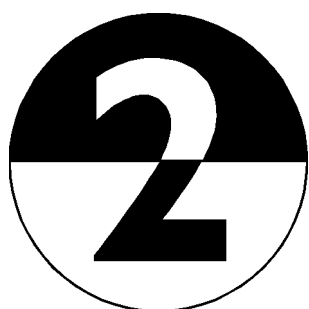




Certificate in

Business Administration



Level 2

Series 4 2003

(Code 2407)

Model Answers

(UK Accreditation No: 100/1616/8)

ASP M 1578



Certificate in Business Administration Level 2

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How to use this booklet

Model Answers have been developed by LCCIEB to offer additional information and guidance to Centres, teachers and candidates as they prepare for LCCIEB examinations. The contents of this booklet are divided into 3 elements:

- (1) Questions – reproduced from the printed examination paper
- (2) Model Answers – summary of the main points that the Chief Examiner expected to see in the answers to each question in the examination paper, plus a fully worked example or sample answer (where applicable)
- (3) Helpful Hints – where appropriate, additional guidance relating to individual questions or to examination technique

Teachers and candidates should find this booklet an invaluable teaching tool and an aid to success.

The London Chamber of Commerce and Industry Examinations Board provides Model Answers to help candidates gain a general understanding of the standard required. The Board accepts that candidates may offer other answers that could be equally valid.

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**Certificate in Business Administration Level 2
Series 4 2003**

Scenario

You are employed as an Office Administrator in the Athena House Group working for Miss Heather Lewis who is a Senior Administrator.

You are required to **carry out any 4 of the following 5 tasks.**

TASK 1

MEMORANDUM

To Office Administrator

From Heather Lewis

Date 1 December 2003

Please prepare a list of the duties that are carried out by staff in a centralised filing area. I am going to include this in the induction pack which is presently being prepared for new staff.

Thanks

HL

Prepare the list.

(25 marks)

Model Answer to Task 1

- Replacing files in their correct place when they are returned following use by a member of staff
- Locating files which staff have requested
- Keeping records of files which have been issued and to which members of staff they have been sent
- Completing tracer cards for files which have been borrowed showing who has borrowed the file and when. These are usually A4 size cards which are put into the filing system at the exact place where the file has been removed. If a second request for the same file is received the file can be located very quickly
- Following up files which are overdue for return
- Carrying out relevant procedures for dealing with confidential files if these are held centrally
- Following the organisation's security procedures
- Seeking advice if someone wants to borrow a confidential file and his or her name is not on the list of authorised borrowers for that particular file
- Removing all paper clips, pins, treasury tags from papers and replacing them with a staple, ensuring that the staple does not obliterate any text or figures
- Repairing files or replacing them with a new file if badly damaged
- Opening new files as needed
- Cross-indexing files as appropriate
- Punching documents and lining up papers in a file, ensuring punch holes do not obliterate text or figures
- Housekeeping duties - removing files which are no longer relevant, eg a supplier who is no longer carrying out business or a hospital patient who has died. Files should be dealt with in line with the organisation's procedures eg documents held in a file may be transferred on to microfiche for storage, documents may be shredded or files may be removed from the filing room and stored in the archive room for a set number of years

TASK 2

DESK NOTE

I have to attend a meeting next week to request that certain sections of our department be provided with answering machines. Please let me have details of features common to this type of equipment and additional features available on some machines.

Thanks

HL

Prepare details

(25 marks)

Model Answer to Task 2

Common Features

- Volume control
- Light or digital display - to show message has been received
- Remote access users have the facility to access messages for another location by phoning the number and entering a code number on the keypad of the handset

Additional Features

- Call forwarding - after call received, or at regular pre-arranged times the machine rings the user at a pre-programmed number and informs him or her that there is a message
- Caller identification - the machine can identify the number from which the call is being made
- Interrupt (from extension) - user can interrupt the pre-recorded message - it stops playing when the handset is picked up
- Mailbox facility - messages are stored separately for different people - has the advantage that all messages do not have to be listened to by everyone to identify those which are for them
- Power failure protection - enables machine to function even if there is a power cut
- Remote announcement change - user can change the pre-recorded message from another location
- Variable messaging - enables different pre-recorded messages to be played at different times of the day (business message through the day and less formal message after office hours)
- Voice messaging - enables a message to be sent automatically to several locations
- Erase facility - enables the user to erase messages from a remote location
- Toll saver - prevents machine responding to call to retrieve messages if there are no messages - this has the advantage of saving the cost of the call

Task 3

MEMORANDUM

To Office Administrator

From Heather Lewis

Date 1 December 2003

It has been decided that the layout of our offices is to be redesigned. The traditional office layout which we have at present is to be changed to open-plan design.

Please let me have a memo giving the disadvantages of the traditional office layout and the advantages of open-plan design.

Thanks



Prepare the memo – format and structure (5 marks); disadvantages of traditional office layout (10 marks); advantages of open plan design (10 marks).

(Total 25 marks)

Model Answer to Task 3

MEMORANDUM

To Heather Lewis
From Office Administrator
Date 2 December 2003

Here is the information which you requested about the disadvantages of traditional office layout and the advantages of open-plan layout.

Disadvantages of traditional office layout

- An employee may think of his/her office as a status symbol and fill up any extra space with unnecessary cabinets and other furniture to ensure another member of staff is not moved in
- The walls between the offices take up space which is expensive to rent
- Decoration is much more expensive as there are more walls and doors to decorate
- Security devices may need to be installed eg a panic button, as there may be only one member of staff interviewing or carrying out staff reviews

Advantages of open-plan layout

- All staff can be seen so there is less concern about security
- Staff can communicate easily - often without leaving their work area
- It is easier to centralise services and share equipment
- Decoration is much cheaper with fewer walls and doors
- An open-plan layout uses space much more cost-effectively than individual offices
- The layout of the office can easily be changed

HL

TASK 4

Email message

To Office Administrator
From Heather Lewis
Date 1 December 2003

I have just been informed that some important data held on disk has been corrupted. Please let me have details by email of how data held on disk can be protected.

Thanks

Prepare the email to Heather Lewis. Her email address is heather@ahg.org.uk

(25 marks)

Model Answer to Task 4

Email message

To Heather Lewis (heather@ahg.org.uk)
From Candidate's name
Date 2 December 2003
Subject How data held on disk should be protected

- Always make a backup copy
- Make a paper copy of important information in case it is needed urgently and the computer is not working or there is a power cut
- Store disks in a disk box
- Ensure the disk box is not over-filled
- Prepare a label for the disk identifying its contents
- Ensure label is written before being stuck to disk
- Store disks away from extreme heat and cold
- Do not take food or drink near machines
- Use disk holders when carrying disks to different locations
- Do not touch the recording area of the disk
- Ensure disks are not placed beside anything magnetic
- Ensure a password is needed to access the information held on the disk
- Never use a disk brought in from outside as it may introduce a virus
- Ensure computer has virus protection package installed

TASK 5

DESK NOTE

Please let me have a list of the duties of an administrator before a meeting. I need this information for a training session with secretaries who will become involved in arranging meetings.

Thanks

HL

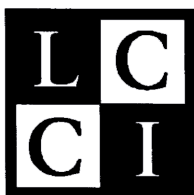
Prepare the list.

(25 marks)

Model Answer to Task 5

THE ROLE OF THE ADMINISTRATOR BEFORE A MEETING

- Prepare and circulate notice of meeting and agenda
- Circulate copies of the minutes of the previous meeting
- Remind appropriate members of staff of any reports or accounts which are needed for the meeting
- Book appropriate room for the meeting
- Arrange for refreshments to be served and water and glasses to be supplied
- Prepare name cards for all those invited to attend the meeting
- Type out the Chairperson's agenda
- Double check that date, time and place of meeting have been entered in your own and your principal's diary
- Prepare attendance register including names of all those invited to attend
- Arrange for telephone calls to be re-routed if the meeting room contains a telephone
- Ensure a notice is placed on the outside of the door stating 'MEETING IN PROGRESS'
- Collect together all documentation needed for the meeting and keep together in file – ensure extra agendas are available in case delegates forget to bring their copy
- Supply paper and pencils for delegates' use
- Prepare notebook ready for taking minutes - ensure there are sufficient clean pages available
- Make sure pens/pencils are available for taking minutes



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