



National  
Qualifications  
2017

**X701/76/11**

**Administration and IT**

MONDAY, 29 MAY  
9:00 AM – 10:00 AM

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**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.



## SECTION 1 — 10 marks

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

**TIME TO MANAGE**

Karen is an Administrative Assistant working for a large catering company. She has been employed with the company for 2 months and is keen to make a good impression.

This week, Karen's Supervisor, Moira, has spoken to her about the possibility of managing a small project for her. Karen wants to do her best and show that she can manage tasks using her own initiative. Moira has left a to do list outlining tasks to be completed and is now out of the office for the rest of the week. Karen and another Administrative Assistant are looking after Moira's office until she returns.

Karen tries to settle down to her tasks but is constantly interrupted by visitors to her desk, ringing telephones and e-mails marked "Urgent" that appear in her Inbox. As Karen works in an open-plan office, there is a lot of noise and activity around her and this can be distracting. Karen moves from one task to another, leaving many tasks incomplete, and tries to answer all telephone calls, e-mails, and visitor questions as well as she can. Karen is still learning how to use the company's computer system and responding to e-mail enquiries or finding electronic files on the computer seems to take her far longer than the other Administrative Assistant. At the end of 2 days, Karen has a list of messages and tasks that all seem to be priority — she can't work out which ones need to be tackled first.

By the end of the week, Karen feels stressed as she has not managed to complete most of the tasks given to her by Moira. Karen is worried that Moira will feel she is unable to be left to work unsupervised and to take responsibility for small projects.

Karen wonders if she could have organised her work differently.

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

- |  |   |
|--|---|
| 1. Describe, using the information given in the case study, strategies Karen could use to improve the effectiveness of her time and task management. | 6 |
| 2. Justify the need for Karen to receive training in using the organisation's IT systems.  | 2 |
| 3. Compare the features of a cellular office layout with the office layout in Karen's organisation.  | 2 |

**SECTION 2 — 20 marks****Attempt ALL questions**

- |   |   |
|---|---|
| 4. Outline the features of an effective team.                                 | 4 |
| 5. Justify the use of presentation software for communicating to an audience. | 4 |
| 6. Describe 3 features of a customer care policy.                             | 6 |
| 7. Discuss technologies that enable employees to work away from the office.   | 6 |

**[END OF QUESTION PAPER]**

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