



National  
Qualifications  
2015

**X701/76/11**

**Administration and IT**

WEDNESDAY, 29 APRIL

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.



\* X 7 0 1 7 6 1 1 \*

## SECTION 1 — 10 marks

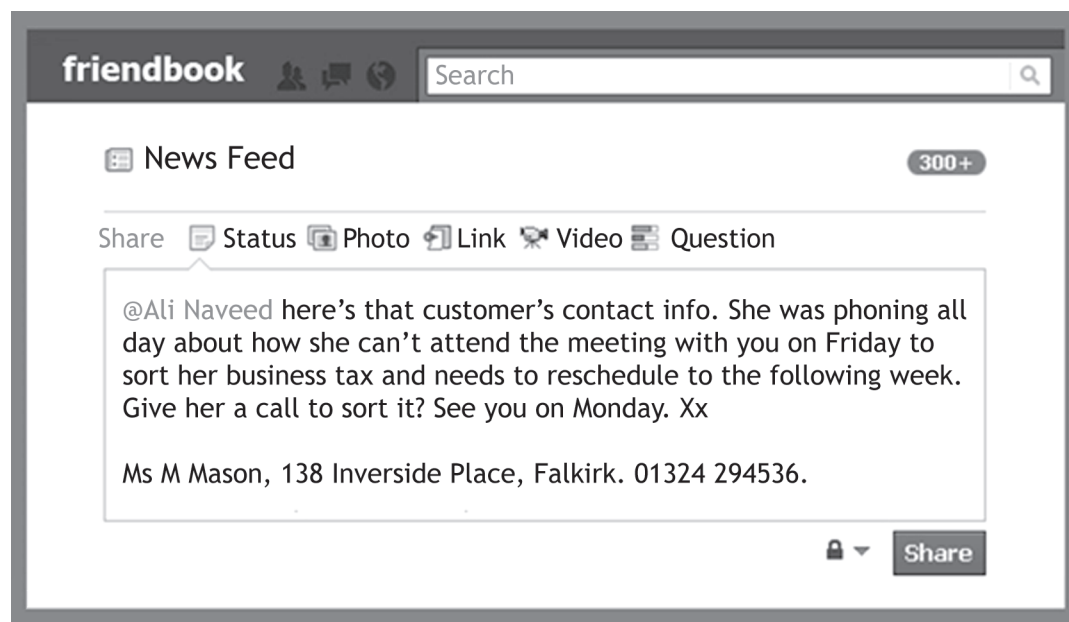
Read the following information and attempt ALL the questions that follow.

### Milne Accounting Ltd

Milne Accounting Ltd provides accountancy and business consultancy services. The company has a wide portfolio of clients who rely on specialist and up to date knowledge. With a workforce of 45 employees and 4 branches across Scotland the company requires effective administrative support to ensure customers' information is well maintained and securely stored. The organisation has recently received a number of serious complaints regarding employees' unlawful and improper use of social media.

### Exhibit 1

Extract from a social media website of a public status made by an employee.



**Exhibit 2**

Copy of an e-mail sent to all employees regarding the use of social media.



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

1. (a) Outline 4 principles of the Act which has been breached by the employee in the case study. 4
- (b) Describe the consequences of breaching legislation for Milne Accounting Ltd and the employee. 4
2. Justify 2 qualities/skills that Janet Stevenson will require in her role in Milne Accounting Ltd. 2

## SECTION 2 — 20 marks

Attempt ALL questions

- |                                                                                            |   |
|--------------------------------------------------------------------------------------------|---|
| 3. Outline 4 methods which could be used to monitor and evaluate an employee's work.       | 4 |
| 4. Discuss the benefits of team working for the organisation and the employee.             | 6 |
| 5. Compare the use of audio-conferencing with web-conferencing.                            | 2 |
| 6. Describe the consequences of possible communication barriers during a training session. | 4 |
| 7. Describe the possible benefits to an organisation of providing good customer care.      | 4 |

[END OF QUESTION PAPER]