



2010 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	(i)	Action	Reason
		Should have contacted manager/security/police	They are trained to deal with this situation
		Should have tried to find out who the parcel is from/for	To confirm the parcel is safe
		Should have evacuated the building	To prevent injury
		Should have recorded details in an Incident Book	To provide a record
		DO NOT ACCEPT The Receptionist should not open the parcel Award 1 mark for action and 1 mark for each different reason	

		KU	PS
(ii)	Action	Reason	
	Should have checked the Staff In and Out Book	Make sure the manager was in the office	
	Should have checked the Appointments Book/electronic diary/contacted the manager	<ul style="list-style-type: none"> To check the manager's availability To see if he/she was able to receive the visitor 	
	Should have offered to make an appointment	To allow them to meet at a time convenient to both	
	Award 1 mark for action and 1 mark for each different reason		
(iii)	Action	Reason	6
	Should have referred to the organisation chart/staff list (on the intranet)	This would have provided information about the position/names of all employees	
	Should have contacted the Finance Department	To ask the name of the person in charge	
	Award 1 mark for action and 1 mark for each different reason A mark may be awarded for a justification which refers to <u>correct</u> action which would be taken in the <u>future</u>, however, no marks should be awarded for the action eg "Have an organisation chart so you can see who is in charge and answer the customer query." 1 mark		

		KU	PS
2	(a) (i)	Suggestion	Justification
		Use mailmerge	<ul style="list-style-type: none"> As it is much quicker than keying in individual letters To personalise letters (to all customers)
		DO NOT ACCEPT Telephone/e-mail/fax	
	(ii)	Suggestion	Justification
		File should have different access level passwords	To allow others to read and the manager to read and edit
		File should not be saved as read only	To allow the manager to edit the file
			Award 1 mark for suggestion and 1 mark for each different justification
	(b)	Data must be:	
		<ul style="list-style-type: none"> Obtained fairly and lawfully 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>Data Protection Act must be complied with as it is the law/likely to be fined or sued if not compliant.</p> <p>Award 2 marks for principles and 1 mark for justification</p>	
		DO NOT ACCEPT justification for each individual principle	
		4	3

		KU	PS
3 (a)	Example		
	Justification		
	Fax <ul style="list-style-type: none"> • An (urgent) order form • Paper copy of a document eg drawing 	<ul style="list-style-type: none"> • Can be received immediately • Can be sent/received 24/7 • (Relatively) low cost 	
	E-mail Short message eg cancelling a meeting	<ul style="list-style-type: none"> • One message can be sent to many at one time • (Relatively) low cost • Can be sent/received 24/7 	
	Confidential document eg reference for a job	<ul style="list-style-type: none"> • Confidential files can be safely sent as attachments • (Relatively) low cost • Can be sent/received 24/7 	
	A file for editing by the recipient eg draft report sent as an attachment	<ul style="list-style-type: none"> • Attachments can be edited/printed • (Relatively) low cost • Can be sent/received 24/7 	4
Award 1 mark for an example of each method and 1 mark for each different justification			
(b)	<ul style="list-style-type: none"> • Files can be shared, eg policy documents • Reduces the cost of photocopying • Saves money on sharing software/equipment • Improves internal communication through e-mail • Can control access to the Internet • Allows (teleworkers to) access files from home 	2	
Award 1 mark per justification			

		KU	PS	
4	(a) (i)	Advice	Justification	
		Send by courier/Special Delivery/Recorded Signed For	<ul style="list-style-type: none"> • Confirmation of delivery is available • Safe method of sending • Original document must be sent 	
		Send by post	Original document must be sent	
	DO NOT ACCEPT any other answer			
	(ii)	Advice	Justification	
		Contact manager by mobile/pager/PDA DO NOT ACCEPT e-mail unless reference is made to mobile technology	<ul style="list-style-type: none"> • This can be done whilst he is travelling • He will get the message immediately 	
	(iii)	Advice	Justification	
		Application forms must be scanned	So an exact copy can be transferred onto computer (for storing electronically)	
	Award 1 mark for advice and 1 mark for justification			
	(b)	<ul style="list-style-type: none"> • Job Description/Specification – allows applicant to decide if the job would suit them • Person Specification – allows applicant to decide if they have the relevant skills/experience • Application form – allows applicant to inform employer about skills/experience 		4
Award 1 mark for identification and 1 mark for benefit				
			6	

		KU	PS
5 (a)	<p>Purpose An itinerary is used to give all (travel and accommodation) details to a person travelling on business/on a business trip</p>	<p>Justification</p> <ul style="list-style-type: none"> • Allows them to prepare for meetings • Be on time for transport • Know where they are staying • Know flight check-in times 	3
	<p>Award 1 mark for purpose and 1 mark for each appropriate justification – each justification must relate to a different aspect</p>		
5 (b) (i)	<ul style="list-style-type: none"> • For security, to save carrying large amounts of cash, alternative method available • Card payments (eg debit/credit card) may not be accepted in some outlets • To allow for personal spending and business expenditure 		1
5 (b) (ii)	<ul style="list-style-type: none"> • (Company) credit card/debit card, eg transport, accommodation, restaurant bills • Currency/cash, eg coffee, newspaper, taxi • Travellers' cheques, eg accommodation, restaurant bills <p>Award 1 mark for identification with relevant example</p>		2

		KU	PS
6	Recommendation		3
	Justification		
	Use a cellular/traditional/enclosed layout		
Use open plan/flexible/landscape layout	<ul style="list-style-type: none"> • Hot room can be set aside for client interviews • Less space is required, saving money • Team working could be encouraged • Equipment could be shared (saving money) • Easier to supervise employees 		
Award 1 mark for recommendation and 1 mark for justification about privacy and 1 mark for any other appropriate justification			

		KU	PS
7 (a)	<ul style="list-style-type: none"> • Information obtained from the Internet cannot be guaranteed • Information may not be from a reliable source • Information may not be up-to-date • Accessing required information may be time-consuming • Internet connections are not always available <p>Award 1 mark for each explanation</p>	2	
(b)	<ul style="list-style-type: none"> • Share a common HCI, easy to learn to use • Data is transferred easily from one package to another eg copying a chart from spreadsheet into a word processing document • Mail merge can be carried out • Dynamic linkage is possible • Cost of purchasing an integrated package is less than the cost of purchasing all the applications separately <p>Award 1 mark for each benefit described</p>	3	

		KU	PS
8	Suggestion	Justification	4
	Use data projector	To allow presentation to be shown on a large screen/seen by a large audience	
	Use PowerPoint	To allow the use of graphics/animation/sound	
	Use TV/DVD	To allow demonstrations of equipment to be shown to a group	
	Use flipcharts	To allow for brainstorming sessions	
	Use interactive whiteboard/smart board	To allow data to be displayed and manipulated/for audience participation	
	Use interactive training eg role play	To engage audience/maintain interest	
	Provide handouts (to accompany presentation)	For note-taking/future reference/to focus attention	
	<p>Award 1 mark for each suggestion and 1 mark for each different justification</p> <p>To gain all marks, at least one suggestion must relate to equipment or software</p> <p>Naming alone will gain no marks.</p> <p>However, if the candidate then goes on to justify correctly they may gain both marks.</p>		

		KU	PS
9	Action Take regular breaks	Reason To prevent RSI, headaches, backache, etc	6
	Vary activities – computer work, desk work	To prevent RSI, headaches, backache, etc	
	Use footrests/adjustments on chairs (for individual preference)	To prevent backache	
	Use antiglare screens, adjust brightness/contrast controls	To prevent eyestrain and headaches	
	Use wrist rests	To prevent RSI	
	Award 1 mark for each suggestion and 1 mark for each different justification ie solving a different health problem Be flexible with language used eg from the employee’s or employer’s point of view		

		KU	PS
10 (a)	<ul style="list-style-type: none"> Cuts cost – saves money on expensive management posts by delayering Improved communication/decision-making by delayering Improved efficiency by downsizing Improved quality of work through increased staff motivation Award 1 mark per benefit Candidates must explain clearly to gain marks	2	
(b)	<ul style="list-style-type: none"> Outsourcing allows use of specialists/trained experts Access to specialist/high tech equipment Tasks will be completed to a higher standard Tasks may be completed more quickly Allows staff to continue with their own work, no interruption to workflow Award 1 mark per justification Candidates must explain clearly to gain marks	2	

		KU	PS
11	<ul style="list-style-type: none"> • Word process price lists/quotations • Update customer database • Update sales figures on spreadsheet • File order forms • Send out price lists/quotations • Photocopy price lists • Deliver and collect sales department's mail <p>Award 1 mark per example specific to Sales</p>	4	

		KU	PS				
12 (i)	<table border="1"> <thead> <tr> <th>Suggestion</th> <th>Justification</th> </tr> </thead> <tbody> <tr> <td>Introduce videoconferencing/ audio conferencing/webcams</td> <td>To allow teams to take part in meetings without the money and time costs</td> </tr> </tbody> </table>	Suggestion	Justification	Introduce videoconferencing/ audio conferencing/webcams	To allow teams to take part in meetings without the money and time costs		4
	Suggestion	Justification					
Introduce videoconferencing/ audio conferencing/webcams	To allow teams to take part in meetings without the money and time costs						
(ii)	<table border="1"> <tbody> <tr> <td>Introduce flexible working practices – flexitime/ homeworking/teleworking DO NOT ACCEPT Job Share</td> <td>To allow employees more flexibility in choosing working hours (can start earlier/later and finish earlier/later allowing personal appointments to be taken and time made up later)</td> </tr> </tbody> </table>	Introduce flexible working practices – flexitime/ homeworking/teleworking DO NOT ACCEPT Job Share	To allow employees more flexibility in choosing working hours (can start earlier/later and finish earlier/later allowing personal appointments to be taken and time made up later)				
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Award 1 mark for each suggestion and 1 mark for justification							
		TOTAL = 32 KU					
		TOTAL = 33 PS					

[END OF MARKING INSTRUCTIONS]