H

National
Qualifications
2022 MODIFIED

X801/76/11 Administration and IT

FRIDAY, 6 MAY

1:30 PM – 3:00 PM

Total marks — 50

SECTION 1 — 10 marks

Attempt ALL questions.

SECTION 2 — 40 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

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

This was all too familiar for Gail, a Sales Assistant with Tempest Ltd. Once again, she found herself rushing to grab papers from the filing cabinet drawer. She quickly tracked down the required folder which contained the notice of meeting for the monthly sales team meeting and a paper copy of last month's — rather substantial — minutes. She went swiftly on her way to the meeting . . . which had started 10 minutes ago.

Gail need not have bothered with her Olympic style sprint to the room though as her colleagues were hovering outside like bees round a honey pot. The room was already occupied by employees from another department and proceedings were well under way. The last time Gail's team had used this room they had to spend time re-arranging the desks and chairs as they had been piled up at the side for a team building session.

The Administrative Assistant eventually found the team an alternative location. The Sales Manager, who was the Chairperson, started the meeting and in his usual fashion began to randomly discuss items that he felt were of importance — unfortunately the discussion was not very focused, and the meeting jumped from one topic to another. No one bothers to prepare for these meetings as they are never sure what is going to be discussed and, in any case, they would likely be ignored even if they wanted to make a contribution. However, one colleague did raise a query regarding the last meeting as their name had appeared in the "Present" section of the minutes when in fact they had been off work that day. Gail also managed to make a contribution and suggested that the team would be much better served by using Action Minutes . . . only to be interrupted by the telephone in the room!

MARKS

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

1. Outline ways in which the staff in the case study could have been more effective in planning and supporting the meeting. **4**

2. Compare formal minutes with action minutes. **2**

3. Describe how e-diaries could be used to plan and organise a meeting. **4**

MARKS

SECTION 2 — 40 marks

Attempt ALL questions

4. Describe the responsibilities of both employees and employers under the Health and Safety at Work Act. **6**

5. Justify the need for an Administrative Assistant to have good time and task management skills. **4**

6. Discuss the advantages and disadvantages to a business of using social media as a method of communication. **6**

7. Describe the following methods of monitoring and evaluating customer care.

- Customer focus groups
- Written surveys
- Suggestion schemes **6**

8. Justify the importance of having good file management in an organisation. **4**

9. Discuss ways in which an organisation could monitor the progress of its targets. **6**

10. Describe features of the Freedom of Information Act. **4**

11. Outline features of reliable information. **4**

[END OF QUESTION PAPER]

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