each solution.</b></p> <p><b>Do not accept drinks near computers as problem</b></p>		<b>3</b>

[END OF MARKING INSTRUCTIONS]