

National 4 and National 5

Theory Tasks



Contents

Contents.....	2
THE ADMINISTRATIVE ASSISTANT.....	3
SKILLS AND QUALITIES	3
SKILL SCAN.....	4
JOB DESCRIPTION.....	5
PERSON SPECIFICATION	5
SECURITY.....	6
PEOPLE/BULIDING/PROPERTY SECURITY	6
LEGISLATION.....	6
COPYRIGHT.....	7
HEALTH AND SAFETY.....	8
CUSTOMER SERVICE	10
Scenario - SMT Ltd	10
SOURCES OF INFORMATION	12
FILE MANAGEMENT	13
CORPORATE IMAGE.....	14
ELECTRONIC COMMUNICATION.....	15
PAST PAPERS	16

THE ADMINISTRATIVE ASSISTANT

SKILLS AND QUALITIES

TASK 1

Use the following website

<http://www.s1jobs.com/>

Look for jobs in the following categories and not down any skills and/or qualities required.

Administrative Assistant Jobs

Job Category	Admin / Secretarial / PA	
Job Title		
Salary		
Skills	Qualities	

Job Category	Admin / Secretarial / PA	
Job Title		
Salary		
Skills	Qualities	

Job Category	Admin / Secretarial / PA	
Job Title		
Salary		
Skills	Qualities	

Other Categories Where an Administration Assistant May Work

Job Category	Call / Contact Centre	
Job Title		
Salary		
Skills	Qualities	

Job Category	Customer Services
Job Title	
Salary	
Skills	Qualities

Job Category	Insurance
Job Title	
Salary	
Skills	Qualities

TASK 2

- a) Define the following terms;
 - i. Skills
 - ii. Qualities
- b) Identify 2 skills and 2 qualities which are looked for in an administrative assisatant.
- c) Describe a job description and give an example of one detail which would be found in this document.
- d) Describe a person specification and give an example of one detail which would be found in this document.

TASK 3

Design a job advert for a job you might consider doing once you have left school. Include all the skills and qualities you think you might need to successfully do the job.

SKILL SCAN

- a) State what is meant by a 'skill scan'.
- b) State how a skill scan would be helpful to the Manager of Tayforth Enterprises.
- c) Suggest 2 skills that the Manager of Tayforth Enterprises could include in a skill scan for an Administrative Assistant.

JOB DESCRIPTION

- a) Explain why an employer would draw up a Job Description for a vacancy for an Administrative Assistant.
- b) State why Mr Ferguson would need to draw up a Job Description for a receptionist
- c) Describe the kind of information that should be included in a Job Description for an Administrative Assistant.

PERSON SPECIFICATION

- a) Explain why an employer would draw up a Person Specification for a vacancy for an Administrative Assistant.
- b) Describe how a Person Specification differs from a Job Description

SECURITY

PEOPLE/BUILDING/PROPERTY SECURITY

Task 1

Using the information from your mind maps, answer the following questions:

- a. Identify 3 ways in which an organisation can ensure staff are safe when at work?
- b. Define the following terms:
 - i. CCTV
 - ii. ID Badge
- c. Mr O'Neill is the manager of Horris Ltd. He is aware that there is no system in place to ensure information, which shouldn't be seen by others, is kept confidential. Suggest 2 courses of action that Mr O'Neill could take.

Using the information from your mindmaps, answer the following questions:

TASK 2

- a) Identify 3 ways in which organisations can ensure staff are safe when at work.
- b) Define the following terms:
 - i. Security mark
 - ii. Cable management system
- c) Mr O'Neill is the manager of SMT Ltd. He is aware that there is no system in place to ensure information which shouldn't be seen by others is kept confidential.
- d) Suggest 2 courses of action Mr O'Neill could take.

LEGISLATION

- a) What is the Data Protection Act is a law designed to protect what?
- b) How many principles of the Data Protection Act are there?
- c) How long can personal data be stored?
- d) Describe 2 of the principles of good practice with regard to the Data Protection Act 1984

- e) Use this web link to play the games under the Data Protection Heading
http://www.teach-ict.com/gcse_new/gcse_ict_quizzes.htm

COPYRIGHT

- a) Describe one way in which the software industry prevents people from copying software illegally.
- b) What's the name of the law which makes copying software illegal?
- c) Which of the following statements is NOT supported by copyright law?
- i. cannot make a copy of a CD with a CD writer and then sell it
 - ii. can make copies so long as they're for friends and relatives
 - iii. cannot use the software on a network unless the licence allows it
- d) If you buy a legal copy of software, what are you allowed to do with it?
- e) What are the series of letters and numbers you type in when installing a piece of software commonly known as, and why do you need them?
- f) Why does copying and distributing software illegally damage the software industry?
- g) What might happen if you get caught breaking copyright law?
- h) What is gaining unauthorised access to a computer system also known as?
- i) What is the name of the law that makes hacking illegal?

PICTURE 2



- b) Write down how the problems you have discovered could be easily fixed
- c) State 2 pieces of legislation concerning health and state how they are of benefit to people working in a Human Resources Department.

TASK 2

Create a poster to go in either the school office or a particular classroom to promote health and safety at school.

Work place hazards could be the same as school place hazards. You may be able to think of some that are unique to your school.

Use this web link to play the games under the Health and Safety Heading

http://www.teach-ict.com/gcse_new/gcse_ict_quizzes.htm

CUSTOMER SERVICE

Scenario - SMT Ltd

Six weeks ago, Mr and Mrs Trellis booked return tickets with SMT Ltd for a luxury coach tour of the Normandy war fields in Northern France. The tour will be the first in a new line of services promoted by SMT, who have researched into demand for these tours.

On the journey to the ferry port, the coach breaks down. The customers will miss their ferry and SMT have to make contingency plans to accommodate them overnight in a hotel close to the terminal.

The next day, a relief coach arrives and the passengers have to swap onto this replacement transport. This involves a great deal of hassle and many of the customers complain about having to transfer their luggage onto the new coach. Added to this the customers have suffered the loss of an entire day of the tour.

Upon their return to the UK, many of the coach passengers complain to the courier about the tour and make clear their intention to put their grievances down on paper.

- 1a) From the case study above, identify 2 occurrences which would make the customers unhappy with the service they received.
- 1b) Describe 2 advantages to SMT Ltd of having a good level of customer service.
- 1c) Outline 2 effects on the organisation of having poor levels of customer service.

- 2) Describe how poor customer service could result in a loss of sales for an organisation.
- 3) It is important that an Administrative Assistant is able to look after the customers when they purchase goods or services from an organisation. Describe 2 ways a customer will be encouraged to return to the business.
- 4) State why it is essential that the firm should have good communications with customers.

SOURCES OF INFORMATION

- 1 Describe how a computer network functions.
- 2 An Administrative Assistant may need to refer to travel timetables when arranging a business trip. State 2 other sources of information which would be helpful.

FILE MANAGEMENT

1. Why should you always use appropriate file names.
2. How can you prevent others accessing personal files and folders?
3. What are the advantages and disadvantages of file management?

CORPORATE IMAGE

1. Why is corporate image important?
2. How can a corporate image be created?
3. What are the advantages and disadvantages of having a corporate image?

ELECTRONIC COMMUNICATION



- 1) Describe 2 advantages of using e-mail as a means of electronic communication
- 2) State one disadvantage of using e-mail as a means of communication.
- 3) Describe the major features of 2 methods of electronic communication.
- 4) Describe 2 drawbacks of using e-commerce on the Internet.
- 5) State 2 of the advantages for Apex Finance of using e-commerce for buying or selling online.
- 6) State 2 disadvantages to the Company of buying or selling online
- 7) Use this web link to play the games under the E-Commerce Heading

http://www.teach-ict.com/gcse_new/gcse_ict_quizzes.htm

PAST PAPERS**2013 Int 1**

- 1 The new Administrative Assistant has been appointed and has completed a skill scan.
 - a) Outline 2 health and safety areas that would be covered in the Induction Training of the Administrative Assistant.
 - b) Describe 2 pieces of information that can be identified from the skill scan


- 2 Solway Cycles is passing on customers' personal details to insurance companies without permission.
 - a) State the legislation which exists to prevent this.
 - b) Outline one security measure that could be taken to protect customer information

- 3 Describe one type of technology that the Administrative Assistant could use to keep in touch with each of the following. (Use a different type of technology for each).
 - a) Customers
 - b) Supplier

- 4 The Administrative Assistant has to produce a brochure of Cycle Tours available. Describe 2 pieces of equipment that could be used to produce the brochure.

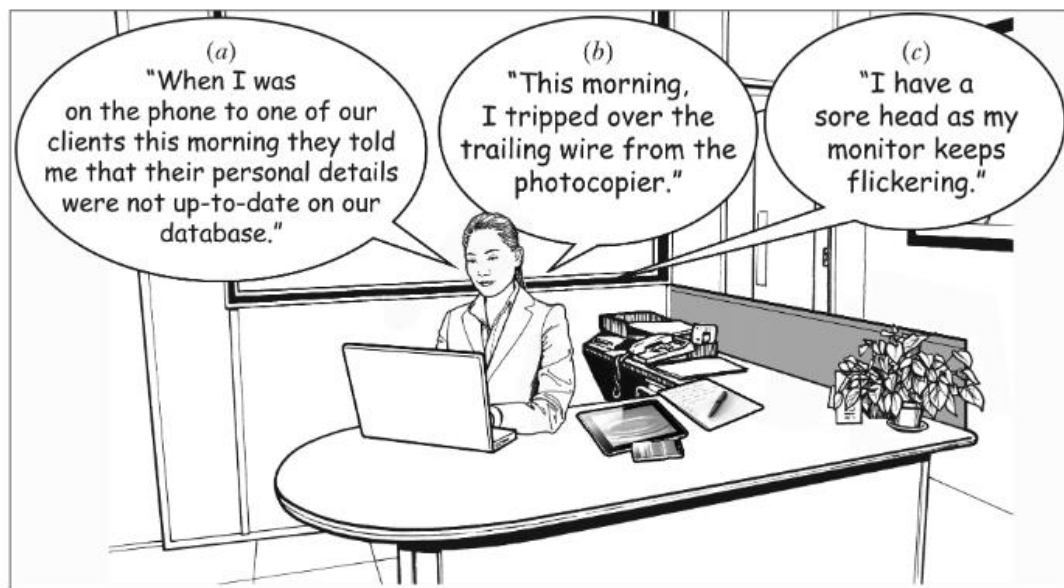
2014 Int 1

Ali Mears also works for Scotia Sports and Conference Centre as an Administrative Assistant. A copy of his recent Skills Scan is shown below

SKILLS SCAN					
		Very Good	Good	Poor	Don't Know
Name: <i>Ali Mears</i>		1	2	3	4
Position: <i>Junior Administrative Assistant</i>					
a	Awareness of health and safety issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b	Awareness of security measures	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c	Dealing with mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d	Procedures and methods of filing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e	Using reprographics equipment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f	Dealing with visitors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g	Completing petty cash documents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h	Using e-mail and Internet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i	Word processing documents	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j	Using spreadsheets	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
k	Using databases	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

- 1a) Identify one area of training that Ali's line manager should arrange
- 1b) Outline 2 areas of Health and Safety, which would be part of Ali's Induction Training.
- 2 Describe 2 security measures that can be taken to protect equipment.
- 3 Outline a mobile technology that could be used when Lynn is out visiting organisations

- 4 Describe 2 uses Scotia Sports and Conference Centre could make of the Internet to attract more companies for our Team Building Events
- 5 E-mailing is a popular way to communicate with customers. However, issues can arise with e-mailing. Describe 2 disadvantages of using e-mail
- 6 As Administrative Assistant you are required to have up-to-date knowledge of current legislation. State the name of the Act that addresses the following comments received from staff.



2015 Int 1

- 1 Study the advert below and answer the question that follow

REQUIRED FOR NEW RESTAURANT!
ADMINISTRATION ASSISTANT
@ Bartolli Family Restaurants

Do you have great administration and ICT skills and an ability to use social and digital media?

You will be responsible for supporting the Restaurant Manager. You will be well-organised, hard working and self-motivated. Excellent ICT skills are essential, as is the ability to work quickly and accurately. Previous experience is essential.

17.5 hours per week
This position is home based with equipment and support being provided
£10.84 per hour

For more information contact gino@bartolli.co.uk

- Identify 2 qualities that would be included in the person specification of the Administration Assistant, other than those mentioned in the above advert
- 2 Gino has proposed setting up a small office space at the new Stirling restaurant. State 2 areas covered by the Health and Safety (Display Screen) Regulations 1992
- 3 Gino has been made aware of the 2 problems given below and has asked for your advice. Name the legislation which has not been followed.
- i. Access has been gained to a confidential file.
 - ii. Graphics have been used on the menus which have been copied directly from the Internet.

2013 Int 2

- 1 Describe one flexible working practice which could benefit from the use of mobile technologies.
- 2 Outline the purpose of the Computer Misuse Act 1990.
- 3 Outline 2 strengths of written communication such as e-mail.
- 4 Describe one impact on staff of poor communication.

- 5 Outline the use of each of the following business documents in the Human Resources department:
- i. Person Specification
 - ii. Staff Rota
 - iii. Accident Report Form.
- 6 Describe one advantage to a customer of e-commerce.
- 7 Outline 2 ways an employer can ensure staff workstations meet the requirements of the Health & Safety at Work (Display Screen Equipment) Regulations 1992.

2014 Int 2

- 1 Identify 2 pieces of equipment used by employees who work away from the office.
- 2 Suggest 2 methods of communication used by an organisation to contact customers
- 3 Outline the role of the Human Resources department in ensuring customer satisfaction
- 4 Describe 2 effects of poor customer service on an organisation
- 5 Justify the use of e-commerce by an organisation

2015 Int 2

- 1 Identify one item that would appear in each of the following documents.
- i. Job Description
 - ii. Person Specification
- 2 Justify the use of each of the following documents in the recruitment and selection process. Give a different justification for each document
- i. Job Description
 - ii. Person Specification
- 3 Outline 2 procedures that could be put in place to maintain an effective electronic filing system
- 4 Describe one factor that should be considered when choosing the most effective method of communication to contact customers

- 5 Outline 2 ways an Administrative Assistant can provide a high level of customer service.

PAST ASSIGNMENTS**2014 ASSIGNMENTS**

Describe 3 other benefits of good customer care.

Morven's Cake Place knows that good customer care means

✓	Staff will be happy and motivated and will attract high quality staff to the business with new ideas.
✓	
✓	
✓	

Outline 3 other ways good customer care can be provided.

Morven's Cake Place provides good customer care by:

✓	Training all staff in customer care.
✓	
✓	
✓	

HEALTH & SAFETY IN WORKPLACE



THE

Health and Safety First Aid Regulations 1981

1	Employers must provide a first aid box which is fully stocked
2	Employers must inform staff of first aid procedures
3	First-aiders must be appointed
4	All accidents must be recorded

Insert 2 other pieces of legislation affecting health and safety in the workplace and describe 3 features of each.

1	
2	
3	

1	
2	
3	

