Question 1

Candidate 1

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
1	· Using an e-diary for reminders and alerts for upcoming meetings, so no one is late.	
	· Using an Agenda to inform participants about what will be discussed in the meeting and come prepared, should include, location of meeting	
	· Have approximate timings for discussions to ensure all topics are covered, in enough time.	
	· Ensure everyone has a chance to speak to ensure fairness and equality.	
	· Have a priorities list so you don't get off track and ensure the most vital discussions are done first.	

Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
1	They could of been more effective	
	When planning by gathering	
	all information and papers	
	the day before or hours before	
	the meeting began. which	
	would mean less rushing	
	about. They should of made	
	sure they booked the room	
	and checked it was not	
	already occupied. The chairperson	
	should of had a agenda of	
	what they needed to say	
	in the meeting. They should	
	of said who was absent to	
	ensure at the meeting. at the	
	begining and give apologies.	

Candidate 3

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
1.	The staff should have ensured that they were on time – this would meet the meeting could start promptly.	
	The chairperson should decide ahead of time which matters to speak about, and plan what exactly he wanted to cover.	
	He should also have beens more responsive to his staff members and allowed them to contribute – and then actually listen to their input.	
	The staff should also have ensured that there were no distractions in the room – such as a telephone – to allow the meeting to progress uninterrupted.	

Candidate 4

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
1.)	one way is by preparing the notice of meeting well in advance of the meeting - a task that an administrative assistant should do - to ensure there is plenty notice prior.	
	Another way is by ensuring the room for the meeting is booked and reserved in advance to avoid clashes with other teams.	
	An agenda should have been prepared so that all members had an allocated slot to speak in as opposed to the chairperson taking priority.	
	The room should be ready for a formal meeting beforehand and the administrative assistant should arrange for this. This would include name cards, table, chairs, documents, etc.	

Candidate 5

1. One way the staff could've been more effective is by sending out a reminder to all staff attending the meeting, and ask if they were still able to attend.

Another way is by ensuring the room was booked in plenty of time, making sure the room was free for the meeting.

Another way is by creating an adgenda to allow important issues to be raised and the meeting to have a structure.

Another way is by using a room with no distractions such like telephones, as this will keep the meeting on track and focused

Candidate 6

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
1)	One way the staff could have been more effective in planning the meeting would be to use an ediary which alerts when a meeting would be double booked with another at the same time.	
	Another way the staff could have been more effective in planning the meeting would be for the chair person to prepare agenda items and have the admin assistant ~~print~~ create it and send out copies to avoid random discussion	
	A third way to make the meeting more effective would be to ensure that all present have signed the register to ensure no one is missed.	
	A final way to make the meeting more effective would be to have calls screened by reception to ensure no interruptions by the telephone.	

Candidate 7

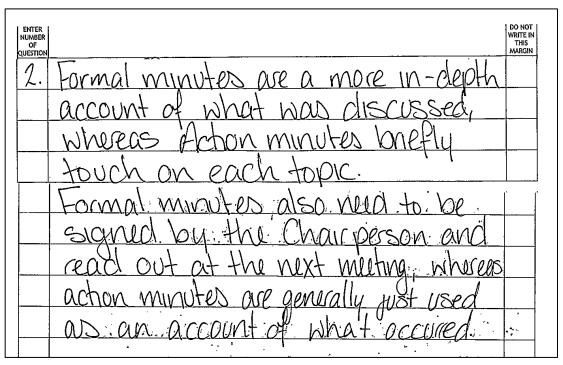|	
1	One way in which the staff could be better prepared for their meeting would be to have all ~~necessary~~ needed files looked out before the meeting, they could also save time by having the files as digital copies rather than physical ones. Another way in which the staff could be better prepared would have been to book an available room. A third way to have better prepared the meeting would be to have planned an agenda so its clear what needs to be discussed. Finally to have been better prepared for the meeting would be to make sure the room is properly oriented for the meeting, this saves time on reorganising furniture.

Candidate 8

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
1	Ensure that all necessary documents, including notice of meeting are prepared before the day of the meeting.	
	Bookings of the room or venue ~~must be made~~ which will host the meeting must be made before the day of the meeting, at the earliest opportunity.	
	Make sure the layout of the room including tables and chairs is organised prior to the scheduled start of the meeting.	
	Circulate an agenda which should be given to all staff who are attending the meeting so everyone is aware of what will be discussed at the meeting.	
	Ask reception to hold all telephone calls for the duration of the meeting.	

Question 2

Candidate 1

2.	Formal minutes are usually written in past tense and are longer to produce as important details from discussions are noted. Helps participants who were absent at meeting of what was being discussed and conclusions made. Need to have a time period of notice to ensure the meeting is legal. However action minutes are for less formal meetings and are quicker to produce as only key points are noted down. This would be used for less formal meetings where you only need to catch up and ensure everyone is on track with the organisation.

Candidate 2

2.	Action minutes are written up in the meeting room whereas formal minutes are created after the meeting. Action minutes are the key points given in short sentences. whereas formal minutes are written in full.

Candidate 3

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
2.	Formal minutes are a more in-depth account of what was discussed, whereas Action minutes briefly touch on each topic.	
	Formal minutes also need to be signed by the Chairperson and read out at the next meeting, whereas action minutes are generally just used as an account of what occurred.	

Candidate 4

2) Formal minutes outline the points of discussion in a meeting and who they came from, whereas action minutes outline the tasks to be carried out following the meeting, by who and by what deadline.

Formal minutes
Both formal minutes and action minutes. are used at the next meeting to inform decisions and delegate further tasks.

Both formal minutes and action minutes must be signed off on by the chairperson of a meeting.

Both formal minutes and action minutes are usually prepared by an administrative assistant who also has the responsibility to get both documents to the chairperson.

Candidate 5

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
2.	Formal minutes are minutes of meetings that are written about what has generally went on in the meeting, whereas Action minutes are minutes that provide information on what has been done to resolve issues.	
	Formal minutes tend to be vague and generalised, compared to Action minutes which are specific and focused on issues.	

Candidate 6

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
2)	On the one hand, formal minutes taken down by the admin assistant during a meeting should summarise points discussed throughout whereas action minutes should note any actions that were or are to be taken at the meeting and by whom. In addition, formal minutes are checked by the chairperson and drafts are to be created for the next meeting while action minutes are for the chairperson to remind them of any decisions or actions still to be made after the meeting.	

Candidate 7

2	Formal minutes are a word for word, written account of everything that was said during the meeting whereas Action minutes only detail the descisions that were made during the meeting, thus making them much shorter.	

Candidate 8

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
2	Action minutes are written up once the meeting has concluded whereas formal minutes are taken throughout the duration of the meeting.	
	Both formal minutes and action minutes provide accounts of the events and what was said during the meeting.	

Question 3

Candidate 1

3. • Secretary can send the same email to multiple people and once they have accepted it will be automatically logged into their diaries. This will insure participants know where the meeting is taking place and when.

• Reminders and alerts can be created to ensure people don't forget and have time to come prepared for the meeting so they are organised.

• Can check other peoples e-dairy to decide the appropriate date and time a meeting should be held to ensure everyone will be able to attend.

• Multiple meetings need to only be entered once this saves time and ensures everyone knows when the next meeting is due.

Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
3	e-diaries could be used to find a date suitable for the majority of the staff. By looking on their diaries.	
	It could also be used to set reminders for the meetings so ~~people~~ employees are less likely to forget about it.	
	It could also be used to set dates for the secratery and chairperson to meet and organise the ~~even~~ up coming meetings.	
	e-diaries could be used to create to do lists for the secratery with things to do before the meeting like book the venue.	

Candidate 3

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
3.	E-diaries can be used when planning a meeting - especially with multiple attendees. Invites can be sent out en-masse and quickly allowing for quicker response times.	
	You can also input meeting details such as the location and time, making it much easier for attendees to access all necessary information. forget to show up - this will increase the number attending each meeting.	

Candidate 4

3.) One way that e-diaries can be used is to add all the relevant staff to the same event, which ensures it is on everyone's calendar and reduces the risk of absences.

Another way that e-diaries can be used is to set notifications on to remind people that there is a meeting. These can come through on e-mail or mobile phone and so will be hard to miss.

Another way that e-diaries can be used is to set a time range for the meeting so that staff can clear that particular time range of any non-important obligations and ensure their attendance.

Another way of using e-diaries is to write an event description which may be used to remind certain staff to bring particular documents

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	to the meeting, such as an agenda or previous minutes.	
	A particular room or location can be specified in the e-diary, allowing meeting members to know exactly where they are going and so avoiding confusion.	

Candidate 5

3. E-diaries can be used to plan and organise meetings as they can allow staff to see which staff are available on specific days and times.

They also can be used because they can see what facilities are already booked on the day and avoids double booking of rooms.

They also can be used as they link to calenders, which set reminders to people prior to the event allowing everyone plenty of time to prepare and attend.

They also can be used as they show information in weekly view, allowing to see if there is any other big events or

meetings also on that day/week, Allowing plenty of time to organise a different day to have the meeting.

Candidate 6

3) An ediary could be used to plan a meeting as if the admin assistant has access to everyone's diary, they can then find a free date and time, allowing the meeting to be organised more quickly.

Secondly, an ediary can be used to create a to do list of what should be done before the meeting goes ahead. For example, to remind the admin assistent to arrange any visvals of any dietary requirements.

In addition, an ediary can also allow attendees to easily accept or decline the invitation, notifying the admin assistant when they have done so.

Finally, an ediary can send out reminders to all who accepted the meeting invitation before the meeting occurs which ensures no one is late or unaware of the meeting date, time or place.

Candidate 7

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
3.	One way in which e-diaries could be used to plan a meeting is by not being able to double book people, this will help make sure that everyone can attend the meeting. Another use of e-diaries is that reminders can be set which aid in getting everyone to the meeting on time. A third use of e-diaries is they allow for recurring events to be set which helps save time when scheduling. Finally e-diaries allow for a location to be added, this makes sure everyone is aware of where the meeting will take place.	

Candidate 8

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
3	E-diaries allow for a specific date and time setting which could allow for someone to reserve this time in advance, solely for the meeting.	
	E-diaries ~~att~~ also let you add a location to the event which could ensure that people know where the meeting will take place in advance.	
	E-diaries show a person's full calender with all of their arranged events which can allow for planning around these in order to obtain a higher meeting attendance.	

Question 4

Candidate 1

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
4.	Employees need to ensure that the organisation is safe and efficient to work in.	
	. They should ensure it is safe to work in an organisation and everyone is comfortable attending work.	
	. Employers should ensure first aid kits are available and their are no health hazards such as loose cables which someone could trip over.	
	Employees should practice good care of themselves and those around them, report anything that seems dangerous or concered about somthing.	

Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
4	The employer would need to ensure there are enough first aid trained staff for the amount of people in the organisation and that employees know who they are. Employers need to ensure first aid boxes are kept fully stocked and employees need to say when it needs re-stocked. Employers need to have a incident report book and employees need to tell employers when a incident occurs and make sure it is recorded.	
	The employers need to ensure regular fire drills are done and employees need to obey the rules for the drill, like standing in the given area and getting out the building quickly and safely.	

Candidate 3

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
4.	Employers have a responsibility to provide training on health and safety for all employees - this ensures they will know how to handle dangerous situations.	
	They should also make sure there is health & safety posters on display around the workplace to ensure that there is information that is easily accessible.	
	First aid kits should also be provided in case of an emergency - this ensures that employees will be more safe and able to deal with any minor cuts or bruises.	
	Employees should pay attention to any and all rules they are given - they should not directly disobey instructions given to them as this negligence may result in injury.	

Similarly, employees should remember and follow the procedures outlined in their health & safety training to make sure they can keep themselves and others safe.

If an employee sees anything that goes against guidelines - for example, wires left on the floor - they should report it to their health & safety officer to ensure that this matter is appropriately addressed.

Candidate 4

4.) Employers have a responsibility under HASAWA to ensure risk assessments for the organisations premises are undertaken. This is a legal responsibility and reduces the risk of accidents.

Employees must ensure they are familiar with the health and safety policy of the organisation.

Similarly, the employer has a responsibility to ensure a health and safety policy is in place and is followed

within the organisation.

Employers must provide regular and serious health and safety training to staff. Employees have a responsibility to turn up to training, engage with it and learn from it.

Employers
~~Employee's~~ have a responsibility to ensure the workplace is safe and fit for work. This might involve ensuring adequate cable management at their desks to avoid tripping or to clean up spillages to avoid slipping, for example.

Employees have a responsibility to act in a way fit for the workplace and to ensure their behaviour does not impede health and safety. This is especially true in industrial workplaces where staff have a responsibility to ensure they are wearing appropriate gear such as hard hats or steel-toe-cap boots.

Candidate 5

4. One responsibility of the employer is to provide subsiquent training to all employees using chemicals or dangerous machinery to outline safety precautions when using said materials

Another responsibility of the employer is to inform every member of staff about health and safety legislation in the organisation by using posters or emails as it is against the law if employees are unaware of the health and safety legislation in the workplace.

One responsibility of the employee is to be responsible and safe when using machinery. Such as turning off

machines when not in use as this lowers the risk of an accident occuring with the machines

Another responsibility of the employee is to know the health and safety precautions, and continue to ask questions if they are unsure about any of the information they are given

Another responsibility of the employee is to attend any compulsory training for the health and safety aspect as it keeps themselves informed about changes and keeps everyone safe.

Another responsibility of the employee is to look

out for other employees and keep them safe, allows a safer environment if everyone is careful when help is needed by a fellow employee.

Candidate 6

4) firstly employers should provide a safe working environment for employees to work in. For example, cleaning hazards or providing protective clothing. Employers should also ensure any equipment or machinery is safe to use and regularly maintained

ENTER NUMBER OF QUESTION			DO NOT WRITE IN THIS MARGIN

to try and avoid accidents or injuries in the workplace.

In addition, employers should provide health and safety training courses for all employees to ensure they are aware on how to keep themselves safe at work and know how to work equipment properly.

The employee should take reasonable care of their own health and safety as well as the health and safety of others.

The employee should also wear any protective clothing they have been issued when it is required to keep them safe when operating machinery.

The employee should also cooperate with their employer by attending training courses provided to learn about machinery and their own health and safety in compliance with the Health and Safety at Work Act.

Candidate 7

4. One responsibility of the employer under the health & safety at work act is to provide employees with an up-to-date guide of the organisations legislation. It is then the responsibility of the employee to have read & follow the outlined legislation. Another employer responsibility is to provide safety equipment, such as hard hats where required. The employee has the responsibility to use the provided equipment to reduce accidents. Finally the employee is responsible for alerting employers of any accidents or breaches

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	of legislation. The Employer is responsible for dealing with these issues appropriately.	

Candidate 8

4 Employees must report any unsafe working practices or conditions which may be a danger to themselves or others to allow the employer to fix them.

Employers must provide all necessary safety equipment required for an employee to carry out their role such as safety helmets.

Employers must give a basic level of health and safety training relevant to the job.

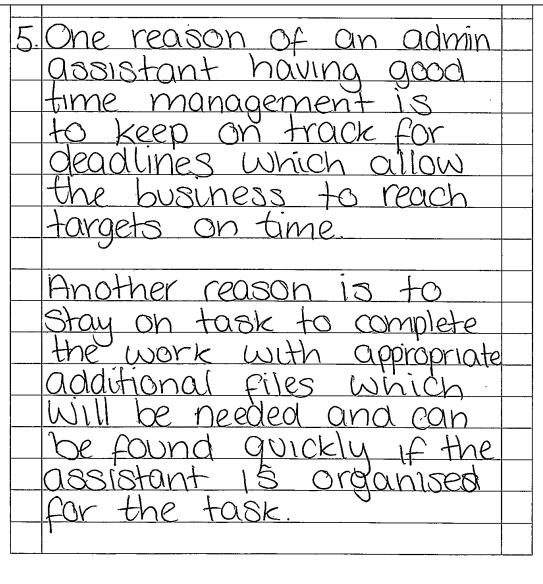Employers must provide clean and working washroom facilities accessable to all employees on site.

Question 5

Candidate 1

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
4.	~~Employees Should ensure~~	
5.	· To ensure work is being completed	
	before a deadline and ~~on in~~ the Admin	
	Assistant isn't behind schedule or running	
	late on tasks that have to be completed	
	by a certain time.	
	· Can use a priorities list to ensure the	
	most important tasks are tackled first and	
	aren't confused on which tasks to tackle	
	next.	
	· Ensure one task is finished before	
	starting another so procrastination is	
	avoided and work flow is smoother.	
	· Being realistic about deadlines and	
	ensuring you have the right resources	
	and time to complete your task.	

Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
5	An administrative assistant would need to have good time and task management to ensure tasks are completed ontime. They would need to have good time and task management to ensure work is completed to a high standard and is not rushed.	
	They also need to have good time and task management to ensure that if they fall behind with work it does not effect others.	
	They also need to have good time and task management to ensure tasks are completed in order of importance or due date.	

Candidate 3

5. An admin assistant should have good time and task management skills to reduce their stress. If they are able to prioritise tasks and meet deadlines, they will not have

too much on their plate, and will therefore have more peace of mind to complete their tasks.

This is also helpful as it means the admin assistant is trustworthy. They will then have a good reputation with their management, and will feel more valued as an employee.

If they have good time management then they will be on time to meetings and will meet their deadlines. This means that they will not miss out on important info, and they will be more effective when writing up minutes etc for said meetings.

Candidate 4

5.) An administrative assistant with good time and task management skills is far less likely to miss deadlines, which will make the basic running of the organisation far ar smoother.

Good time and task management skills will result in less stress for the administrative assistant, thus improving their mental health. The work-satisfaction of the the employee will also be improved so there may be reduced staff turnover.

Good time and task management skills will result in higher productivity as time isn't spent dealing with tasks that should have been completed long ago.

Good time and task management skills will result in an easier work life as tasks won't have to be taken home for completion.

Candidate 5

5. One reason of an admin assistant having good time management is to keep on track for deadlines which allow the business to reach targets on time.

Another reason is to stay on task to complete the work with appropriate additional files which will be needed and can be found quickly if the assistant is organised for the task.

ENTER NUMBER OF QUESTION			DO NOT WRITE IN THIS MARGIN
	Another reason is that it allows the assistant to plan and organise other tasks for the week, allowing more productivity and tasks to be completed.		
	Another reason is that there could be additional time to make changes to documents if at all nessecary, and allows time for the work to be checked prior to completion.		

Candidate 6

5) An administrative assistant should have good time and task management to ensure all tasks are ~~faith~~ completed on time and to the correct standard. An admin assistant may also need good time and task management if tasks have been delegated to them by a manager to help assist in the completion

of a large-scale project.

An admin assistant may also need good time and task management to organise their tasks, ensuring they are done in order or by priority.

In addition an admin assistant will need good time and task management when planning/organising a meeting to ensure everything is prepared before the meeting occurs to allow it to run smoothly.

Candidate 7

5. One reason the administrative assistant (AA) needs to have good time & task management skills is to meet deadlines, it is important the AA plans out their workload so that work that is more important meets its deadline. Another reason is that having good time & task management skills can reduce stress from having too much to do at once, this helps reduce absenteeism. A third reason the AA needs good time & task management skills is so that the company has a good image, becau if the AA is good at meeting deadlines & being organised this can help provide the company with a positive image. Finally a reason is that by having good time and task management skills this can aid in positive staff relations & communication as the AA will be seen as trustworthy.

Candidate 8

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
5	One benefit to an Admin Assistant of having good time and task management skills is that it allows for greater productivity as tasks are being completed quicker and more efficiently.	
	Another benefit of an Admin Assistant having good time and task management skills is that it reduces stress as the completion of tasks prevents overload and the employee having to work harder to keep up with tasks.	
	Another benefit of an Admin Assistant having good time and task management skills is that it allows them to organise their work and plan ahead for the completion of tasks.	

Question 6

Candidate 1

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
6	Advantages :	
	· Can advertise their products and services efficiently and get feedback through comments and likes to determine what people like and how people feel about the business.	
	· Can get into contact with multiple customers and inform them of any new upcoming products or services. Can also report issues to customers like the business telephone line is down, so ~~custo~~ customers ~~will be~~ are aware.	
	· Can post short clips on their story to update customers about the business and what to expect from them in the future.	
	~~Disadvantages~~	
	· Can share customers reviews on their social media site so customers feel valued that they're opinion was heard.	
	~~and disadvantage~~	
	Disadvantages :	
	· May not reply to all comments customers may feel annoyed at not	

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	being heard.	
	• Can get hacked and business can	
	no longer communicate to customers.	

Candidate 2

No response

Candidate 3

6.	Advantages		
	The business can use social		
	media for advertising - it has		
	a much wider out reach than		
	most other forms of media,		

and can bring in a higher traction of customers.

The business can also answer questions easily, meaning that they can get back to customers more quickly and effectively than using things such as email.

Customers often post their opinions of businesses on social media, meaning the organisation can track any feedback and address it appropriately.

Disadvantages
With such a high amount of traffic on social media, it can be easy for a business to miss complaints - may result in a poorer reputation.

There is a possibility of their social media being hacked - this

could lead to a damaged
reputation if hackers were to
post on their behalf or lead
information.

Social media is also very informal
which may make it less trustworthy
for some - it should not be
used as the companies' only
method of communication.

Candidate 4

6.) An advantage of using social media is that announcements can be made on the businesse's page on a platform, such as Twitter or Instagram. However, a disadvantage is that other social media users can come to the page and leave negative comments about the business on its posts, which will harm the reputation of the business.

Another advantage is that social media is open to a huge number of people right around the world and so the business will have a much wider reach. However, a disadvantage is that a social media prescence would require a page admin to be hired, which may reduce profits for the business due to wages.

Another advantage of Social media is that it is free to use and & so the business won't incur very high costs.

Another advantage is that, every year, more and more people join Social media, many f being young people. This means the business may be able to reach people it otherwise may not have been able to.

Candidate 5

6. One advantage of Social media is that It attracts costomers that are in the target market for the business, resulting in a higher chance of purchase of products or interaction

with posts.

Another advantage is that websites and products can be tagged in posts, allowing easier access to products, leaving consumers happy as they avoid stress of hunting websites A disadvantage is that not everyone is on social media, so people may not know about the business, missing out on potential customers.

Another disadvantage is that it can attract hate or negative comments, causing customers to think twice about purchasing the products or services from the business, causing the reputation to be tarnished

Another disadvantage is that people may see a long video or message from the business and scroll past it as they do not have the time or attention to read the whole message, allowing them to miss out on important information.

Another disadvantage is that the organisation may not have a large amount of followers as many people do not know about them, resulting on time being spent on messages being sent out to customers and only a small amount can see the post. This then relies on people spreading the word by sharing it with others.

Candidate 6

6) One advantage to a business of using social media to ~~promote and their information~~ as a method of communication is that it is a very cost efficient way of advertising products and creating relationships with customers.

Another advantage to a business of using social media as a method of communication is that social media is used by millions internationally meaning the business could target and communicate with a broader audience.

However, one disadvantage of using social media to communicate is that as it is a public domain, customers who have had negative experience with the business can comment their view which can lead to bad publicity for the business and an abundance of negative comments on an unrelated topic.

A second disadvantage of using social media to communicate is that users need wifi to be able to access it and so it may not be accessible to those without a strong and regular wifi connection meaning they may not be able to communicate with as many people than if they used other methods of communication.

Candidate 7

6. One advantage of a company using social media as a method of communication is that social media has a very large usage which can aid the company in gaining more to customer. Another advantage is that is can save time as things can be communicated to everyone at once. A third advantage is that social media allows for customers to respond to the company & provide feedback. However one disadvantage is that some customers may feel alienated from the company if they don't have social media, for example the elderly. Another disadvantage is that social media limits the amount the company can say, which may be unuseful. Finally a disadvantage is that with so many customers on social media it will be impossible for the company to properly respond to any customer issues, which wastes time & may annoy customers.

Candidate 8

6	One advantage to a business of using social media as a method of communication is that it allows them to reach a very large audience
	Another advantage to a business of using social media as a method of communication is

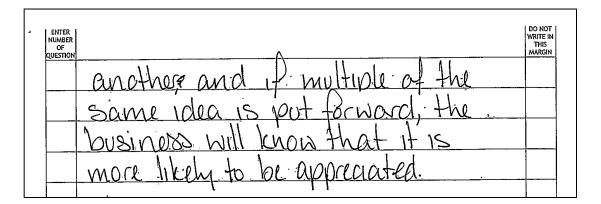| ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	that you can use data in order to target specific audiences which suit your product.	
	Another advantage to a business of using social media as a method of communic- ation is that it is mostly free to use and is therefore cheaper than billboard or television advertising.	
	One disadvantage to a business of using social media as a method of communic- ation is that you may not be reaching the community surrounding the business and those on social media may not be able to access the business	

Question 7

Candidate 1

7. Customer focus groups:
- A series of random customers in a group asked ~~questions~~ pre-set questions about the organisations products or services. Customers may feel valued at being invited and will feel special like their voice matters. However some individuals may influence other peoples opinions on matters their discussing and travel and accomodation costs may be high to ensure customers can visit.

Written surveys:
A series of questions to answer on a piece of paper. However questions cant be explained and number of responses may be low. Costly in terms of time.

Suggestion schemes:
An ability for customers to suggest new ideas and voice their opinion on what to improve or change. Customers

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<tr><td>ENTER NUMBER OF QUESTION</td><td></td><td>DO NOT WRITE IN THIS MARGIN</td></tr>
<tr><td></td><td>will feel valued that their opinion matters.</td><td></td></tr>
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Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
7	Customer focus groups are a group of customers who all go to a meeting to discuss their. Thoughts and opinions on the business/organisation, which helps the business to see how they can improve and become better.	
	Written surveys are paper surveys that are to be filled out by customers and given back. It will have a list of questions to fill in about the business to see ~~areas~~ the areas where they need to improve.	
	Suggestion schemes are where customers write down ways in which the business could improve and give them back to the business to give them ways to ~~improve~~. become better and meet customer needs.	

Candidate 3

7. Customer focus groups are a good way to monitor customer care as it is an easy way to get information from customers on how well the business is being run, and allows for any feedback to be given.

The business can take any suggestions from these groups and implement them, making the customer experience better, based on their specific needs and wants.

Written surveys are good as they allow customers to answer any questions the business might have on how best to run their company. They give customers the opportunity to give feedback without any pressure.

They are also good as they can be made anonymous, easing the mind of the customer and ensuring that they give unbiased, unrestrained feedback.

Suggestion schemes are where the customers and employees can give ideas on how best to move forward with customer care, and allows them to give their opinions on what could be implemented.

These can be useful as suggestions can be compared with one

ENTER NUMBER OF QUESTION			DO NOT WRITE IN THIS MARGIN
	another, and if multiple of the same idea is put forward, the business will know that it is more likely to be appreciated.		

Candidate 4

7.)	A customer focus group is when a number of customers are asked to take part to in a discussion about a businesses product or service, then provide feedback. A disadvantage of a focus group is that a strong personality within the group could sway opinions in their directions and an accurate	

response wouldn't be given.

A Written Survey is a physical questionaire that customers may voluntarily fill out or be asked to. An advantage of a written survey would be that answers are likely to be honest and accurate ± as the customer is willing to fill it out.

Suggestion schemes are used by businesses to gain feedback on what the business could add to improve customer care. This could be done through questionaires or suggestion boxes. A disadvantage of this is that a high number of people may not engage with suggestion schemes as they just want to use the business for its product(s) or service and then be on their way.

Candidate 5

7. Customer focus groups are groups of customers who have tried the product, giving feedback in a focused group. This is conducted in person, and does not involve any pressure to attend.

Suggestion schemes are when an organisation ask for peoples suggestions for new products or updating ~~new~~ older products. This allows the customer to feel included in the ideas process.

Written surveys are sent out to consumers asking questions about their experience with products and services, and gather

Candidate 6

7) Customer focus groups are an effective way of monitoring customer care within an organisation. A focus group is where a number of customers are brought together for a face to face interview to be asked questions and share their opinions. This is effective as it makes the customer feel valued ~~and~~ which could then promote more positive feedback. ~~However focus groups can be effective to carry~~

Written surveys are also an effective method of monitoring and evaluating customer care. A written survey is a pre-printed form or questionnaire which is sent out to a customer with a reply paid ~~away~~ envelope and may sometimes include incentives such as entry into a prize draw to encourage people to take part. This provides the organisation with information which can be easily reviewed and analysed ~~to improve~~ for fine tuning of their customer care strategies.

Suggestion schemes allow ~~custo~~ both internal and external customers and employees to leave annonymous suggestions on how the organisation could improve. This can provide the organis- ation with more honest and detailed feedback due to its annonymity allowing the business to improve the quality of their customer care.

Candidate 7

7. Customer focus groups are when a company has a meeting with a selection of customers. In this meeting they can hear feedback and be able to respond to complaints. This method of monitoring & evaluating is useful as it

ENTER NUMBER OF QUESTION

DO NOT WRITE IN THIS MARGIN

allows for customers to ask questions...

Written surveys are when a company creates a list of questions for their customers to answer. These surveys can have sentence or multiple choice questions, however this form of monitoring & evaluating is less useful as the customers cant ask any questions.

Suggestion schemes is when a company asks customers to provide suggestions as to what the company must do to improve. This is often done annonymously and is a useful form of monitoring & evaluating as it gives the company ideas on what they could be doing to improve customer satisfaction.

Candidate 8

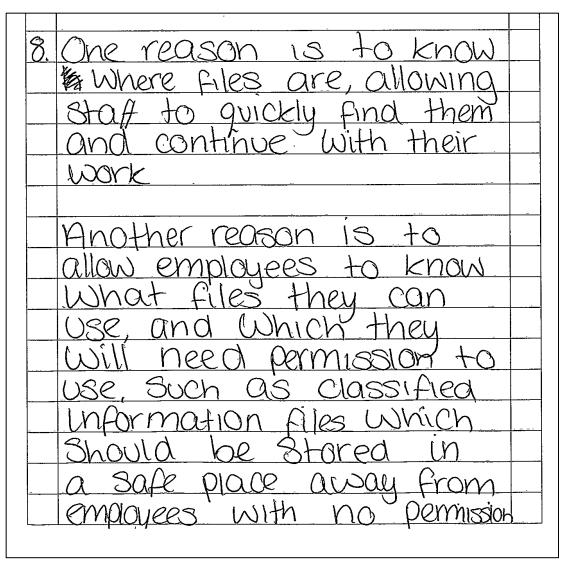| ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
7	Customer focus groups are where a random group of customers who visited the business are asked to come together to discuss the strengths and weaknesses of a business in order to help the business improve.	
	However focus groups may be unreliable as these are conducted face-to-face the customer may feel pressured and may not give their honest opinion.	
	Written surveys such as a postal survey is where a customer is given a questionnaire about how they found their experience of the business	
	However these written surveys may produce a low response ratio as these surveys rely on people filling them out and returning them to the business.	

Question 8

Candidate 1

8. Version Control - Insures historical versions of a document can be returned to without losing all the work that was done in the meantime.

File locations - An organisation should have a provided company server or intranet to ensure all work is saved in one place. Ensure employees ~~take~~ make use of folders and subfolders so work can be easily accessed and found.

Back-up procedures - Some organisation may have automatic data that is backed up on a daily basis This ensures work is easily found and on the latest version.

Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
8	It is important to have good	
	file management so that the files	
	can be found easily and time	
	is not wasted trying to find	
	them.	
	It is also important so that files	
	dont get lost and need to be	
	created again, or printed of	
	again which will waste everyones	
	time.	
	It is important so that others	
	can easily find shared files and	
	dont have to ask you or become	
	irritated.	

Candidate 3

8. Good file management is vital as it means that information can be found quickly and easily. If everything is organised, the admin does not have to search through heaps of files to locate the information needed.

It also ensures that information is kept safe and secure - this means the business will not be in violation of GDPR, and will therefore not get in trouble with the authorities.

It keeps the workplace tidy - whether online or physical, having good file management means that everything is kept neat, meaning a less stressful environment as a result.

Candidate 4

8.) Good file management is important because keeping online files tidy and organised ensures that files can be found quickly.

keeping files secure is important as it avoids the leaking of sensitive documents or data.

Having back-up procedures is important as it ensures that important documents can be recovered if they go missing or are accidentally deleted.

Naming files is important as they can be found quickly and also differentiated from other, similar files.

Candidate 5

8. One reason is to know where files are, allowing staff to quickly find them and continue with their work

Another reason is to allow employees to know what files they can use, and which they will need permission to use, such as classified information files which should be stored in a safe place away from employees with no permission

Another reason is to know what tasks need done and if there is any supporting files to go alongside, allowing staff to make good use of all available materials and allowing work to be of a higher standard

Another reason is To allow open files to be used, allowing more employees to use these files and complete all needed work attached to them also.

Candidate 6

1) Good file management is important within an organisation as it will reduce staff stressing which could also lead to reduced absenteeism as staff will be able to quickly and easily find documents or files.

Good file management is also important in an organisation as it leads to increased productivity as staff will be able to complete tasks faster, ~~reducing~~

Good file management also reduces time wasting spent looking for documents or reorganising files which is important as time is money in business, and therefore expensive.

Good file management is important as it will improve job satisfaction, morale and motivation due to being easy to find files and complete tasks.

Candidate 7

8. One reason good file management is important is that it can save time when trying to locate files. Another reason good file management is important is that it can save storage by not having multiple copies of files. A third reason is that it reduces employee stress, which inturn reduces absenteeism & staff turnover.

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	One final reason why good file management is needed is so that any private files are protected by store property in restricted folder.	

Candidate 8

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
8	One benefit to an organisation of having good file management is that time is saved when not having to search extensively to find the correct file.	
	Another benefit to an organisation of having good file management is that it prevents unnecessary storage space being taken by files which are no longer needed.	
	Another benefit to an organisation of having good file management is that it can allow for specific members of staff to access files which are confidential such as password protected files.	
	Another benefit to an organisation of having good file management is that ~~it can provide simple file paths~~ if a document needs to be stored in a new folder it will be created quickly and easily.	

Question 9

Candidate 1

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
9.	Gantt chart - Breaks down large projects into smaller tasks so it is easier to tackle. Can view what has been accomplished and what hasn't. Can see the progress of work and how far you still have to go to complete the project.	
	Sampling - Can ask for samples of tasks that was completed and see if it is in a good working ~~potential~~ order.	
	Meeting - Can get an insight and ~~expla~~ explanation on how individuals in an organisation are doing and explain matters.	

Candidate 2

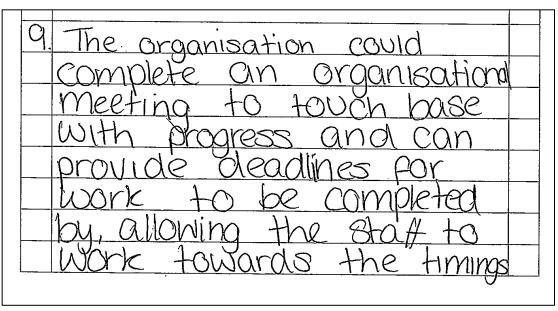|	
9	A organisation could use a gantt chart which is a colour coded chart used to show completed and uncompleted tasks easily showing when it needs to be finished by. It is a visual way to clearly identify next steps for everya employees and gives them motivation as they can see progress.

They could also have regular meeting to show progress that has been made and the next steps for the organisation, with all employees

They could also have meetings with their line manager for individual targets and to show things they are good at and areas for improvement, to become better and more confident in work.

Candidate 3

9. Appraisals can be a good way to monitor progress - it can be an easy way to tell the target where they are going wrong and what they are successful in, ~~without~~ and get their opinions on their own progress.

However, the target may feel as if they are being put on the spot, which may lead to resentment or them not replying honestly to any questions put before them.

Mystery shoppers can be very helpful as they can report on how well a business is being run, without arousing suspicion. This means that they

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	can give a more accurate account of the business from inside.	
	However mystery shoppers typically only see one day with one set of employees, and may not be able to see exactly how it is being run on a daily basis.	
	Focus groups can be useful as they allow employees to give feedback on their own progress and how they think the business is run as a whole.	
	However, again, they may not give a fully accurate report, meaning that issues are not fully addressed.	

Candidate 4

a.) One way an organisation eat could monitor the progress of its targets is through a gantt chart. This provides a visual view of targets and deadlines and also progress.

Another way would be to hold regular one-on-one meetings. This would allow managers or Supervisors to check up on employee's, their individual targets and ensure their performance is meeting the targets of the wider organisation.

Another way would be to implement a buddy system. This would involve new staff being allocated a more experienced member of staff to keep an eye on their progress.

Appraisal Systems could also be introduced. staff to staff appraisals will update each other on progress and this can then be reported

ENTER NUMBER OF QUESTION			DO NOT WRITE IN THIS MARGIN
	be Supervisors or managers to inform on		
	the overall progress of the organisation.		

Candidate 5

9. The organisation could complete an organisational meeting to touch base with progress and can provide deadlines for work to be completed by, allowing the staff to work towards the timings

of deadlines and stay on track for finishing on time

Another way is to complete apprasials for org departments to see how productive they are and if they are achieving targets. This feedback then allows the employees to feel motivated to complete tasks on time that help the business progress towards their own targets

Another way is completing a focus goup of managers, updating eachother on progress of their departments and expected finishing times of tasks and final drafts of information

Another way is by setting deadlines prior to the overall deadline to check over the quality of work and if all is correct, allowing time for adaption and modifications to be made prior to the final deadline.

Another way is by asking employees how they feel their work levels are. Allowing the organisation to see how well they are managing with tasks and deadlines.

Another way is by allowing a more productive environment to be introduced, such as open plan areas or working from home, which allows tasks to be completed to a higher standard and prior to deadlines if done at home as many are more motivated to complete work.

Candidate 6

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
9)	A Gantt Chart is a way to plan and monitor progress visually. This chart seperates tasks and ~~compares~~ provides estimate times of how long a task should take allowing comparison between the ~~time~~ predicted time and the actual time taken. The chart should be prominantly placed in the organisation for all employees to view. The Gantt Chart also allows managers to monitor progress by displaying key events called mile stones.	
	An action plan is another method used to monitor the progress of its targets. Action plans are more commonly used for long-term projects breaking the project down step by step. This allows managers and employees to view if targets are being met and also remind them of tasks to be done.	
	Finally, a personal development plan is another method used by an individual to formally track their progress and work towards targets. Individuals should identify areas of strength and areas which require development in their personal development plan showing them what needs to be worked on to meet their targets.	

Candidate 7

9. One way in which an organisation can monitor the progress of targets is through Gantt charts. These charts show a list of work planned & work completed which will be helpful when trying to see if targets are being met. Another way to monitor targets is through a personal development plan. These plans show an employees strengths and weaknesses, this is useful in evaluating targets by seeing what the employee must do to better achieve their targets. A third way is to have a mentoring system. This is where a senior member of staff looks after a junior member, this will help the senior member to be aware of whether the junior member is meeting targets or not.
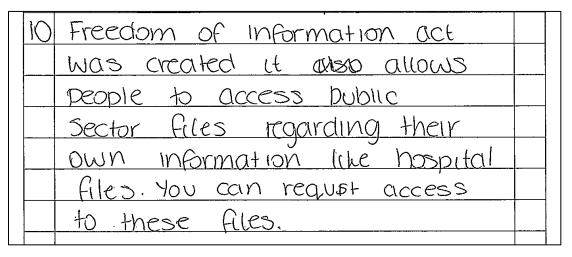
Candidate 8

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
9.	One way an organisation could monitor the progress of its targets & is through a gantt chart. One benefit of this is that it allows for the organisation. to mark off tasks upon their completion.	
	One disadvantage of this is that it may be demoralising as the chart shows how many & tasks are still to be completed, which if high may decrease staff morale.	

Question 10

Candidate 1

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
10.	· You have the right to view information without giving a reason for wanting to view it.	
	· Can't withhold information from anyone who has the right to view it.	

Candidate 2

10	Freedom of Information act was created it also allows people to access public sector files regarding their own information like hospital files. You can request access to these files.	

Candidate 3

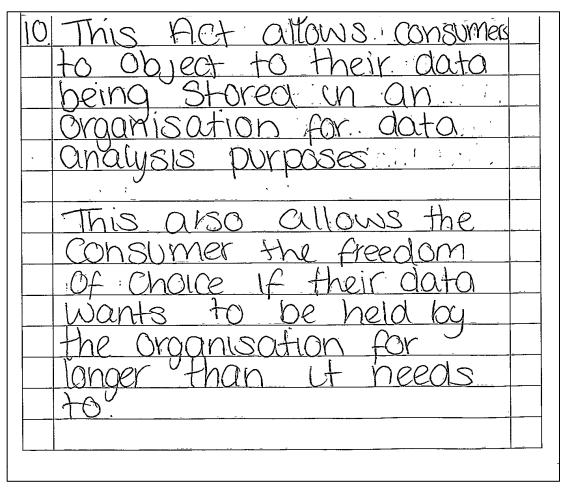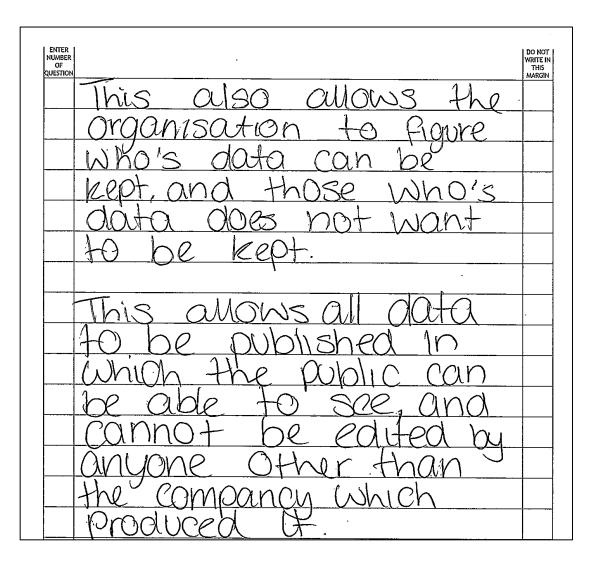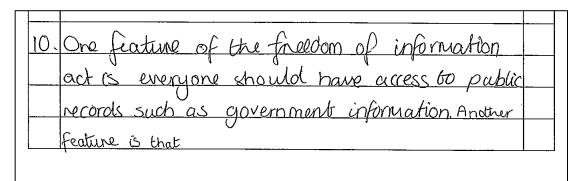|		
10.	A person is allowed to request their own personal information and it must be given to them – it cannot be held.	

Candidate 4

10.) The freedom of information Act gives employers, and employees the right to request pieces of information from the organisation. Legally the organisation has to respond.

Employers have a responsibility to ensure the organisation complies with the Freedom of Information Act and so must ensure private information stays private unless requested by a relevant person.

The Freedom of Information Act requires documents, data etc to be released into the public domain after a certain period of time.

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	Under the Freedom of Information Act	
	organisations Public companies must	
	publish annual profits to the public	
	domain.	

Candidate 5

10. This Act allows consumers to object to their data being stored in an organisation for data analysis purposes

This also allows the consumer the freedom of choice if their data wants to be held by the organisation for longer than it needs to.

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	This also allows the organisation to figure who's data can be kept, and those who's data does not want to be kept.	
	This allows all data to be published in which the public can be able to see, and cannot be edited by anyone other than the compancy which produced it.	

Candidate 6

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
10)	One feature of the Freedom of Information act is	
	that public authorities are obliged to publish	
	information on their activities. This could be	
	information on proposed developments or police	
	records.	
	Another feature of the Freedom of Information Act is	
	that members of the public are entitled to request	
	to see the information held by governments/public	
	bodies. Members of the public could include journalists,	
	the police.	

Candidate 7

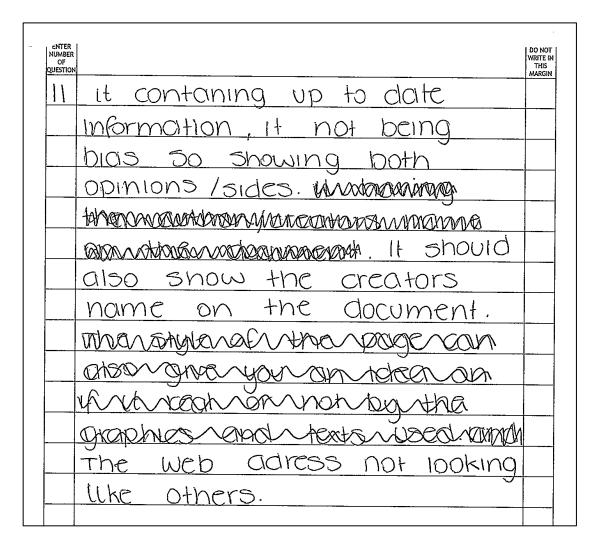| 10.	One feature of the freedom of information	
	act is everyone should have access to public	
	records such as government information. Another	
	feature is that	

Candidate 8

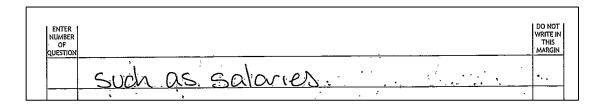|		
10	The freedom of information act allows for a person to access any relevant data recorded on them.	
	The freedom of information act also allows organisations to keep any ~~data~~ information retrieved for as long as is necessary.	
	The freedom of information act does allow for information on a person to be stored without their consent.	

Question 11

Candidate 1

11. · The information is up to date.
    · Check it's accurate and non-biased.
    · Websites with trusted suffixes such as .co.uk, .gov or, .com.

Candidate 2

11. it contaning up to date information, it not being bias so showing both opinions /sides. ~~showing~~ ~~the creators name or reference some~~ ~~on the document~~. It should also show the creators name on the document. ~~The style of the page can~~ ~~also give you an idea on~~ ~~if its real or not by the~~ ~~graphics and texts used with~~ The web adress not looking like others.

Candidate 3

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
11.	Reliable information will typically be grammatically correct as it will usually have been edited.	
	It will also be on reliable websites and media sources, rather than sites such as wikipedia where it can be updated by anyone.	
	There will usually be cited sources as to where any information was found - ~~it wa~~ this proves it wasn't made up.	
	It will also be upto date - old information is unreliable and cannot be used in modern situations.	
11.	(continued) A person can also request basic information from a business - as long as it is not confidential, they must give it out. This includes info	

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	such as salaries.	

Candidate 4

11.) Reliable information is usually up-to-date and relevant.

Reliable information will usually come from official sources, such as Government statistics or in-house research.

~~Reliable information will~~

A reliable source of information will be more likely to be found in person, such as an article or feedback from a customer as opposed to online as ~~this~~ anything can be written by anyone on the internet.

Candidate 5

11 | The documents have valid dates and authors, giving creditability to correct factual information

The document has no errors in spelling or punctuation, allowing it to be used as a

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	reference if needed.	
	The information has come from a source which cannot be edited by the public, such as wikipedia	
	The information has a creditable author who can be trusted and believed for the information present	
	The information has appropriate use of fact backed by further trusted resources such as mathematical statistics.	

Candidate 6

11) One feature of reliable information is that it should be free from bias, ~~which~~ by using a range of websites individuals can make sure of this.

Another feature of reliable information is that it is regularly updated and not displaying out of date information.

A third feature of reliable information is that it comes from a well designed website as poorly designed websites are likely to be less reliable.

Finally, another feature of reliable information is that information will be accurate.

Candidate 7

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
11.	One feature of reliable information is that it from a trustworthy source. When using the internet for sources you must make sure that information is taken from secure websites that cant be edited by the public. Another feature is that peoples opinions are not reliable information as they cant be fact checked. A third feature is that if multiple sources agree on a fact or statistic it is more likely to be reliable. Finally a feature of reliable information is uses sources from people who are knowledgable on the topic at hand, this is a good way of insuring factually correct information.	

Candidate 8

11 ~~Reasons~~ One feature of reliable information is that it may have came from an eye-witness which makes the information first hand evidence and reliable.

Another feature of reliable information is that it has been provided by somebody who is free from bias over their opinions of the subject of the information.

Another feature of reliable information is that it has come straight from the person or organisation which the information is about meaning the information is not based on rumour.

Another feature of reliable information is that it is reported through an official news outlet rather than word of mouth.