



National
Qualifications
2026

X801/76/11

Administration and IT

TUESDAY, 5 MAY
1:00 PM – 2:30 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.

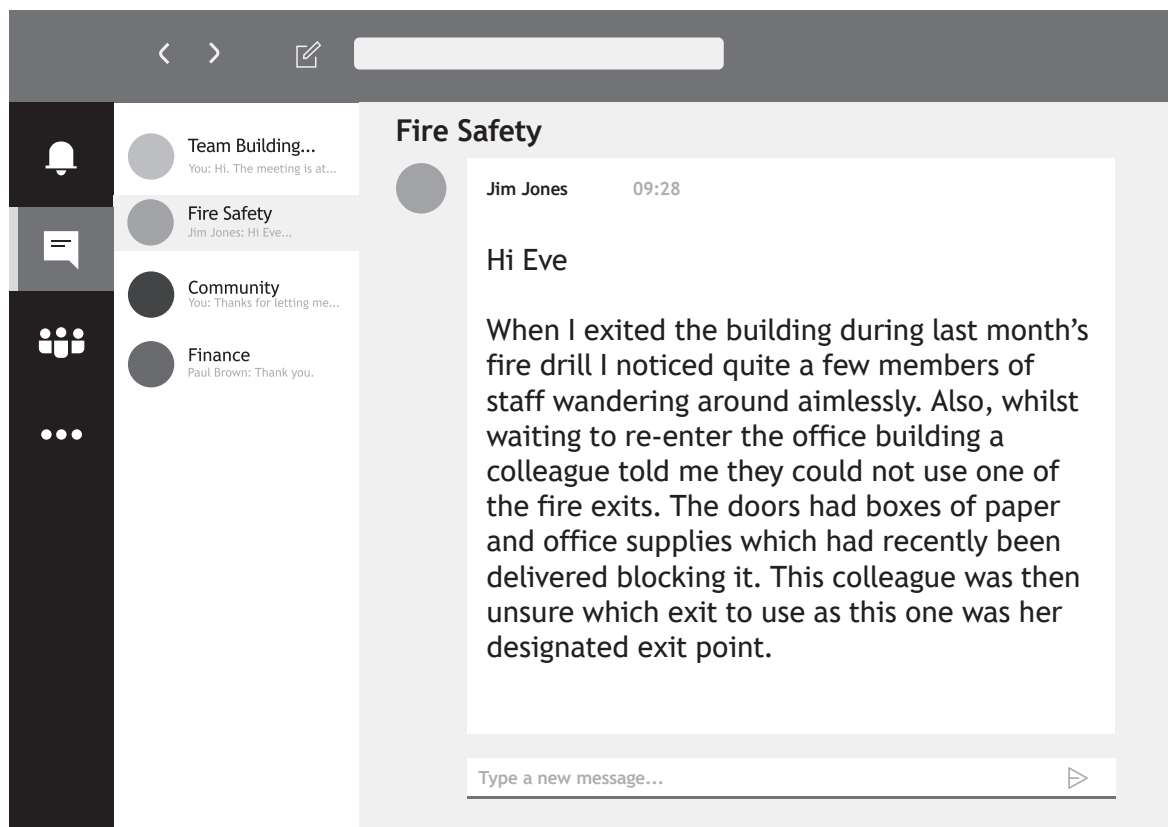
You must leave your answer booklet on your desk; if you do not, you could lose all the marks for this paper.



SECTION 1 — 10 marks

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

Eve Hunter is the Senior Administrative Assistant of Lowden Ltd. She has received the following message from one of her colleagues.



Eve also decided to undertake a review of the accident report book. She found the following entry quite concerning.

+ ACCIDENT REPORT FORM	
Name: <i>Aria Lafferty</i>	Department: <i>Human Resources</i>
Date: <i>26 March 2026</i>	Time: <i>11.15 am</i>
Description of Accident: <i>I was photocopying some training documents when the photocopier stopped working. I pulled open one of the side panels to investigate and noticed there was a piece of paper jammed in the machine. I tried to pull it out but caught my hand on something sharp. I had a substantial cut on one of my fingers.</i>	
Action Taken: <i>I finally located the first aid box only to find it empty. A call was placed for the first-aider to attend but he was on holiday, so with the assistance of a colleague we tried our best to clean up the wound. Fortunately, my colleague had some plasters in her bag to cover the wound.</i>	

MARKS

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

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|--|---|
| 1. Describe ways in which Eve could address the health and safety concerns identified in the information provided. | 5 |
| 2. Justify the need for a Senior Administrative Assistant to use a Personal Development Plan (PDP). | 2 |
| 3. Compare the use of verbal and written methods of communication. | 3 |

[Turn over

SECTION 2 — 40 marks

Attempt ALL questions

- | | |
|---|---|
| 4. (a) Outline 4 stages a team goes through as it develops. | 4 |
| (b) Discuss the skills needed to lead a team effectively. | 5 |
| 5. Justify the use of the following meeting documents: | |
| (a) Agenda | 2 |
| (b) Minutes | 2 |
| 6. Discuss the use of an e-diary when planning and organising a meeting. | 6 |
| 7. Outline the characteristics of a SMART target. | 3 |
| 8. Describe aspects of an ergonomic office environment. | 4 |
| 9. Describe features of an effective complaints procedure. | 4 |
| 10. Justify the need for an organisation to have a mission statement. | 2 |
| 11. Describe the consequences to an organisation of failing to keep electronic data secure. | 4 |
| 12. Outline features of the Freedom of Information Act. | 4 |

[END OF QUESTION PAPER]