**Turnbull High School**

Administration and IT

Higher



**Administrative Theory and Practice**

**Questions**

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**Outcome 1**

The learner will be able to:

**1 Provide an account of the factors contributing to the effectiveness of the administrative function by:**

* 1. Describing strategies for effective time and task management and their importance

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| **1** | **Describe** the implications of a manager who fails to delegate. | 6 marks |
| **2** | **Describe** methods of monitoring and controlling targets. | 6 marks |
| **3** | **Describe** strategies used in the workplace to improve efficiency in task management. | 8 marks |
| **4** | **Describe** the skills required by an individual to ensure effective task management. | 6 marks |
| **5** | **Identify** time stealers and **outline** one way of reducing the effect of each time stealer. | 4 marks |
| **6** | **Describe** 2 methods used by individuals to ensure their work targets are met.  | 4 marks |
| **7** | **Outline** ways in which an individual’s personal targets could be monitored and controlled by their line manager.  | 4 marks |
| **8** | **Identify** 3 time stealers and outline one way of reducing the effect of each time stealer. | 6 marks |
| **9** | **Describe** ways in which an Administrative Assistant would ensure that time is managed effectively. | 6 marks |
| **10** | **Describe** 3 time management techniques. | 6 marks |
| **11** | **Justify** the need for employees to develop good time management skills. | 3 marks |
| **12** | **Outline** ways in which an employee’s targets can be monitored. | 4 marks |
| **13** | **Outline** 4 ways a team leader may monitor the progress of a project. | 4 marks |
| **14** | **Outline** 4 features of effective targets. | 4 marks |
| **15** | **Justify** the need for a manager to monitor and evaluate tasks. | 4 marks |

**Outcome 1**

The learner will be able to:

**1 Provide an account of the factors contributing to the effectiveness of the administrative function by:**

* 1. Describing the characteristics of effective teams

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| **1** | **Explain** the advantages to the individual and the organisation of working as part of a team. | 8 marks |
| **2** | **Describe** the benefits of good leadership within a team. | 4 marks |
| **3** | **Describe** the features of an effective team. | 6 marks |
| **4** | **Describe** ways in which a team can be affected by poor leadership. | 6 marks |
| **5** | **Describe** the Belbin team roles. | 9 marks |
| **6** | “Successful teams need effective leaders”. **Outline** 4 qualities of an effective leader. | 4 marks |
| **7** | **Explain** why some teams are more effective than others. | 8 marks |
| **8** | **Describe** the advantages and disadvantages to an individual of working as part of a team. | 8 marks |
| **9** | Describe why a team may be ineffective. | 8 marks |
| **10** | **Outline 4** skills you would expect to see in an effective team leader. | 4 marks |
| **11** | **Describe** the benefits of an effective team. | 6 marks |

**Outcome 1**

The learner will be able to:

**1 Provide an account of the factors contributing to the effectiveness of the administrative function by:**

* 1. Explaining strategies to ensure compliance with workplace legislation

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| **1** | **Describe** the key responsibilities employers have with regard to display screen equipment regulations. | 4 marks |
| **2** | **Describe** ways in which an organisation can inform employees about workplace legislation. | 6 marks |
| **3** | **Describe** the consequences for an employee if they breach health and safety legislation. | 3 marks |
| **4** | **Outline** the main features of the Data Protection Act. | 3 marks |
| **5** | **Outline** the main features of the Freedom of Information Act. | 2 marks |
| **6** | Legislation exists to ensure the security and confidentiality of information. **Outline** 3 features of:1. The Data Protection Act 1998 and;
2. The Computer Misuse Act 1990.
 | 3 marks3 marks |
| **7** | **Outline** **2** offences under the Computer Misuse Act 1990. | 2 marks |
| **8** | **Outline** and **justify** **2** ways of making sure employees are aware of new legislation or changes to legislation affecting the office environment.  | 4 marks |
| **9** | **Outline** **4** rights of the individual as outlined in the Data Protection Act. | 4 marks |
| **10** | **Explain** the ways in which an organisation can deal with an employee who breaches the conditions of their employment. | 8 marks |

**Outcome 1**

The learner will be able to:

**1 Provide an account of the factors contributing to the effectiveness of the administrative function by:**

* 1. Explaining how modern IT has had an impact on working practices

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| **1** | **Describe** ergonomic features that would ensure a good working environment. | 6 marks |
| **2** | **Explain** the impact of flexible working practices on organisations and individuals. | 8 marks |
| **3** | **Describe** software applications that can be used in an organisation. | 6 marks |
| **4** | **Describe** ways in which networks can assist communication within an organisation. | 3 marks |
| **5** | **Describe** features of a good e-commerce website.  | 6 marks |
| **6** | **Explain** how effective file management can be ensured within an organisation. | 8 marks |
| **7** | **Justify** an organisation’s decision to change from an open plan layout to a traditional cellular layout. | 4 marks |
| **8** | **Describe** **3** possible features of a website which would encourage customers to buy on-line. | 6 marks |
| **9** | Establishing good practice in electronic file management is important to all organisations.**Explain** the benefits of this and the consequences of poor file management. | 8 marks |
| **10** | **Outline** decisions taken by an organisation to minimise Sick Building Syndrome. | 4 marks |
| **11** | **Describe** **2** possible consequences for the employee moving from a cellular to an open plan office layout. | 4 marks |
| **12** | **Outline** the benefits of an organisation’s decision to change from a traditional cellular office layout to an open plan layout. | 4 marks |
| **13** | **Outline** **4** benefits of homeworking. | 4 marks |
| **14** | **Describe** the advantages and disadvantages of e-commerce to an organisation’s customers. | 6 marks |

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| **15** | Other than homeworking, **describe** 3 flexible working practices. | 6 marks |
| **16** | **Outline** flexible working practices that an organisation could offer. | 4 marks |
| **17** | **Describe** how developments in ICT have had an impact on workflow. | 6 marks |
| **18** | One potential disadvantage of a network is that viruses can spread very quickly.**Describe** the consequences and implications of an organisation filing to protect its network. | 8 marks |
| **19** | **Describe** the factors regarding IT that need to be considered for employees who want to start working from home. | 8 marks |
| **20** | **Compare** audio conferencing with video conferencing. | 2 marks |
| **21** | **Describe** the impact of flexible working practices on employee well-being. | 8 marks |
| **22** | **Justify** the expense to an organisation of introducing an intranet. | 2 marks |

**Outcome 2**

The learner will be able to:

**2 Provide an account of customer care in administration by:**

2.1 Explaining benefits of good, and consequences of poor, customer care

2.2 Describing a mechanism for monitoring and evaluating the quality of customer care

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| **1** | **Describe** the areas that might be covered by a customer service strategy. | 6 marks |
| **2** | **Describe** the importance of good customer service to an organisation. | 6 marks |
| **3** | **Describe** the consequences, and their implications, of poor customer service. | 6 marks |
| **4** | **Describe** good practice an organisation could adopt to ensure that complaints are handled effectively.  | 8 marks |
| **5** | **Describe** the methods a company may use to gather information about customer satisfaction. | 6 marks |
| **6** | It is important to maintain communication links with customers in order to ensure quality of service.**Compare** **2** ways of communicating with customers to monitor satisfaction levels. | 4 marks |
| **7** | **Describe** policies which might be included in a Customer Service Strategy. | 8 marks |
| **8** | **Justify** why customer satisfaction is important to an organisation. | 4 marks |
| **9** | **Outline** **3** areas of customer service that a mystery shopper might investigate. | 3 marks |
| **10** | **Compare** the use of a mystery shopper with a customer focus group. | 2 marks |
| **11** | **Outline** 4 reasons given by customers for not complaining. | 4 marks |
| **12** | **Describe** **3** methods of researching customer satisfaction levels. | 6 marks |
| **13** | **Describe** the following methods of research used by Customer Services:* Mystery shopper
* Loyalty cards
* Customer focus groups
 | 6 marks |
| **14** | **Justify** the importance of customer satisfaction to an organisation. | 2 marks |
| **15** | **Justify** the need for a complaints policy. | 2 marks |
| **16** | **Outline** the qualities required of an Administrative Assistant when dealing with external customers. | 4 marks |
| **17** | **Justify** the expense of training Administrative Assistants in customer care. | 2 marks |
| **18** | **Outline** the benefits of dealing with customers face to face. | 4 marks |
| **19** | **Justify** the importance of a mission statement to the organisation. | 2 marks |
| **20** | **Describe** good practice to ensure complaints are handled effectively. | 8 marks |

**Communication in Administration**

**Outcome 1**

The learner will:

1. **Communicate complex information to a range of audiences and effectively manage sensitive information by:**
	1. Selecting appropriate methods of communication to disseminate complex information and to take account of the needs of the audience
	2. Making appropriate adjustments when communicating information, showing an understanding of the possible barriers, to ensure information is received and understood
	3. Taking appropriate steps to manage information and understanding how to maintain security and confidentiality

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| **1** | **Explain** how effective data management can be ensured. | 8 marks  |
| **2** | **Describe** ways in which an organisation can ensure the security of data. | 2 marks |
| **3** | **Explain** the use of an e-diary. | 6 marks |
| **4** | **Describe** different methods of communication. |  |
| **5** | **Describe** ways in which an organisation can prevent computer viruses. | 6 marks |
| **6** | **Justify** the expense of installing electronic safeguards in a computer system. | 2 marks |
| **7** | E-mail is an important method of communication. **Explain** the impact of e-mail on an organisation. | 6 marks |
| **8** | More than 40,000 mystery shopper’s personal details are stored on one company’s database.**Outline** 3 principles of good information handling which this company should follow. | 3 marks |
| **9** | **Suggest** and **justify** 2 methods of ensuring the security and confidentiality of electronic information. | 4 marks |
| **10** | **Compare** the use of a paper-based diary with an electronic diary. | 2 marks |
| **11** | Describe 3 factors that would influence the methods of communication used by a team leader. | 6 marks |
| **12** | Integrity of data is about keeping data secure from human error or malicious intent.**Outline** 3 ways of ensuring data integrity. | 3 marks |
| **13** | **Describe** features of presentation software which may be used to enhance the delivery of a training session. | 4 marks |
| **14** | **Suggest** and **justify** **3** features of presentation software which a speaker would find useful. | 6 marks |
| **15** | **Outline** 4 features of presentation software. | 4 marks |
| **16** | **Describe** the positive and negative effects of using e-mail in an organisation. | 6 marks |

**Meetings**

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| **1** | **Justify** the need for an effective chairperson at a meeting. | 2 marks |
| **2** | **Outline** the use of **2** documents relating to a formal meeting and justify their importance. | 4 marks |
| **3** | **Describe** the impact of technology on the organising and running of meetings. | 8 marks |
| **4** | **Outline** the following meeting terms:* Point of order
* Amendment
* Adjournment
* Verbatim
 | 4 marks |
| **5** | **Justify** the use of remote meetings. | 2 marks |
| **6** | **Compare** the role of both the secretary and the chair in planning and organising a meeting. | 8 marks |
| **7** | Outline the ways in which a chairperson can ensure that meetings are effective. | 4 marks |
| **8** | **Compare** Action Minutes and Formal Minutes. | 2 marks |
| **9** | **Explain** the consequences of failing to plan and organise effectively for a meeting. | 6 marks |
| **10** | Many decisions are taken at meetings by voting. **Outline** the meaning of the following voting terms.* Ballot
* Majority
* Abstain
* Casting Vote
 | 4 marks |
| **11** | An Administrative Assistant will use a variety of software when planning a meeting.**Describe** the use of at least **3** software packages for this purpose. | 8 marks |
| **12** | Describe:1. **2** methods of voting at meetings;
2. **2** documents relating to a formal meeting
 | 4 marks4 marks |
| **13** | Outline **2** standard items in an agenda and justify their inclusion. | 4 marks |
| **14** | **Justify** the use of Action Minutes. | 2 marks |
| **15** | Select and **Outline** **2** of the meetings terms given below:* Abstain
* Casting Vote
* Ballot
* Unanimous
 | 2 marks |
| **16** | **Describe 2** ways of facilitating remote meetings. | 4 marks |
| **17** | **Describe** the following 3 documents:* Notice of meeting
* Agenda
* Minutes of meeting
 | 6 marks |
| **18** | **Describe** the use of technology during a meeting.  | 8 marks |