



National
Qualifications
2016

X701/76/11

Administration and IT

TUESDAY, 17 MAY
9:00 AM – 10:00 AM

Total marks — 30

SECTION 1 — 10 marks

Attempt ALL questions.

SECTION 2 — 20 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

MARKS

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

Christine works as an Administrator for a national fast-food company and Monday has started badly for her in the office. Her colleague, Marc, is absent and Christine's line manager has asked her to take on Marc's duties. Christine accesses Marc's e-diary and looks at his to-do list for the coming week and sees that the monthly Area Manager's meeting is due to be held on Friday morning. As none of the tasks have been ticked off, Christine texts Marc to see what still has to be done. The answer is . . . everything.

Christine has not arranged an Area Manager's meeting before and so has no idea what is required.

Christine looks on the intranet for Marc's files from previous meetings to see how these were arranged, but cannot find anything. In his desk drawer she does find a file containing 6 documents to be circulated for the meeting including a draft agenda.

Christine telephones her line manager to ask for some guidance and is given a long list of tasks all with detailed instructions. Christine tries her best but cannot take down enough notes to get all of the details of what must be done. She is more confused than ever.

The monthly meeting is always held in the boardroom of the Edinburgh Head Office and Area Managers are responsible for arranging their own travel and accommodation. They are based all over the UK and most are likely to attend the meeting in person, but all are expected to participate.

How can she make sure this meeting goes ahead as planned?

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

1. Describe the tasks that Christine may have to undertake to organise the meeting effectively. 4
2. Marc uses an e-diary to record tasks.
Justify the use of an e-diary in the organisation of the meeting. 4
3. Christine's manager gave her a lot of information aimed at helping her achieve her task.
Compare written and verbal methods of communication. 2

SECTION 2 — 20 marks

Attempt ALL questions

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| 4. Describe the measures an organisation could take to ensure it complies with health and safety legislation regarding the use of IT in the workplace. | 4 |
| 5. Discuss the impact of poor communication between an administrative assistant and their line manager. | 6 |
| 6. Outline 2 benefits of using web-conferencing for a remote meeting. | 2 |
| 7. Describe the time and task management strategies that employees could use. | 6 |
| 8. Justify the need for a complaints procedure. | 2 |

[END OF QUESTION PAPER]

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