

## **Certificate in Business Administration (New 2012)**

**ASE20071**

**Level 2**

**Monday 8 April 2013**

**Time allowed: 2 hours**

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### **Information**

- There are 4 questions in this examination.
- Total marks available: 100
- All questions carry equal marks.

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### **Instructions**

- Do **not** open this paper until you are told to do so by the supervisor.
  - Answer **all questions**.
  - Spend the first **15 minutes** reading through the questions. You may make notes during this time.
  - Write your answers in blue or black ink/ballpoint.
  - All questions must be correctly numbered but need not be in numerical order.
  - When you finish, check your work carefully and cross out any rough work.
  - You may use an English or bilingual dictionary.
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## Question 1

### Scenario

You work as an Administrative Assistant in the Human Resources Department of Holness & Oberton, an engineering company. The Human Resources Manager, John Wallender, has handed you the details of Andrew Carr, a candidate who will be invited to attend an interview for the post of Mail Room Supervisor. He was the only candidate who was suitable for interview. John has requested that you contact Andrew Carr inviting him to attend an interview one week from today at 11 am. Mr Carr has indicated that he has experience of working in a mail room and that he understands the procedures for incoming and outgoing mail, including the documents used in these procedures.

- (a) Produce the written communication that John has requested. In producing the written communication, you must:
- (i) Include the relevant information in the scenario (2 marks)
  - (ii) Use the appropriate layout, tone and vocabulary to suit the purpose of the communication (4 marks)
  - (iii) Check the accuracy of the communication (2 marks)
- (b) State **two** reasons why you have chosen to use the form of written communication you have produced. (2 marks)

The mail room at Holness & Oberton is a centralised service. In preparation for the interview, John has requested some notes from you that he can discuss with the candidate.

- (c) (i) Describe external mail services available for sending mail to customers. (6 marks)
- (ii) Explain why it is important to distribute and despatch mail and packages efficiently. (4 marks)
- (iv) State **five** documents used for processing incoming and outgoing mail. (5 marks)

**(Total 25 marks)**

## Question 2

You are employed as an Administrative Assistant in the Personnel Department at the head office of Daniel Jones Office Supplies. As part of a training week for new apprentices, you have been asked to talk about information management.

- (a) Identify **five** activities of a filing clerk. (5 marks)
- (b) State **three** skills required by a filing clerk. For each skill, give an explanation as to why it is important. (6 marks)
- (c) Explain why it is important to protect personnel records. (4 marks)
- (d) (i) State **two** advantages and **two** disadvantages of manual based systems for the storage and retrieval of information. (4 marks)
- (ii) State **three** advantages and **three** disadvantages of electronic based systems for the storage and retrieval of information. (6 marks)

**(Total 25 marks)**

## Question 3

You work as an Administrative Assistant at Victoria Publishing Limited. Most of your time is spent on reception duties.

- (a) Describe **two** features of a private limited company. (4 marks)
- (b) Explain the importance of an organisation chart. (4 marks)
- (c) (i) Identify **three** reasons why it is important for the receptionist to communicate with visitors in an effective way and the consequences for the organisation of not communicating effectively. (6 marks)
- (ii) Identify **three** differing needs visitors may have and how each need can be met. (6 marks)
- (d) State **five** ways of identifying personal development needs. (5 marks)

**(Total 25 marks)**

#### Question 4

You carry out all the administrative activities, including updating organisation procedures, for a team of architects in a small, busy firm of architects. Everyone is expected to work together to achieve targets and deadlines so good communication is essential. Although everyone works together, individuals are responsible for monitoring their own performance.

- (a) Explain why it is important for all staff to follow health, safety and security procedures. (6 marks)
- (b) (i) Explain why individual performance monitoring is necessary. (4 marks)
- (ii) Explain why it is important to meet agreed personal targets. (6 marks)
- (c) (i) You have been asked to send some building floor plans to a client urgently. State the most appropriate communication method to use and give **four** advantages for the method of communication you have chosen. (5 marks)
- (ii) A video conference will be held with this client to discuss the floor plans. Explain how video conferencing will benefit the business. (4 marks)

**(Total 25 marks)**