



2010 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) (i)	<p>Managing Director – Human Resources Director/Lara Small – Kara Smith</p> <p>Managing Director – Purchasing Director/Lara Small – Cameron Murray</p> <p>Managing Director – Finance Director/Lara Small – Christie Reilly</p> <p>Managing Director – Sales Director/Lara Small – Murray Watt</p> <p>HR Director – Recruitment Manager/Kara Smith – Kevin Smart</p> <p>Recruitment Manager – Administration Assistant/Kevin Smart – Zanaib Malik</p> <p>HR Director – Training & Development Manager/Kara Smith – Ronnie Jackson</p> <p>Training & Development Manager – Administration Assistant/Ronnie Jackson – Alistair McKay</p> <p>Purchasing Director – Buyer/Cameron Murray – Kiran Hussain</p> <p>Buyer – Administration Assistant/Kiran Hussain – Abrar Ahmed</p> <p>Finance Director – Accountant/Christie Reilly – Krystian Polefzak</p> <p>Accountant – Administration Assistant/Krystian Polefzak – Gabriella Bolton</p> <p>Sales Director – Sales Manager/Murray Watt – Rhys Hamilton</p> <p>Sales Manager – Administration Assistant/Rhys Hamilton – Taylor Willis</p> <p>Sales Director – Marketing Manager/Murray Watt – Jennifer Brown</p> <p>Marketing Manager – Administration Assistant/Jennifer Brown – James Madden</p> <p>Accept job titles or names</p>	2	
(ii)	<ul style="list-style-type: none"> Human Resources Director/Purchasing Director/Finance Director/Sales Director (any two) Recruitment Manager/Training & Development Manager/Buyer/Accountant/Sales Manager/Marketing Manager (any two) <p>Accept job titles or names</p>		
	(i) Accept Admin Assistant with any relevant line manager		

		KU	PS
(b)	<p>Answers must relate to the specific department/job title</p> <p>Sales Director</p> <ul style="list-style-type: none"> • Reports to the Managing Director/Board of Directors on issues relating to the Sales (and Marketing) Department • Responsible for overseeing/monitoring/motivating the employees within the Sales (and Marketing) Department • Sets sales targets (for organisation) • Analyses sales figures • Visits important customers • Deals with serious customer complaints • Manages budget for marketing campaigns • Holds regular (progress) meetings with Sales and Marketing Managers <p>Administration Assistant in the Finance Department</p> <ul style="list-style-type: none"> • Word process letters to customers for non-payment of invoices • Prepares cheques to be sent to suppliers • Takes cash/cheques to the bank • Checks/files invoices • Updates financial information on spreadsheet 	2	
(c) (i)	Chain of Command – the way in which instructions are passed down the organisation		
(ii)	Span of Control – the number of employees that each person/manager is directly responsible for	2	
(d) (i)	Word Processing; Database; Spreadsheet; Electronic Diary; DTP; PowerPoint; E-mail	1	
	Accept named software		
(ii)	<p>WP – key in letters of enquiry; prepare/complete order forms</p> <p>Database – update/store supplier records</p> <p>Spreadsheet – record issuing and receipt of stock</p> <p>E-mail – send completed order form</p> <p>Electronic Diary – make appointment to meet supplier</p> <p>DTP – design company order form</p> <p>PowerPoint – deliver training on supplier database manipulation</p>	1	
	(d)(i) must be correct in order to gain a mark for (d)(ii)		
	Accept Internet Explorer/browser software for (d)(i)		

		KU	PS
2	<p>(a) (i) Ask employees to complete an Accommodation Request/Order Form/provide requests in writing/check employee request before booking</p> <p>(ii) Issue a business credit card/debit card/charge card to all employees when travelling/ask him to complete a Travel Expenses Claim Form</p> <p>(iii) Check company policy on standard of accommodation for managers/ check budget/allowances before booking/the Managing Director should complete a Travel Request/Accommodation Order Form</p> <p>Accept any reasonable answer which demonstrates an understanding of the status of employees in relation to accommodation booked.</p> <p>(iv) Provide employees with an Itinerary/an Itinerary should be prepared/check ticket</p> <p>(b) Suggestion – Timetable(s) Description – provides information on the arrival and departure times of buses/trains etc and duration of the journey</p> <p>Suggestion – Hotel Brochure/Directory/Guide Description – lists hotel locations and facilities available</p> <p>Suggestion – Road Map Description – gives alternative routes</p> <p>Suggestion – (Local) telephone directory/Yellow Pages Description – contains local information such as taxi firms, etc</p> <p>Suggestion – Travel Request Form Description – details the requirements of employee travelling</p> <p>DO NOT ACCEPT Brochure on its own</p> <p>DO NOT ACCEPT holiday brochure</p>	<p>4</p> <p>4</p>	4

		KU	PS
3	<p>Naming alone gets no marks</p> <p>If candidate goes on to describe the use of the item, they may gain 2 marks</p> <p>Use a digital camera – to take photographs of products to be incorporated into the sales brochure</p> <p>Use a scanner – to incorporate photographs, drawings, maps etc into the sales brochure</p> <p>Use a (laser) printer – to make a master copy of the sales brochure to be photocopied</p> <p>Use a photocopier – to make additional copies of the sales brochure</p> <p>Use a laminator – to put a protective cover on the front of the sales brochure</p> <p>Use a binder – to hold the pages of the brochure together</p> <p>Use an inkjet printer – to make a master copy of the sales brochure</p> <p>DO NOT ACCEPT Use a computer on its own</p> <p>Equipment only – software not accepted</p>		4

		KU	PS
4	<p>(a) (i) Hot desks will be provided/available in the open plan office/staff can book a (hot) desk Hot Rooms will be available</p> <p>(ii) Lockers will be provided for personal items/drawers in desks will be able to lock</p> <p>(iii) Hot Rooms will be available/installed/bookable for confidential meetings</p> <p>(iv) Decisions made at meetings will be e-mailed to teleworkers. There will be someone within the department responsible for e-mailing teleworkers. Fax minutes of meetings to teleworkers</p> <p>(b) (i) Reduces costs/saves money Less space required Employer may be able to keep staff who may otherwise have left/saves recruitment costs Happier/motivated employees meaning higher productivity Reduction in absenteeism/employees taking time off for appointments, etc</p> <p>(ii) Greater flexibility in arranging working hours Allows employees a better work/life balance/increased morale as employees given more responsibility to manage their own time Time is saved travelling Travelling expenses reduced</p> <p>(a) DO NOT ACCEPT any reference to changing to a cellular layout</p>	<p>1</p> <p>1</p>	4

		KU	PS
5	(a)	Contact details Product information – pictures/specifications/prices etc History of her business/About us Frequently Asked Questions Dance information such as dance schools in the area/dance teachers in local area Jobs available Shipping information – delivery times and dates	2
	(b)	Search facility Contents/menu Hyperlinks/Hotspots Graphics/Pictures of products (if not used above) Easy to remember URL E-commerce Secure site	

		KU	PS
6	(a) Keypad/Swipe card entry should be installed Doors should be locked with key given to authorised personnel only Use entryphone system to access restricted areas		
	(b) Provide visitors with comfortable chairs, magazines, toilet facilities, water cooler etc Redecorate the reception area/put up organisation charts/company info/posters on walls Train/retrain the receptionist on reception procedures		
	(c) Provide the receptionist with an electronic diary		3

		KU	PS
7	(a) Any 2 of: F6, B11 and F11	2	1
	(b) Currency (accept Accounting)	1	
	(c) A graph – line/bar, etc	1	
	(d) E-mail the spreadsheet (Print and) Fax the spreadsheet		
	(e) (i) Install blinds/curtains; provide anti-glare screens; move monitors out of direct sunlight		
	(ii) Display notices on the Fire Evacuation procedure; have regular fire drills		
	(iii) Display no smoking signs; send e-mail/memo to all employees reminding them of no smoking policy; give employee a warning/set up designated smoking areas outside the building/install smoke alarms or detectors		
	(iii) DO NOT ACCEPT installation of a fire alarm		
	(ii) Accept appointing fire officers/members of staff responsible for helping staff		

		KU	PS
8	<u>Presentation Software eg PowerPoint</u> Animation/graphics/video clips/sound could be included Can set up presentation to automatically move on or move with click of mouse <u>Data/LCD Projector</u> Makes presentation larger/ensures all people present can see presentation	2	
	DO NOT ACCEPT any reference to colour/font/style		

		KU	PS
9 (a)	Password protect confidential information Issue access level passwords to staff		
	(b) Set up a file management system Train operators on file management Always name files/folders appropriately DO NOT ACCEPT any reference to backup		
	(c) Take (regular) back-ups of files Install anti-virus software		3

		KU	PS
10		4	
	E-commerce		
	The buying and selling of goods online/using the Internet		
	Job Description		
	Contains basic information about a particular job such as job title, salary, location, working conditions etc		
	Induction Training		
	Provided to introduce new employees to an organisation		
	Internal Mail		
	Communication sent and received within an organisation		
	Job Description – award the mark if at least one piece of information is given. Accept “describes the job in detail ”		

		KU	PS
11 (a)	Send by courier/parcelforce		4
	(b) Send by e-mail/post/recorded delivery		
	(c) Send a memo/(internal) e-mail to all staff. Place notice on noticeboard or on intranet		
	(d) Send by post/e-mail, fax		
	DO NOT ACCEPT Any confirmation not in writing		
	(b) Accept electronic fax		
	DO NOT ACCEPT fax on its own		

		KU	PS
12	Advantage:		
	Saves travel time for employees		
	Saves money (travel, hotel accommodation etc)		
	Disadvantage:		
	Technical difficulties may occur (resulting in meeting being cancelled/postponed).		
	Cost of buying video conferencing equipment may be high	2	

		KU	PS
13 (a)	<ul style="list-style-type: none"> • Switch off photocopier • Report fault to line manager/technician • Place a 'Do not use' sign on the photocopier • Complete Hazard/Fault Report Form 		3
(b)	Use a laminator/laminate the notice		1
	(a) Accept steps in the reminder notice in any order		
		TOTAL = 30 KU	
		TOTAL = 30 PS	

[END OF MARKING INSTRUCTIONS]