

**Pearson LCCI**

# **Certificate in Business Administration**

**Level 2**

Thursday 20 November 2014

**Time: 2 hours**

Paper Reference

**ASE20071**

**You will need:**

An answer book

## **Instructions**

- Do **not** open this examination paper until you are told to do so by the supervisor.
- Use **black/blue** ink or ball-point pen  
– *pencil can only be used for graphs, charts, diagrams, etc.*
- Ensure your answers are written clearly.
- Begin your answer to each question on a new page.
- Write on both sides of the page.
- All answers must be correctly numbered but need not be in numerical order.
- If you need more space, use the additional sheets provided. Write your name, candidate number and question number on each sheet and attach them to the inside of your answer book. State, on the front of your answer book, the number of additional sheets attached.
- When you finish, cross through any rough notes and preparatory work.
- Answer **all** questions.
- You should spend the first 15 minutes reading through the questions. You may make notes during this time.

## **Information**

- The total mark for this paper is 100.
- There are four questions in this question paper  
– *each question carries equal marks.*
- The marks for **each** question are shown in brackets  
– *use this as a guide as to how much time to spend on each question.*
- You may use an English or bilingual dictionary.

## **Advice**

- Read each question carefully before you start to answer it.
- Check your answers carefully if you have time at the end.

**Turn over ►**

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**PEARSON**

**Answer ALL questions.**

- 1** You work as an Administrative Assistant in the Human Resources (HR) Department of Milliard Engineering. Your Manager is Paul Elliott. A new Production Manager, Archie Townsend, will start work next week.

Archie did not perform very well at interview but it was agreed that he was the most qualified person to fill the post of Production Manager.

Paul has asked you to contact Archie Townsend on his behalf confirming Archie's start date of one week from today at 8.30 am. He must enter the car park through Gate Number 2 and report to the security gatehouse where he will be issued with a temporary pass and escorted to the HR Department.

- (a) Using the information provided above, produce the written communication that Paul Elliott has requested. You can add any other necessary contact details. In producing the written communication you must:
- (i) include the relevant information in the scenario (2)
  - (ii) use the appropriate layout, tone and vocabulary to suit the purpose of the communication (4)
  - (iii) check the accuracy of the communication. (2)
- (b) State **two** reasons why you have chosen to use the form of written communication you have produced. (2)
- (c) Explain why communication skills are important in your role as an Administrative Assistant in the HR Department. (6)
- (d) (i) Describe the role of the Production Department in a manufacturing company. (3)
- (ii) Explain the importance of organisation charts to new employees. (6)

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**(Total for Question 1 = 25 marks)**

- 2** You work as a Receptionist in a busy health centre. Your role involves a variety of administrative procedures including: answering telephones, taking accurate messages, making appointments and greeting patients/visitors, paying particular attention to maintaining confidentiality at all times. You are also expected to deal with incoming and outgoing mail.
- (a) Explain the need for confidentiality of patient/visitor information in the reception area. (6)
  - (b) Describe **three** ways to protect confidential information in the reception area. (6)
  - (c) State **five** guidelines for processing **outgoing** mail. (5)
  - (d) Describe **four** techniques that can be used to plan and manage your workload. (8)

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**(Total for Question 2 = 25 marks)**

- 3** You work as an Administrative Assistant in the General Office of a small electronics company. Word processing is a major part of your work. Two meetings will take place during next week. The first is a Board of Directors' meeting, which is formal. The second is an informal meeting with all staff to discuss the introduction of a new sickness policy.
- (a) Describe **three** benefits of using word processing software in your role as an Administrative Assistant. (6)
  - (b) Explain the differences, in terms of purpose, between the Board of Directors' meeting and the meeting being held to discuss the introduction of a new sickness policy. (4)
  - (c) One of the main features of a formal meeting is the documentation used in the proceedings.  
Describe **two** documents that will be required when holding the Board of Directors' meeting. (6)
  - (d) (i) Describe what might be included in an employee sickness policy. (6)  
(ii) Explain why it is necessary to have a sickness policy. (3)

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**(Total for Question 3 = 25 marks)**

- 4** You work as an Administrator in the Research and Development team of a large chemical company. You deal with all mail received and sent by the department.
- (a) (i) Describe **three** types of information that may be kept about the products developed in your company. (6)
- (ii) Explain the importance of protecting product information. (5)
- (b) Explain the importance of recognising the strengths and weaknesses of team members. (6)
- (c) (i) Outline **two** reasons why it is important to despatch mail efficiently. (4)
- (ii) State **four** items of specialised equipment that might be used for processing outgoing mail. (4)

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**(Total for Question 4 = 25 marks)**

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**TOTAL FOR PAPER = 100 MARKS**