QUESTION 1 (Total 25 marks)
Other valid alternative points are acceptable

Syllabus Topics: 1.3.3/1.3.4/1.3.6

(a) Cost savings/can negotiate good package deals on behalf of organisation
   Location
   Local knowledge
   Provide professional help
   Expertise
   Deal with all aspects of organising/coordinating an event/conference
   Speed
   Flexibility/able to react quickly to changes
   Saving of staff time
   Saving of staff stress
   Will find a venue
   Efficient
   Tailor made packages to meet requirements
   Able to produce delegate packs

(7 x 1 mark)                  (7 marks)

(b) Lack of control by company staff
   Unreliable communication channels between agency and company
   Agency’s lack of knowledge
   Poor internal agency communication
   Could prove expensive

(4 x 2 marks)                  (8 marks)

(c) Cost of purchasing/leasing equipment
   Not all organisations have facilities
   Some participants dislike using technology
   Not as personal as face to face
   All documents must be distributed in advance
   Body language not visible, especially audio
   Participants must identify themselves before speaking
   Participants need to be in place, on time
   Misunderstandings can occur
   Language problems
   Translation facilities may need to be arranged
   Calls need to be managed to ensure everyone can contribute
   No written record
   International time differences may make calls difficult to arrange

(5 x 2 marks)                  (10 marks)

(Total 25 marks)
QUESTION 2 (Total 25 marks)
Other valid alternative points are acceptable

Syllabus Topics: 1.8.1/1.8.2/1.8.6/1.5.2

(a) Influencing the atmosphere of the meeting
   Affecting the length of the meeting
   Improving understanding between different participants
   Providing an opportunity for a range of views to be aired
   Determining whether or not the meeting achieves its aims

(5 x 1 mark)         (5 marks)

(b) Giving and requesting information
   Proposing courses of action
   Analysing problems
   Suggesting and negotiating compromises
   Sharing knowledge/experience
   Respecting colleagues’ points of view

(4 x 2 marks)         (8 marks)

(c) Stop everyone talking at once
   Make sure quieter participants contribute
   Ensure all members have opportunities to participate
   Prevent evaluation of ideas
   Redefine problems at various points in the meeting
   Check the Administrator has every idea
   Be ready with ideas when the flow stops
   Ask for a review of ideas when the flow dries up
   Bring the session to a close
   Keep the discussion orderly

(1 x 9 marks)         (9 marks)

(d) Not discussing controversial points outside the meeting
   Not mentioning indiscreet comments made during the meeting
   Not repeating points made ‘off the record’
   Ensure all documents are filed immediately
   Shred unwanted documents

(3 x 1 mark)         (3 marks)

(Total 25 marks)
QUESTION 3 (Total 25 marks)
Other valid alternative points are acceptable

Syllabus Topics: 1.4.1/1.4.2/1.4.4

(a) Providing clear guidelines to the author on the content and format
    Agreeing a precise deadline for submission of the paper
    Agreeing the method of submission e.g. hard copy, email, on CD Rom
    Ensuring the deadline is met
    Ensure deadlines are reviewed periodically/as necessary
    Editing the documents to ensure that they meet format requirements
    Determining the method of presentation for hard copy, e.g. stapled document, bound
    booklet

    Establish when the paper will be distributed
    Establish how the paper will be distributed e.g. circulated before the meeting or tabling at the meeting

(6 x 2 marks)                  (12 marks)

(b) Title of committee/group
    Company name
    Secretary's name
    Date notice issued
    Names of those required to attend the meeting
    Start and finish times/date/venue
    Purpose of meeting
    Directions to venue if necessary
    Requests for individual arrangements e.g. travel/accommodation/disability/learning difficulty
    Request for confirmation of attendance/who to contact

(10 x 1 mark)                    (10 marks)

(c) By chairperson
    By participants stating in advance which topics they wish to be included
    By chairperson issuing a draft agenda and asking for additional items for final agenda to avoid the need for ‘any other business’

(3 x 1 mark)         (3 marks)

(Total 25 marks)
QUESTION 4 (Total 25 marks)
Other valid alternative points are acceptable

Syllabus Topics: 1.1.1/1.2.3/1.3.1

(a) Finding maps for venues
   Planning routes for road journeys
   Using travel sites for journey details
   Using travel sites for ticket purchase
   Sending out documents using email
   Using text messaging to send reminders
   Using voicemail to send reminders
   Using email to notify of meeting
   Using email to send reminders
   Searching for outside venues using search engines and customer review sites on the internet
   Use diary/planning software to enter dates in diaries/schedule meetings
   Undertaking research for reports and papers
   Using presentation software
   Use fax to forward information to participants

(10 x 1 mark) (10 marks)

(b) Accessibility/compliance with current disability legislation
   Accessibility by participants using public transport/car
   Location is quiet/private
   Availability of car parking facilities at venue
   Sufficiency of room space for number of participants
   Accommodation and facilities/additional side rooms/cloakroom facilities
   Availability of refreshments
   Suitable heating/lighting/ventilation
   Availability of equipment/whiteboards/ohp
   Security
   Flexibility of seating
   Provision for participants with disabilities/learning difficulties e.g. hearing loops, wheelchair access
   Health and safety/fire exits/first aider

(8 x 1 mark) (8 marks)

(c) To demonstrate accountability e.g. to the public, company shareholders
   To ensure compliance e.g. statutory requirements, company policies
   To generate ideas, e.g. brainstorming, problem solving
   To negotiate, e.g. agreements, contracts
   To consult e.g. strategies, policies
   To gain consensus e.g. plans, projects
   To make decisions, e.g. tactics
   To progress reports
   To discuss bad behaviour with individual staff - disciplinary meetings
   To discuss problems - committee meetings/team meetings
   To organise events
   To discuss matters relevant to staff - staff meetings
   To discuss matters relevant to several departments
   Advisory meetings
   To discuss individual progress - appraisal meetings/staff review meetings

(7 x 1) (7 marks)

(Total 25 marks)