

## ADMIN/SQP225

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Administration  
Higher

NATIONAL  
QUALIFICATIONS

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## **COURSE ASSESSMENT SPECIFICATION**

### **ADMINISTRATION–HIGHER**

The purpose of this document is to provide:

- details of the structure of the Question Papers in this Course
- guidance to centres on how to use information gathered from the Question Papers in this Course to estimate candidate performance

#### **Part 1**

**This part of the Course Assessment Specification details the structure of the Question Papers in this Course.**

The Course assessment consists of two Question Papers.

<b>Paper</b>	<b>Time Allocation</b>	<b>Mark Allocation</b>
1	1 hour 20 minutes	60
2	1 hour 20 minutes	60

#### **Paper 1**

- This paper examines knowledge and understanding and contextualised problem solving.
- This paper consists of two sections, 1 and 2.
- Questions will examine the higher order skills, eg compare, justify, discuss.

#### **Section 1–Total Marks 20**

- Consists of approximately 200 words of case study/stimulus material.
- There will be four-six questions based on the stimulus material.
- No choice of questions will be provided.
- It is not expected that questions within this section will have more than one part.

#### **Section 2–Total Marks 40**

- This section consists of five questions.
- Each question is worth 20 marks.
- Candidates will be expected to choose two questions to answer.
- Questions will be structured with three or four parts.

## Paper 2–Total Marks 60

- This paper will assess the use of IT for problem solving in business.
- The values set within this are contextualised within a business scenario.
- No choice of tasks is provided in this paper.
- The tasks presented in this paper are integrative, with the emphasis on data analysis and problem solving.
- A business problem will be presented to be solved by the use of spreadsheet, database and word processing software.
- Integration across files and across applications will be tested in this paper.
- Candidates will be expected to present work in accordance with organisational house style or accepted convention.
- Candidates will be provided with electronic files to work with in carrying out the task.

The tasks set will have between three and five sections depending on the nature of the problem.

The **information for candidates** section should set the scene for candidates as follows:

- briefly describe the organisation
- state the name and designation of the member of staff setting the tasks
- refer candidates to the memo containing details of the task
- instruct candidates to familiarise themselves with the electronic files required to complete the task

The task set will be integrative in nature and the candidate will be required to work with a relational database and use a spreadsheet application to consolidate data.

Other aspects of the task could be drawn from any part of the Course Specification (Outcome 3) for Information Technology for Management (Higher) excluding the use of the internet, e-mail and e-diary.

The Specimen Question Paper requires candidates to create mailing labels in Task 1b. This will not be tested in every operational paper. Candidates could, for example, be asked for a mailmerge.

Candidates could be asked to create and/or complete any word processing document contained in the Course Specification for Information Technology for Management (Higher–Outcome 3) as follows:

- letter
- notice of meeting and agenda
- minutes
- report
- newsletter
- table
- form

This will include importing data from other applications and the use of any of the features listed in the section **working with documents** of the Course Specification.

## Part 2

This part of the Course Assessment Specification provides guidance on how to use assessment information gathered from the Question Papers to estimate candidate performance.

The Course assessment is based on two Question Papers.

Component	Mark Range
Paper 1	60
Paper 2	60
Total Marks	120

The Course award is based on the total mark gained out of 120 in the Question Papers.

In National Qualifications, cut-off scores should be set at approximately 70% for grade A and 50% for grade C with grade B falling midway.

For the total mark range of 0 - 100, the following gives an indication of the cut-off scores:

Grade	Band	Mark Range
A	1	102-120
A	2	84-101
B	3	78-83
B	4	72-77
C	5	66-71
C	6	60-65
D	7	54-59
NA	8	48-53
NA	9	0-47

These cut-off scores may be lowered if the Question Papers turn out to be more demanding or raised if the Question Papers are less demanding.

### Worked Example

- In a centre's own prelim, a candidate scores 73/120.
- The centre's view is that their prelim is slightly less demanding than SQA examination.
- Using the mark range, a realistic estimate may be **band 5** rather than band 4.

## ADMIN/SQP225

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Administration  
Higher  
Paper 1  
Specimen Question Paper  
for use in and after 2006

Time: 1 hour 20 mins

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### SECTION 1

This section should take you approximately 30 minutes.

Read the passage then answer the questions that follow.

**ALL** questions should be attempted.

### SECTION 2

This section should take you approximately 50 minutes.

Answer any **two** questions.

## SECTION 1

**ALL questions should be attempted.**

Oracle is an organisation offering a wide range of products and services to the electronics market. Recently an organisational target has been to improve customer service.

The key to customer satisfaction and first class service is threefold:

- customer support
- product support, and
- customer service.

Oracle starts from the principle of putting customers at the heart of the organisation.

How you deal with enquiries will have a tremendous impact on customers and your future relationships with them. Deal with their enquiries in a slick way, do it promptly and you can cement strong relationships.

The customer service team is dedicated to providing customers with answers, solutions and ensuring their needs are met. They are special people who know everything about the organisation. They have complete product and service knowledge and they also have access to information about customers. To ensure they do, Oracle has introduced what it calls a 360 degree view of the customer. Collating all the data about a customer is difficult but Oracle's policy is to keep a single source of information about all customers.

Continuous professional development ensures that this team consistently maintains the high standards of service expected by their customers.

QUESTIONS

Answer ALL the questions, 1–5.

1. State 2 reasons why an organisation sets targets. 2
  2. Describe 2 possible **implications** to an organisation which does not put the customer at the heart of the organisation. 4
  3. Continuous professional development may assist Customer Service teams in maintaining high standards.  
Compare in-house and external staff training. 4
  4. Discuss the benefits of effective team working to an organisation. 6
  5. Describe 2 qualities that may be contained in the person specification for the post of a Customer Services Assistant. 4
- (20)

## SECTION 2

### Answer any TWO questions

*Marks*

1. In order to retain valuable members of staff, organisations have introduced staff friendly working practices.
- (a) Compare job share and part-time working practices. 4
- (b) (i) Suggest the information to be included in a job description and a person specification for the post of an Administrative Assistant. 4
- (ii) Describe 2 benefits of the job description to an applicant. 4
- (c) Successful homeworking depends on effective time and task management strategies. Discuss. 8
- (20)
2. (a) During a meeting a motion is proposed. Using meeting terminology, outline the process from proposal to conclusion. 6
- (b) Describe the use of a computer network to support **remote** meetings. 8
- (c) (i) Compare the use of presentation software with a paper-based handout for communicating information to participants during a meeting. 4
- (ii) Justify the provision of training for speakers who use presentation software. 2
- (20)
3. (a) Compare a satisfaction survey and a customer focus group as methods of evaluating the effectiveness of customer service policies. 4
- (b) An organisation gathers customer information from its e-commerce site. Describe the benefits of gathering information from this source. 6
- (c) Suggest and justify 2 methods of ensuring the confidentiality of electronically held information. 4
- (d) The Customer Services section must enforce both The Health and Safety (Display Screen Equipment) Regulations and The Data Protection Act. Outline the key points of both these acts with regard to their employees. 6
- (20)

		<i>Marks</i>
4.	(a) (i) Outline how an Administration Manager might recognise employees who are not using office technology efficiently.	2
	(ii) Describe how these employees could be supported.	4
	(b) An organisation is able to have a 360 degree view of thr customers through having efficient data management systems in place. Discuss how the use of these systems may promote customer satisfaction and loyalty.	6
	(c) (i) Describe <b>3</b> ways in which an organisation can inform employees of its fire procedures.	6
	(ii) Identify the possible <b>consequences</b> to an organisation which fails to communicate legal requirements to its employees.	2
		<b>(20)</b>
5.	(a) Describe <b>3</b> features of database software which aids the entry of data.	6
	(b) Outline the possible <b>consequences</b> of ineffective electronic file management.	6
	(c) Discuss the impact of office layout on workflow and employee morale.	8
		<b>(20)</b>

*[END OF SPECIMEN QUESTION PAPER]*



**ADMIN/SQP225**

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Administration  
Higher  
Paper 1  
Specimen Marking Instructions  
for use in and after 2006

NATIONAL  
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## SECTION 1 SUGGESTED SOLUTIONS/MARKING GUIDELINES

1 State 2 reasons why an organisation sets targets. 2 marks

*Award one mark for each valid point.*

- targets help managers organise their resources efficiently and effectively
- targets help employees understand what the organisation is expecting to achieve
- targets are set to enable employees to understand their role in the organisation
- employees can measure the success of their work compared with original targets

2 Describe 2 possible **implications** to an organisation which does not put the customer at the heart of the organisation. 4 marks

*Award one mark for each outline of possible implication and one mark for further development or example.*

- disgruntled customers leading to loss of business and poor reputation
- high level of complaints leading to disproportionate amount of time being spent by staff trying to resolve complaints ie a reactive organisation as opposed to a proactive
- legal action being taken by dissatisfied customers leading to expense and bad publicity for the organisation

3 Continuous professional development may assist Customer Service teams in maintaining high standards.

Compare in-house and external staff training.

4 marks

*One mark is awarded for each statement of comparison, either similarity or difference.*

*If no attempt to compare - no marks.*

*The mark is awarded for the complete statement and not for a point about only one.*

- ❑ In-house is held in familiar surroundings and using familiar equipment can mean training is less daunting to employees, whereas external training has the benefit of getting away from the office eg networking with others, can motivate staff and give them new ideas to implement back at the office
- ❑ In-house is often less expensive than external training due to lack of travelling expenses
- ❑ In-house can be customised to meet specific organisational/individual needs more easily than external training that is provided for delegates from many organisations
- ❑ In-house training is provided by an organisation's own employees eg induction training, whereas external training will be provided by people from outside the organisation
- ❑ If more pressing priorities occur then the in-house training is more easily postponed, whereas the external training may incur cost penalties if cancelled at short notice or internal work may have to be covered by another member of staff
- ❑ Both in house and external training can lead to employees gaining qualifications

*Words to look out for that indicate an attempt to compare are:*

- *whereas*
- *however*
- *as opposed to*
- *but*
- *very different from*
- *rather than*

- 4 Discuss the benefits of effective team working to an organisation.

6 marks

*If 6 benefits are outlined, candidate will receive a maximum of 3 marks. Candidates need to develop their answer and there needs to be a well organised thought process.*

- ownership of shared projects - may lead to improved productivity when team shares a common goal
- shared knowledge - all team members have an overall view of tasks/projects; therefore can cover in each other's absence, answer queries from customers, help each other out if some team members have increased workloads
- improved quality of service if all departments aware of what others are doing
- strengths and weaknesses can be balanced over a wider pool of people - learning from others/helping others
- improved communication across teams/ departments
- assists departments to aim for the same organisational goals
- improved decision making when team members have the opportunity to contribute to discussions leading to decisions
- improved awareness of customer needs - shared information
- develop employee problem solving skills by encouraging them to work with others on tasks/projects

- 5 Describe 2 qualities that may be contained in the person specification for the post of a Customer Services Assistant.

4 marks

*Award one mark per quality outlined and one mark for further development or example.*

- people skills - ability to communicate with both the public and other staff
- organised - needs to have information organised and available to deal with customer queries
- good time management skills - needs to be able to effectively manage tasks set
- works well on own initiative or as part of a team
- record keeping skills - effective customer service depends on having up-to-date information on customers, products and services

## SECTION 2 SUGGESTED SOLUTIONS

1 In order to retain valuable members of staff, organisations have introduced staff friendly working practices.

a Compare job share and part time working practices.

4 marks

*One mark is awarded for each statement of comparison, either similarity or difference. If no attempt to compare no marks. The mark is awarded for the complete statement and not for a point about only one.*

- ❑ Job Share - 1 job, 2 people whereas part-time - 1 job, 1 person
- ❑ Job share - may have built in to contract that if the job share partner leaves then the option to go to full-time is available whereas this option does/may not apply to part-time/full-time work. (Part-time - fixed, permanent contract with hours specified and no option to go full time. If the job increases in time then it becomes a different post.)
- ❑ Job share - needs to be mechanisms in place so that continuity of the post is maintained at hand over time whereas there is no need for hand over in a part-time post.
- ❑ Job share - communication channels between the post holders and the line manager need to be robust. Ways of ensuring consistent standards have to be built into the post. However, part-time - tasks are completed by one person therefore standards are consistent and communication is easier between line manager and only one person.
- ❑ Job share - communication from external contacts to the post holders should be continuous ie there will always be a post holder there to deal with queries. However, with part-time - communication from external contacts may be difficult if the post holder is not there ie it is the post holder's day off.

- b i Suggest the information to be included in a job description and a person specification for the post of an Administrative Assistant.

4 marks

*One mark (max 2) for relevant suggestions for job description. One mark (max 2) for relevant suggestions for person specification.*

Job Description:

Hours of work, holiday entitlement, duties/tasks/responsibilities/pay grading etc

Person Specification:

Relevant skills and qualities for an Administrative Assistant eg organisational skills, communication skills etc.

- ii Describe 2 benefits of the job description to an applicant.

4 marks

*Award one mark for an outline of each benefit and a further mark for an example or development of this benefit.*

- the Job Description gives the applicant information about the job/what is expected of them thereby allowing them to prepare for their interview
- the Job Description gives the applicant more information about the job to see if they have the necessary skills for the post
- an applicant would use the job description to help them identify and to structure their application to ensure that they have highlighted their own strengths.

- c Successful homeworking depends on effective time and task management strategies. Discuss.

8 marks

*Award one mark for each appropriate point made regarding time and task management. Candidate must discuss strategies in order to gain full marks. If lack of discussion (merely listed points) maximum 4 marks available.*

- working hours may be more flexible but homeworker would have to be disciplined to ensure that the necessary hours are worked
- different distractions than in an office environment eg friends calling for coffee; tv - resulting in the need for different strategies than would be used in an office to deal with distractions to ensure time is not wasted and tasks are completed
- lack of supervision means that greater self discipline is required with regard to quality of task content and meeting deadlines
- communication with base office may need to be more organised as face-to-face instant feedback is not available or different working times may be in force eg the homeworker may be working outwith normal office hours, therefore may need to organise/plan when and how to contact the office, time could be wasted waiting for advice/information from line manager
- difficulties associated with undertaking on-the-job training and/or supervision for homeworking staff can make time and task management more complex and affect the quality of output
- resources needed to complete tasks away from base may need to be planned and organised to ensure continuity of task

- delegation of tasks to employees remaining in the office needs to be robust as they need to have enough work left and the quality of the work undertaken without on the spot supervision may deteriorate without careful planning
- ICT equipment associated with homeworking should aid time and task management eg electronic diary can be used as a planning aid to help ensure that an employee's time and the tasks that they require to complete are managed effectively.

- 2 a During a meeting a motion is proposed. Using meeting terminology, outline the process from proposal to conclusion.

6 marks

*Award one mark for an outline of each meeting term in taking the process through from proposal to conclusion.*

- ❑ **motion** - a suggestion is proposed for discussion
- ❑ **proposer** - the person putting forward the motion for discussion at a meeting
- ❑ **seconded** - the proposal normally requires to be seconded by someone else who supports the proposal. If it is seconded, discussion will usually take place
- ❑ **amendment/addendum** - during the discussion someone may propose an "amendment" to the motion in order to improve it (addendum - adding words to the motion)
- ❑ **point of order** - during the discussion you may hear the Chairperson or other member remind the meeting of a "point of order" - this normally means that one of the rules of the meeting has not been followed, that the discussion has become irrelevant or that the language used is unacceptable
- ❑ **right of reply** - when discussion has taken place the proposer should be given the "right of reply" before the motion is put to the vote
- ❑ **the vote** - could take any of the following forms: show of hands, ballot, go into division or voice
- ❑ **resolution** - once the motion has been fully discussed it may then be put to a vote and a "resolution" (a decision) reached which either accepts or rejects it. The Secretary should record the resolution precisely in the Minutes
- ❑ **rider** - this is an addition to a resolution after it has been passed

- b Describe the use of a computer network to support **remote** meetings.

8 marks

*One mark for an outline and a further mark for a development (description).*

*First three exemplar answers give both outline and development/example. Remaining answers are points which should be developed by the candidate.*

- e-diaries for the co-ordination of meeting date including the automatic identification of date/participant clashes
- e-mail can be used to attach documents eg notice of meeting and agenda, minutes of previous meeting can be distributed with little or no cost
- file sharing to allow participants to view and familiarise themselves with information before a meeting eg previous minutes.
  
- e-diaries for the automatic generation and sending of agenda
- e-diaries - project planning built in for help with arranging major meetings eg AGM
- e-diaries - automatic updating/reminders of priorities
- internet for researching information regarding venues/discussion topics
- webcam/videoconferencing for attendees
- file sharing allows all participants to access files during a meeting
- collaborative whiteboarding
- e-forums - closed communication groups to allow preliminary/post meeting discussions
- instant messaging allows those organising the agenda to "chat" re content

- c i Compare the use of presentation software with a paper-based handout for communicating information to participants during a meeting.

4 marks

*One mark is awarded for each statement of comparison, either similarity or difference. If no attempt to compare no marks. The mark is awarded for the complete statement and not for a point about only one.*

- Presentation software allows for colour whereas paper handouts are more expensive to produce in colour
- Presentation software allows for speaker to control direction/pace of presentation eg back and forward between slides whereas a handout usually reads from start to finish
- Presentation software can be enhanced by use of sound and motion whereas handouts are static and therefore not as interesting for the reader
- Presentation software does not necessarily give the participants a record of the presentation for future reference whereas a handout is theirs to keep. However the soft copy of the presentation or handouts taken from the presentation may be distributed

- ii Justify the provision of training for speakers who use presentation software.

2 marks

*Answers must be linked to presentation software for justification marks to be awarded.*

- Features of the software eg slide animation, transition etc will be used effectively resulting in a timeous and slick presentation
- Speakers will be more familiar or at ease with software and therefore presentation will be more professional
- Audience experience will be more focused and have more impact.

[20 marks]

- 3 a Compare a satisfaction survey and a customer focus group as methods of evaluating the effectiveness of customer service policies.

4 marks

*One mark is awarded for each statement of comparison, either similarity or difference. If no attempt to compare no marks. The mark is awarded for the complete statement and not for a point about only one.*

- Written survey - level of response may be lower than required/wanted whereas required number of participants can be invited to focus groups. Agreement to attend a focus group can be obtained in advance and a substitute list drawn up to ensure the required number is reached
- Instant feedback possible in focus groups but not with written surveys
- Depth of response at focus groups can be greater than depth of response to written questions. Supplementary questions can be used at focus group meeting to ensure required depth of response is obtained
- Questions on a written survey can be ambiguous and be misinterpreted. If this is the case it is not always possible to seek clarification. However, at a focus group, a participant can be further questioned on a response
- The responses from a focus group may be of greater value than those from a written survey. Depending on the format of a written survey, respondents may "tick" a box without giving it much thought, whereas responses during a focus group meeting are likely to be more considered
- Dynamics of the group (can be positive or negative) may lead to further discussion or may inhibit discussion whereas written responses are completed in isolation of other participants

- Participants of focus groups may feel more valued or special rather than being targeted by a "mailshot" written survey and therefore may be more likely to give positive "skewed" responses.

- b An organisation gathers customer information from its e-commerce site. Describe the benefits of gathering information from this source.

6 marks

*Award one mark for an outline of each benefit and a further mark for an example or development of this benefit.*

Answer may refer to:

- Primary information
- Internal information
- Cost savings
- Increased willingness of customers to provide feedback
- Facility for ongoing feedback

*If features of good information given (accurate, up-to-date etc) maximum 2 marks if outlined and developed.*

- C Suggest and justify 2 methods of ensuring the confidentiality of electronically held information.

4 marks

*One mark for each suggestion and a further mark for a justification. Justifications should be different.*

*First five exemplar answers give both suggestion and justification. Remaining answers are suggestions which should be justified by the candidate.*

- use computer passwords to limit access to only the relevant users and change these passwords regularly
- automatically lock files if password is entered inaccurately on a set number of successive occasions to prevent unauthorised users gaining access
- do not leave visitors on their own in case confidential information can be viewed
- network levels of access - different levels of access for different users - eg some users may be able to view information, but not make changes to it, whilst others users have the authority to edit information
- fit a burglar alarm to the premises to help prevent being broken into when the office is closed
- computer ID cards
- hard-drive keys
- restrict access to certain areas of the building where sensitive information is held eg by using fingerprint/iris/voice recognition/swipe cards
- encrypt sensitive information sent via e-mail
- store floppy disks in a safe lockable location.

- d The Customer Services section must enforce both The Health and Safety (Display Screen Equipment) Regulations and The Data Protection Act. Outline the key points of both these acts with regard to their employees.

6 marks

*Award one mark for each valid point made with regard to either piece of legislation. The candidate must refer to both acts to gain full marks (maximum 4 marks for one Act).*

Health and Safety (Display Screen Equipment) Regulations 1992:

- requires employers to analyse workstations to assess and reduce risks
- workstations must meet minimum requirements in respect of the screen, desk, chair and keyboards
- the software used must be suitable for the tasks that employees are being asked to complete
- VDUs, chairs and keyboards should all be adjustable to the requirements of the user
- desks should be sufficiently large to allow a flexible arrangement of the equipment the employee requires
- employers must arrange eye tests on employee's request and provide spectacles for work if special ones are needed
- employers must also provide training for employees to ensure VDUs and workstations are used safely and provide information to employees about VDU health and safety

Data Protection Acts (1984 and 1998):

- obtain data fairly and lawfully
- use data for registered and lawful purposes only

- use and disclose data only for the registered purpose
- data must be adequate, relevant and not excessive
- data must be accurate and up-to-date
- data must not be held for longer than necessary
- individuals must be allowed access to information held about them
- an organisation must take action to prevent unauthorised access/disclosure

- 4 a i Outline how an Administration Manager might recognise employees who are not using office technology efficiently.

2 marks

*One mark per statement outlined.*

- Manager is aware that tasks are not completed on time
- Poor quality of work submitted
- Complaints from other staff/customers
- Stress related absences

- ii Describe how these employees could be supported.

4 marks

*One mark for an outline and a further mark for a development (description).*

*First two exemplar answers give both outline and development. Remaining answers are points which should be developed by the candidate.*

- Allocation of buddy/experienced co-worker to assist in training. This person could be approached at any time in order to combat difficulties.
- Certificated external training courses - specific training provided by experts to target skills deficiencies.
  
- In-house training
- Online training

- b An organisation is able to have a 360 degree view of their customers through having efficient data management systems in place. Discuss how the use of these systems may promote customer satisfaction and loyalty.

6 marks

*Award one mark for each appropriate point discussed. Candidate must discuss in order to gain full marks. If lack of discussion (merely listed points) maximum 3 marks available.*

- Identification of the customer and his/her profile leads to speedier response in dealing with an enquiry
- Customer data can enable an organisation to target customer needs more effectively thereby ensuring more focused service
- Ability to check stock levels, delivery times; these give good impression of organisation - as up-to-date information can be readily provided
- Customer can be kept informed of progress of order/service; with internet access customers may be able to track this information for themselves
- Loyalty cards - targeted special offers encourages customers to continue to buy goods/services from same organisation
- Where an organisation offers diverse/multiple services, existing customer can be identified and discounts awarded eg large insurance companies.

- c i Describe 3 ways in which an organisation can inform employees of its fire procedures.

6 marks

*One mark for an outline and a further mark for a development (description).*

*First two exemplar answers give both outline and development. Remaining answers are points which should be developed by the candidate.*

- visit from fire brigade to talk to employees, demonstrate use of equipment, re-inforce internal procedures
- use of intranet to store procedures, provide training materials - allows the employees to access and test themselves
- posters - in public areas, work areas and staff rest rooms
- role playing during staff training/development sessions
- films/videos/dvds
- fire alarm drills
- team discussions
- competitions

- c ii Identify the possible **consequences** to an organisation which fails to communicate legal requirements to its employees.

2 marks

*Award one mark for each consequence (words underlined emphasise the consequences) identified by the candidate.*

- accidents may occur if Health and Safety matters are not properly communicated
- the organisation could be fined if employees are not fully aware of legislation and as a result operate in an inappropriate manner eg improper use of computer software licences may be in break of the Copyright, Designs and Patents Act 1988
- some breaches can result in a prison sentence
- complaints from employees possibly leading to Trade Union involvement and/or increased staff turnover

[20 marks]

- 5 a Describe 3 features of database software which aids the entry of data.

6 marks

*One mark for an outline and further mark for a development (description).*

*First five exemplar answers give both outline and development/example. Remaining answers are points which should be developed by the candidate.*

- Drop-down lists restrict choices and improve accuracy - eg in an employee database containing a department field, a list can be created of the departments in the organisation; the data entry operator then chooses from one of these departments, rather than having to key in the department each time
- Certain information can be pre-entered - eg Hardware Used field may have 2 possible entries, PC or Mac. If PC is the most commonly used hardware in the organisation, then PC can be entered as the default value, and need only be changed for the smaller number of employees who use a Mac
- Input masks can be used so that only specific data can be entered in a specific order within a field - for example, a National Insurance Number with a specific format of numbers and letters can be predetermined and set up so that the operator must enter the numbers and letters as required, otherwise the entry is not accepted
- Can prompt for missing information - ie fields can be set up that require the operator to input data into that field, or be prompted to do so if data omitted

- Predictive text entry speeds up the entry of data, as the operator does not need to key in all data once the data is started, the computer predicts what the operator may be about to key in and the operator can choose to accept this entry (or not)
- Order of entry can be pre-determined
- Database forms can be used allowing the operator to focus on essential information
- Fields can be pre-formatted for specific data types, eg date field
- Automatic calculation, eg age calculated from date of birth

- b Outline the possible **consequences** of ineffective electronic file management.

6 marks

*Award one mark for each valid consequence of ineffective electronic file management.*

- Files cannot be found and may have to be redone
- Wastage of time searching for files
- If naming conventions not followed sharing of files is hampered
- Confidential files may be exposed to unauthorised users - breach of security of information
- Clutter due to old files not being deleted
- Confusion over currency of versions of files - out-of-date information may be used
- Failure to back-up data may result in lost data

- c Discuss the impact of office layout on workflow and employee morale.

8 marks

*If both workflow and employee morale discussed then there is a maximum of 5 marks available for either. Eg 5 and 3 marks could be awarded. It is not possible to gain 6 marks or more for any one area as this is unlikely to have answered the question.*

*Candidates would have to discuss both the workflow and employee morale - if only one discussed then maximum of 4 marks are available.*

*If no attempt to discuss maximum of 4 marks available.*

- Cellular - C                      Open Plan -OP
  
- C - employees may feel isolated if in an office on their own
- C - may be more conducive to work as employees are less likely to be distracted or have their work interrupted - less noise, fewer distractions
- C - may be a barrier to instant verbal communication
- C - may be easier to ensure confidentiality of paperwork
- C - each room can be designed and equipped to suit the employees working in the room or the type of work being undertaken
- C - it is not as easy to increase or decrease the size of work areas to match changes in the volume of work
- C - workflow may be hampered in C layout if an employee who requires to complete a part of a job works in another C office

- OP - may promote team working
- OP - may be more distractions and work flow may not be as high
- OP - may not allow privacy for confidential discussions
- OP - better equipment can be purchased if shared with more staff which can help the flow of work as tasks may be made easier
- OP - workflow may be easier in an OP layout due to close proximity of workers

[20 marks]

[END OF SPECIMEN MARKING INSTRUCTIONS]

**ADMIN/SQP225**

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Administration      Time: 1 hour 20 mins  
Higher  
Paper 2

NATIONAL  
QUALIFICATIONS

Instructions to Candidates  
Specimen Question Paper  
for use in and after 2006

**Information for candidates**

**You work for 1-Stop Office Supplies, an organisation that sells a wide range of stationery, computer supplies and office furniture throughout Scotland.**



**A new Area Sales Manager, Jane Clinton, has recently joined the organisation and you have been assigned to her to provide an administrative service.**

**Jane has left the following memo detailing your tasks for today. The files required for the task can be found in the folder 1STOP. Familiarise yourself with these files prior to starting the tasks.**

# MEMORANDUM



**From:** Jane Clinton, Area Sales Manager  
**To:** Administrative Assistant  
**Date:** Today's

1. (a) I'm planning some visits with our Sales Staff to introduce myself to our customers. I intend to start with customers in the East and West who buy our Mid range through Graham and Paula.

Please produce and print a **concise** database report showing these businesses – ensuring I have the relevant information I need to phone our contact there to introduce myself and make an appointment. I will limit my appointments to customers with a credit rating of 3, 4 or 5.

(Can you please also print out a copy of the search results on which you based the database report?)

The database report should contain:

- (i) page numbers **if** the report runs to more than one page
  - (ii) a header displaying the company name and the 1-Stop logo to the right of the data  
Ensure data is not hidden.
  - (iii) a heading reflecting the purpose of the report
  - (iv) customers displayed in alphabetical order of Salesperson, then in alphabetical order of area. Customers should also be displayed in alphabetical order. The full name of the salesperson should be displayed with only one label—**1-Stop Rep.**
  - (v) a footer on each page displaying your name and today's date.
- (b) My next step will be to target **all** customers of Paula and Graham who are not in the East and West. I intend to send an information pack to these customers before visiting them.
- Please prepare address labels. The top line of each label should read  
Sender's Ref: JC/your own initials  
This line should be one clear line space above the customer details.  
(NB: Please print the labels on A4 paper.)

2. Prior to my visits to customers, I intend to meet with Paula and Graham to discuss their sales in the period January–March.

Summarise their sales:

- (i) on a sheet, showing a breakdown of each item sold including the quarterly total for each salesperson. Print out a formulae view on one sheet **and** a results view.
  - (ii) graphically, comparing their total sales of **each** product. Print a copy of your graph on a separate sheet
3. (a) In preparation for my meeting with Paula, I've typed up some discussion points but I need you to in-fill some information. Could you:
- (i) incorporate **only** the information for Paula at the appropriate points
  - (ii) insert a footer showing filename and path at the left hand side and your name at the right hand side
  - (iii) insert the 1-Stop logo as a header at the right hand side
  - (iv) insert a page break before item 2 in the document
  - (v) insert **two** 2 row, 2 column tables. The column 1 heading should be Jane's Comments and the column 2 heading should be Paula's comments. Row 2 should be deep enough to accommodate handwritten notes which will be taken during the meeting. The tables should be positioned below the details of Paula's customers and below the sales summary.
- (b) Delete the text of discussion points 1 and 2 and insert the following headings:
- Customer Base
  - Sales Targets

## **ADMIN/SQP225**

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Administration      Time: 1 hour 20 mins  
Higher  
Paper 2

NATIONAL  
QUALIFICATIONS

Instructions to Teachers  
Specimen Question Paper  
for use in and after 2006

## Instructions to Teachers/Lecturers

### PRIOR TO THE EXAMINATION

The following files are to be created and saved using the file names indicated. This will enable the candidate to access the required information necessary to complete the tasks. All files may be adapted to suit your centre's housestyle/software provided no additional information is given to candidates. Margins should be in accordance with your centre's housestyle.

**Note:** filenames need not be shown on master printouts (except in the case of any Database files presented using MS ACCESS in datasheet view).

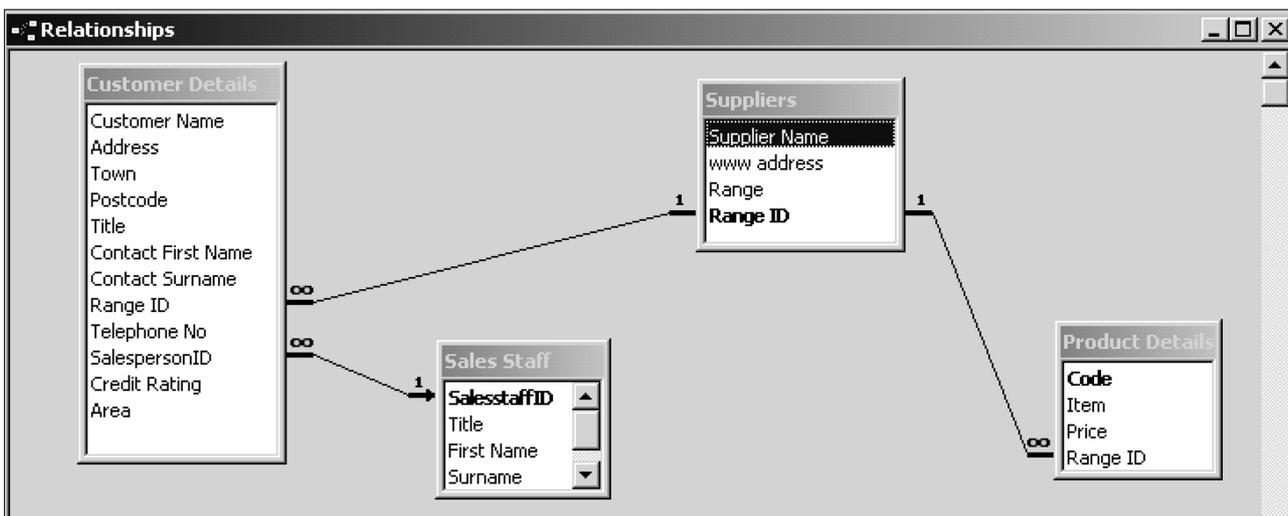
Teachers/Lecturers should ensure that candidates CANNOT get access to files prior to the examination.

**1STOPLOGO** — This is a JPEG file. Information should be presented as shown. Any suitable graphic, that would suit a stationery firm, can be used.

**DISCUSS** — This is a word processing file. Information should be presented as shown using your housestyle font.

**SALEDATA** — This is a spreadsheet file(s). If your software allows this file contains 3 worksheets. Alternatively this data can be set up as 3 distinct files. Cell references MUST match the hard copy supplied. Cells in column D must be formatted as currency to 2 decimal places. Teacher printouts should display row and column headings.

**CUSTDATA** — This is a database file. Fields should be set up appropriately to reflect data type. The database contains 4 record sets. The Customer Details record set contains 34 records. The Suppliers record set contains 6 records. The Product Details record set contains 35 records. The Sales Staff record set contains 5 records. Relationships between the tables should be set up as shown:



Filename: **1STOPLOGO**



Filename: **DISCUSS**

## MEETING WITH PAULA HAMILTON

AIM OF MEETING: TO FAMILIARISE MYSELF WITH PAULA'S CUSTOMER BASE AND SALES TARGETS.

### DISCUSSION POINTS

- 1 Paula's customers, their credit ratings and the product range sold to them are shown below sorted in ascending credit rating order and then alphabetically by customer name:
- 2 Paula's sales figures for Jan-Mar, sorted by descending sales amount, were:

**Worksheet (or File 1): Jan Sales**

	A	B	C	D
<b>1</b>	<b>Mid Range Sales Figures for January</b>			
<b>2</b>	<b>First Name</b>	<b>Surname</b>	<b>Product</b>	<b>Sales</b>
3	Paula	Hamilton	Large desk	£125,000.00
4	Paula	Hamilton	Computer desk	£225,147.00
5	Paula	Hamilton	Printer station	£95,880.00
6	Paula	Hamilton	3-Drawer pedestal	£176,500.00
7	Paula	Hamilton	4-Drawer pedestal	£75,000.00
8	Paula	Hamilton	4-Shelf bookcase	£50,900.00
9	Paula	Hamilton	8-Shelf bookcase	£65,975.00
10	Paula	Hamilton	3-Shelf cupboard	£23,785.00
11	Paula	Hamilton	5-Shelf cupboard	£15,600.00
12	Linda	Kerr	Large desk	£76,500.00
13	Linda	Kerr	Computer desk	£234,000.00
14	Linda	Kerr	Printer station	£58,326.00
15	Linda	Kerr	3-Drawer pedestal	£76,900.00
16	Linda	Kerr	4-Drawer pedestal	£19,435.00
17	Linda	Kerr	4-Shelf bookcase	£231,515.00
18	Linda	Kerr	8-Shelf bookcase	£74,125.00
19	Linda	Kerr	3-Shelf cupboard	£19,500.00
20	Linda	Kerr	5-Shelf cupboard	£125,000.00
21	Graham	Porte	Large desk	£72,500.00
22	Graham	Porte	Computer desk	£200,050.00
23	Graham	Porte	Printer station	£32,865.00
24	Graham	Porte	3-Drawer pedestal	£45,980.00
25	Graham	Porte	4-Drawer pedestal	£82,255.00
26	Graham	Porte	4-Shelf bookcase	£125,000.00
27	Graham	Porte	8-Shelf bookcase	£56,035.00
28	Graham	Porte	3-Shelf cupboard	£35,000.00
29	Graham	Porte	5-Shelf cupboard	£19,875.00
30	Oliver	Reardon	Large desk	£81,900.00
31	Oliver	Reardon	Computer desk	£179,750.00
32	Oliver	Reardon	Printer station	£62,457.00
33	Oliver	Reardon	3-Drawer pedestal	£56,560.00
34	Oliver	Reardon	4-Drawer pedestal	£74,158.00
35	Oliver	Reardon	4-Shelf bookcase	£65,952.00
36	Oliver	Reardon	8-Shelf bookcase	£29,810.00
37	Oliver	Reardon	3-Shelf cupboard	£23,450.00
38	Oliver	Reardon	5-Shelf cupboard	£190,000.00
39	Kieran	Springer	Large desk	£65,059.00
40	Kieran	Springer	Computer desk	£123,665.00
41	Kieran	Springer	Printer station	£225,442.00
42	Kieran	Springer	3-Drawer pedestal	£150,890.00
43	Kieran	Springer	4-Drawer pedestal	£72,500.00
44	Kieran	Springer	4-Shelf bookcase	£65,500.00
45	Kieran	Springer	8-Shelf bookcase	£45,000.00
46	Kieran	Springer	3-Shelf cupboard	£16,000.00
47	Kieran	Springer	5-Shelf cupboard	£12,050.00

**Worksheet (or File 2): Feb Sales**

	A	B	C	D
<b>1</b>	<b>Mid Range Sales Figures for February</b>			
<b>2</b>	<b>First Name</b>	<b>Surname</b>	<b>Product</b>	<b>Sales</b>
3	Paula	Hamilton	Large desk	£129,222.00
4	Paula	Hamilton	Computer desk	£224,144.00
5	Paula	Hamilton	Printer station	£74,882.00
6	Paula	Hamilton	3-Drawer pedestal	£146,422.00
7	Paula	Hamilton	4-Drawer pedestal	£45,645.00
8	Paula	Hamilton	4-Shelf bookcase	£42,722.00
9	Paula	Hamilton	8-Shelf bookcase	£64,744.00
10	Paula	Hamilton	3-Shelf cupboard	£12,908.00
11	Paula	Hamilton	5-Shelf cupboard	£14,622.00
12	Linda	Kerr	Large desk	£46,422.00
13	Linda	Kerr	Computer desk	£210,050.00
14	Linda	Kerr	Printer station	£48,326.00
15	Linda	Kerr	3-Drawer pedestal	£46,722.00
16	Linda	Kerr	4-Drawer pedestal	£19,800.00
17	Linda	Kerr	4-Shelf bookcase	£231,414.00
18	Linda	Kerr	8-Shelf bookcase	£44,124.00
19	Linda	Kerr	3-Shelf cupboard	£17,422.00
20	Linda	Kerr	5-Shelf cupboard	£124,222.00
21	Graham	Porte	Large desk	£43,000.00
22	Graham	Porte	Computer desk	£222,242.00
23	Graham	Porte	Printer station	£32,864.00
24	Graham	Porte	3-Drawer pedestal	£20,900.00
25	Graham	Porte	4-Drawer pedestal	£82,244.00
26	Graham	Porte	4-Shelf bookcase	£124,222.00
27	Graham	Porte	8-Shelf bookcase	£46,234.00
28	Graham	Porte	3-Shelf cupboard	£27,650.00
29	Graham	Porte	5-Shelf cupboard	£17,844.00
30	Oliver	Reardon	Large desk	£81,722.00
31	Oliver	Reardon	Computer desk	£145,650.00
32	Oliver	Reardon	Printer station	£62,444.00
33	Oliver	Reardon	3-Drawer pedestal	£23,970.00
34	Oliver	Reardon	4-Drawer pedestal	£42,150.00
35	Oliver	Reardon	4-Shelf bookcase	£65,000.00
36	Oliver	Reardon	8-Shelf bookcase	£27,812.00
37	Oliver	Reardon	3-Shelf cupboard	£23,442.00
38	Oliver	Reardon	5-Shelf cupboard	£172,222.00
39	Kieran	Springer	Large desk	£63,000.00
40	Kieran	Springer	Computer desk	£123,664.00
41	Kieran	Springer	Printer station	£210,500.00
42	Kieran	Springer	3-Drawer pedestal	£142,872.00
43	Kieran	Springer	4-Drawer pedestal	£42,422.00
44	Kieran	Springer	4-Shelf bookcase	£64,422.00
45	Kieran	Springer	8-Shelf bookcase	£44,222.00
46	Kieran	Springer	3-Shelf cupboard	£17,500.00
47	Kieran	Springer	5-Shelf cupboard	£19,876.00

**Worksheet (or File 3): March Sales**

	A	B	C	D
<b>1</b>	<b>Mid Range Sales Figures for March</b>			
<b>2</b>	<b>First Name</b>	<b>Surname</b>	<b>Product</b>	<b>Sales</b>
3	Paula	Hamilton	Large desk	£112,450.00
4	Paula	Hamilton	Computer desk	£234,500.00
5	Paula	Hamilton	Printer station	£96,000.00
6	Paula	Hamilton	3-Drawer pedestal	£134,500.00
7	Paula	Hamilton	4-Drawer pedestal	£73,000.00
8	Paula	Hamilton	4-Shelf bookcase	£12,375.00
9	Paula	Hamilton	8-Shelf bookcase	£61,050.00
10	Paula	Hamilton	3-Shelf cupboard	£21,750.00
11	Paula	Hamilton	5-Shelf cupboard	£12,760.00
12	Linda	Kerr	Large desk	£72,000.00
13	Linda	Kerr	Computer desk	£198,750.00
14	Linda	Kerr	Printer station	£43,080.00
15	Linda	Kerr	3-Drawer pedestal	£72,090.00
16	Linda	Kerr	4-Drawer pedestal	£18,990.00
17	Linda	Kerr	4-Shelf bookcase	£176,023.00
18	Linda	Kerr	8-Shelf bookcase	£66,400.00
19	Linda	Kerr	3-Shelf cupboard	£14,675.00
20	Linda	Kerr	5-Shelf cupboard	£198,000.00
21	Graham	Porte	Large desk	£45,350.00
22	Graham	Porte	Computer desk	£211,000.00
23	Graham	Porte	Printer station	£32,865.00
24	Graham	Porte	3-Drawer pedestal	£24,500.00
25	Graham	Porte	4-Drawer pedestal	£76,400.00
26	Graham	Porte	4-Shelf bookcase	£100,300.00
27	Graham	Porte	8-Shelf bookcase	£34,500.00
28	Graham	Porte	3-Shelf cupboard	£40,222.00
29	Graham	Porte	5-Shelf cupboard	£23,000.00
30	Oliver	Reardon	Large desk	£80,500.00
31	Oliver	Reardon	Computer desk	£123,450.00
32	Oliver	Reardon	Printer station	£60,500.00
33	Oliver	Reardon	3-Drawer pedestal	£71,050.00
34	Oliver	Reardon	4-Drawer pedestal	£57,750.00
35	Oliver	Reardon	4-Shelf bookcase	£62,450.00
36	Oliver	Reardon	8-Shelf bookcase	£30,500.00
37	Oliver	Reardon	3-Shelf cupboard	£21,900.00
38	Oliver	Reardon	5-Shelf cupboard	£185,000.00
39	Kieran	Springer	Large desk	£66,750.00
40	Kieran	Springer	Computer desk	£129,875.00
41	Kieran	Springer	Printer station	£176,000.00
42	Kieran	Springer	3-Drawer pedestal	£100,250.00
43	Kieran	Springer	4-Drawer pedestal	£87,000.00
44	Kieran	Springer	4-Shelf bookcase	£55,750.00
45	Kieran	Springer	8-Shelf bookcase	£12,000.00
46	Kieran	Springer	3-Shelf cupboard	£15,500.00
47	Kieran	Springer	5-Shelf cupboard	£10,450.00

Filename: CUSTDATA

**Records: Customer Details**

Customer Name	Address	Town	Postcode	Title	Contact First Name	Contact Surname	Range ID	Telep
Jones & Son	Highfield Road	Invercauld	IV2 8TY	Mr	John	Cameron	3	01463
Lawson Bros	Kerr Street	Invercauld	IV3 5RT	Miss	Karine	Patterson	1	01463
Davidson PLC	Seaview Avenue	Invercauld	IV2 5TY	Mr	Peter	Walker	1	01463
Late Store	89 Lynton Street	Invercauld	IV2 7RT	Mr	Jeremy	Earl	1	01463
B-24s	2740 Elliot Circle	Ayrforth	KA3 6KL	Mr	Tony	Tulin	3	01292
Parkers PLC	23 Benson Avenue	Ayrforth	KA6 6LP	Ms	Maxine	Parker	2	01292
Bigtime Events PLC	1904 Summercourt Drive	Dunfermline	KY8 9LX	Mr	Chris	Stringfellowes	3	01383
Grange Products Ltd	4 Ridge Close	Invercauld	IV4 8SD	Mr	Paulo	Santas	2	01463
Anderson Accountants	113 Bread Street	Drumgassie	DG4 9MK	Mr	Nathan	Hicks	3	01387
Doughty Donuts	70 Highfield Lane	Invercauld	IV9 8LM	Mr	Daniel	Doughty	3	01463
Goddard Grocery	197 Thornton Court	Ayrforth	KA7 4WE	Mr	Robb	Goddard	3	01292
James Ness & Sons Ltd	80 Lansworth Avenue	Dunfermline	KY7 6GB	Mr	Marcel	Jacobi	3	01383
Munchables Café	340 Lothian Road	Paisley	PA3 8UJ	Mr	Jamie	Ferguson	3	0141 5
Appleton Supplies PLC	27 Longford Avenue	Paisley	PA4 5TH	Mr	Matthew	Brunswick	3	0141 5
Club 21	Cork Drive	Drumgassie	DG1 5NM	Miss	Lilian	Thomas	3	01387
Kirkton Supplies	Jamesville Road	Drumgassie	DG1 7HJ	Mr	Steven	Barton	1	01387
George Hotel	3 Wallace Walk	Drumgassie	DG1 8KM	Miss	Mary	Jones	3	01387
Janson Enterprises	12 Silverwood Avenue	Drumgassie	DG9 2FV	Mr	Jamie	Beecham	2	01387
Ferguson Ltd	708 Concorde Way	Drumgassie	DG7 8LK	Mr	Daniel	Ferguson	3	01387
Breaktime	14 Pennyfarthing Lane	Dunfermline	KY1 2DC	Mrs	Mel	Carnes	3	01383
UBP	90 Bridgewater Street	Dunfermline	KY7 645	Mr	Maki	Kono	1	01383

Customer Name	Address	Town	Postcode	Title	Contact First Name	Contact Surname	Range ID	Telep
Open All Hours	8 Esk View	Paisley	PA4 2WT	Miss	Susan	James	1	0141 8
Kings Ltd	4 Cherrytree Road	Paisley	PA2 9KL	Ms	Pat	Forrest	2	0141 8
David Pont Ltd	6824 Leadbetter Road	Ayrforth	KA7 6FD	Mr	David	Pont	3	01292
Norton Fire Applicances Ltd	15 Grey Fox Court	Paisley	PA4 6NM	Mr	Shaun	Abernethay	1	0141 8
24-Jul	Crossroads	Dunfermline	KY6 7TH	Mr	Matthew	Collins	3	01383
Imp Supplies	Parkland Industrial Estate	Dunfermline	KY9 4BH	Mr	Liam	Roberts	3	01383
Hawthorn & Daughter	Newcastle Road	Invercauld	IV2 5GH	Mr	Jason	Marshall	3	01463
The Harlequins	10 Randall Close	Paisley	PA5 7FB	Ms	Kerry	Prentice	1	0141 8
Royal Café	1411 Anthony Drive	Invercauld	IV3 5KZ	Mr	Jeff	Alexander	2	01463
Greengage Home Farm	Village Square	Ayrforth	KA7 9MN	Mr	Steve	Chappel	3	01292
Peterson Ltd	Loanfoot Avenue	Ayrforth	KA7 9OP	Mrs	Sylvia	Fotheringham	2	01292
Hume & Sons	24 Battlefield Street	Ayrforth	KA5 4BN	Mr	Jim	Thomson	2	01292
Curtis & Sons	15 Danescroft Street	Dunfermline	KY0 3VC	Mr	Darek	Polaski	2	01383

### Records: Suppliers

Supplier Name	www address	Range	Range ID
Gregory Wholesalers	gregory.net	Executive	1
Lee Poh Retail Supplies Ltd	leepoh.com	Economy	2
Superior Wood Products	superwood.net	Mid	3
Sams Supplies Ltd	sams.co.uk	Stationery	4
Evans & Sons	evans.org.uk	Computer Consumables	5
Cognardo Enterprises	cognardo.co.uk	Workstations	6

**Records: Product Details**

Code	Item	Price	Range ID
651	Large curved desk	£129.99	1
652	Medium desk	£109.99	1
653	Small desk	£79.99	1
654	Corner unit	£74.99	1
655	CPU Unit	£28.99	1
656	3-Drawer pedestal	£109.99	1
657	2-Drawer pedestal	£75.00	1
658	Lateral filing cabinet	£125.00	1
659	4-Shelf bookcase	£75.99	1
660	8-Shelf bookcase	£99.99	1
751	Large desk	£85.99	2
752	Computer desk	£109.99	2
753	Printer station	£49.99	2
754	3-Drawer pedestal	£84.99	2
755	4-Drawer pedestal	£90.00	2
756	Meeting table	£110.99	2
757	4-Shelf bookcase	£59.99	2
758	8-Shelf bookcase	£86.99	2
759	3-Shelf cupboard	£56.99	2
760	5-Shelf cupboard	£75.00	2
851	Task chair	£45.99	2
852	High back operator's chair	£79.99	2
853	Kneel chair	£45.99	2
854	Gas-lift kneel chair	£65.99	1
855	High back manager's chair	£129.99	1
856	High back leather chair	£159.99	1
920	Large desk	£92.95	3
921	Computer desk	£125.00	3
922	Printer station	£63.00	3
923	3-Drawer pedestal	£92.00	3
924	4-Drawer pedestal	£102.00	3
925	4-Shelf bookcase	£64.00	3
926	8-Shelf bookcase	£92.00	3
927	3-Shelf cupboard	£64.45	3
928	5-Shelf cupboard	£84.00	3

**Records: Sales Staff**

Salesperson ID	Title	First Name	Surname	Salary Point
1	Mrs	Paula	Hamilton	5
2	Mr	Kieran	Springer	3
3	Ms	Linda	Kerr	4
4	Mr	Graham	Porte	6
5	Mr	Oliver	Reardon	3

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

**ADMIN/SQP225**

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Administration  
Higher  
Paper 2  
Specimen Marking Instructions  
for use in and after 2006

NATIONAL  
QUALIFICATIONS

## MARKING GUIDELINES AND SUGGESTED SOLUTIONS

Printout 1: Search results on which report based

First Name	Surname	Customer Name	Contact First Name	Contact Surname	Telephone No	Credit Rating	Range	Area
Graham	Porte	Imp Supplies	Liam	Roberts	01383 847420	3	Mid	East
Paula	Hamilton	Bigtime Events PLC	Chris	Stringfellowes	01383 876659	3	Mid	East
Paula	Hamilton	Anderson Accountants	Nathan	Hicks	01387 632541	4	Mid	West
Paula	Hamilton	James Ness & Sons Ltd	Marcel	Jacobi	01383 365232	3	Mid	East
Paula	Hamilton	Club 21	Lilian	Thomas	01387 682452	3	Mid	West

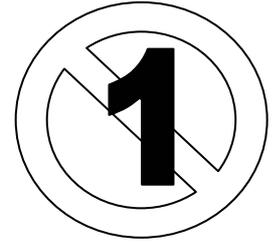
Interrogation Marking Guidelines:

Field	Criteria	Award
Salesperson (firstname or surname)	Graham and Paula (or Porte and Hamilton)	<b>1 mark</b>
Area	East and West	<b>1 mark</b>
Range or Range ID	Mid or 3	<b>1 mark</b> No need to display this field in result of search. Mark can be allocated if customer names displayed are correct
Credit rating	$\geq 3$	<b>1 mark</b> No need to display this field in result of search. Mark can be allocated if customer names displayed are correct
Customer name		<b>1 mark</b>
Contact name		<b>1 mark</b> Can be: Title and surname or Firstname and surname or Title, firstname and surname
Telephone Number		<b>1 mark</b>
Printing data (visibly/legibly)		<b>1 mark</b>

[Total marks 8]

Printout 2: Report (need not be this design)

## ***1-Stop Office Supplies Mid Range Customers***



<i>1-Stop Rep</i>	<i>Area</i>	<i>Customer Name</i>	<i>Contact First Name</i>	<i>Contact Surname</i>	<i>Telephone No</i>	<i>Credit Rating</i>
Hamilton	<b>Paula</b>					
	<i>East</i>					
		Bigtime Events PLC	Chris	Stringfellowes	01383 876659	3
		James Ness & Sons Ltd	Marcel	Jacobi	01383 365232	3
	<i>West</i>					
		Anderson Accountants	Nathan	Hicks	01387 632541	4
		Club 21	Lilian	Thomas	01387 682452	3
Porte	<b>Graham</b>					
	<i>East</i>					
		Imp Supplies	Liam	Roberts	01383 847420	3

*Candidate Name*

*Date*

Report Marking Guidelines:

Note: for marks to be awarded, all data relating to essential details must be visible.

If no interrogation printout has been submitted, then marks can be awarded on the Report printout where appropriate.

<b>Essential details</b>	<b>If Query/Interrogation Award</b>	<b>If No Query/ Interrogation Award</b>
Page number on all pages or No page number shown on a 1-page report	<b>1 mark</b>	<b>1 mark</b>
Header displaying company name 1 mark, logo 1 mark	<b>2 marks</b>	<b>2 marks</b>
Heading reflecting purpose of report	<b>1 mark</b>	<b>1 mark</b>
Customers displayed in alphabetical order of Salesperson (can be sorted only on first name if surname not included).	<b>1 mark</b>	<b>1 mark</b>
Alphabetical sort on Area	<b>1 mark</b>	<b>1 mark</b>
Customers in alphabetical order	<b>1 mark</b>	<b>1 mark</b>
Salesperson details displayed with 1 label Delete extra field header - 1 mark 1-Stop Rep label accurate and consistent - 1 mark	<b>2 marks</b>	<b>2 marks</b>
Full name of Rep displayed	<b>1 mark</b>	<b>1 mark</b>
Footer name and date	<b>1 mark</b> (award all or nothing)	<b>1 mark</b>
Credit ratings can be shown in body of report or in title of report eg Customers with credit ratings of $\geq 3$ or Customers with a 3, 4 or 5 credit rating	<b>1 mark</b>	<b>1 mark</b>
Telephone number and Contact details from interrogation Can be: Title and surname Or First name and surname Or Title, first name and surname	<b>1 mark</b>	<b>1 mark</b>
Telephone number Customer Name Range Area Graham/Paula		<b>1 mark</b> <b>1 mark</b> <b>1 mark</b> <b>1 mark</b> <b>1 mark</b>
	Total 12	Total 18

Printout 3

Mailing labels for all customers of Paula and Graham who are not in the East and West

Sender's Ref: JC/own initials

Jones & Son  
John Cameron  
Highfield Road  
Invercauld  
IV2 8TY

Sender's Ref: JC/own initials

Lawson Bros  
Karine Patterson  
Kerr Street  
Invercauld  
IV3 5RT

Sender's Ref: JC/own initials

Davidson PLC  
Peter Walker  
Seaview Avenue  
Invercauld  
IV2 5TY

Sender's Ref: JC/own initials

Late Store  
Jeremy Earl  
89 Lynton Street  
Invercauld  
IV2 7RT

Sender's Ref: JC/own initials

Hawthorn & Daughter  
Jason Marshall  
Newcastle Road  
Invercauld  
IV2 5GH

Sender's Ref: JC/own initials

B-24s  
Tony Tulin  
2740 Elliot Circle  
Ayrforth  
KA3 6KL

Sender's Ref: JC/own initials

Parkers PLC  
Maxine Parker  
23 Benson Avenue  
Ayrforth  
KA6 6LP

Sender's Ref: JC/own initials

The Harlequins  
Kerry Prentice  
10 Randall Close  
Paisley  
PA5 7FB

Sender's Ref: JC/own initials

Grange Products Ltd  
Paulo Santas  
4 Ridge Close  
Invercauld  
IV4 8SD

Sender's Ref: JC/own initials

Doughty Donuts  
Daniel Doughty  
70 Highfield Lane  
Invercauld  
IV9 8LM

Sender's Ref: JC/own initials

Goddard Grocery  
Robb Goddard  
197 Thornton Court  
Ayrforth  
KA7 4WE

Sender's Ref: JC/own initials

Munchables Café  
Jamie Ferguson  
340 Lothian Road  
Paisley  
PA3 8UJ

Sender's Ref: JC/own initials

Appleton Supplies PLC  
Matthew Brunswick  
27 Longford Avenue  
Paisley  
PA4 5TH

Sender's Ref: JC/own initials

Royal Café  
Jeff Alexander  
1411 Anthony Drive  
Invercauld  
IV3 5KZ

Sender's Ref: JC/own initials

Greengage Home Farm  
Steve Chappel  
Village Square  
Ayrforth  
KA7 9MN

## Labels Marking Guidelines

	<b>Award</b>
Sender's Ref followed by blank line	<b>1 mark</b> (award all or nothing)
Business Name ignore additional contact details	<b>1 mark</b>
Address, Town, Postcode	<b>1 mark</b> (award all or nothing)
Criteria used to generate labels:	
Paula/Graham	<b>1 mark</b>
South/Cental/North	<b>1 mark</b>

Note: Criteria used will be implicit upon the labels produced and it is not expected that candidates will submit a printout of the interrogation used to generate the labels. In addition, criteria used may vary eg Not like East or West may have been used. Marks should be awarded for the correct records (15 in total) that have resulted as a consequence of a correct interrogation.

[Total marks 5]

Printout 4 and Printout 5

Spreadsheet summarising sales showing a breakdown of each item sold:

- (i) including the quarterly total for each salesperson

**Sales Summary Jan-March**

<b>Product</b>	<b>Paula Hamilton</b>	<b>Graham Porte</b>
Large desk	£366,672	£160,850
Computer desk	£683,791	£633,292
Printer station	£266,762	£98,594
3-Drawer pedestal	£457,422	£91,380
4-Drawer pedestal	£193,645	£240,899
4-Shelf bookcase	£105,997	£349,522
8-Shelf bookcase	£191,769	£136,769
3-Shelf cupboard	£58,443	£102,872
5-Shelf cupboard	£42,982	£60,719
	£2,367,483	£1,874,897

One mark is awarded for the value printout.

[Total mark 1]

(i) Formula view

Sales Summary Jan-March		
Product	Paula Hamilton	Graham Porte
Large desk	=JAN SALES!D3+FEB SALES!D3+MARCH SALES!D3	=JAN SALES!D21+FEB SALES!D21+MARCH SALES!D21
Computer desk	=JAN SALES!D4+FEB SALES!D4+MARCH SALES!D4	=JAN SALES!D22+FEB SALES!D22+MARCH SALES!D22
Printer station	=JAN SALES!D5+FEB SALES!D5+MARCH SALES!D5	=JAN SALES!D23+FEB SALES!D23+MARCH SALES!D23
3-Drawer pedestal	=JAN SALES!D6+FEB SALES!D6+MARCH SALES!D6	=JAN SALES!D24+FEB SALES!D24+MARCH SALES!D24
4-Drawer pedestal	=JAN SALES!D7+FEB SALES!D7+MARCH SALES!D7	=JAN SALES!D25+FEB SALES!D25+MARCH SALES!D25
4-Shelf bookcase	=JAN SALES!D8+FEB SALES!D8+MARCH SALES!D8	=JAN SALES!D26+FEB SALES!D26+MARCH SALES!D26
8-Shelf bookcase	=JAN SALES!D9+FEB SALES!D9+MARCH SALES!D9	=JAN SALES!D27+FEB SALES!D27+MARCH SALES!D27
3-Shelf cupboard	=JAN SALES!D10+FEB SALES!D10+MARCH SALES!D10	=JAN SALES!D28+FEB SALES!D28+MARCH SALES!D28
5-Shelf cupboard	=JAN SALES!D11+FEB SALES!D11+MARCH SALES!D11	=JAN SALES!D29+FEB SALES!D29+MARCH SALES!D29
	=SUM(B4:B12)	=SUM(C4:C12)
	RC	RC

Appropriate main and column headings

All products 1 mark

Marking Guidelines

	Award
1st formula for Paula (correct)	1 mark
Relative copy of this formula	1 mark
1st formula for Graham (correct)	1 mark
Relative copy of this formula	1 mark
2 totals	2 marks (1 mark each)
All product details shown	1 mark
Headings	1 mark
Printout on one sheet	1 mark

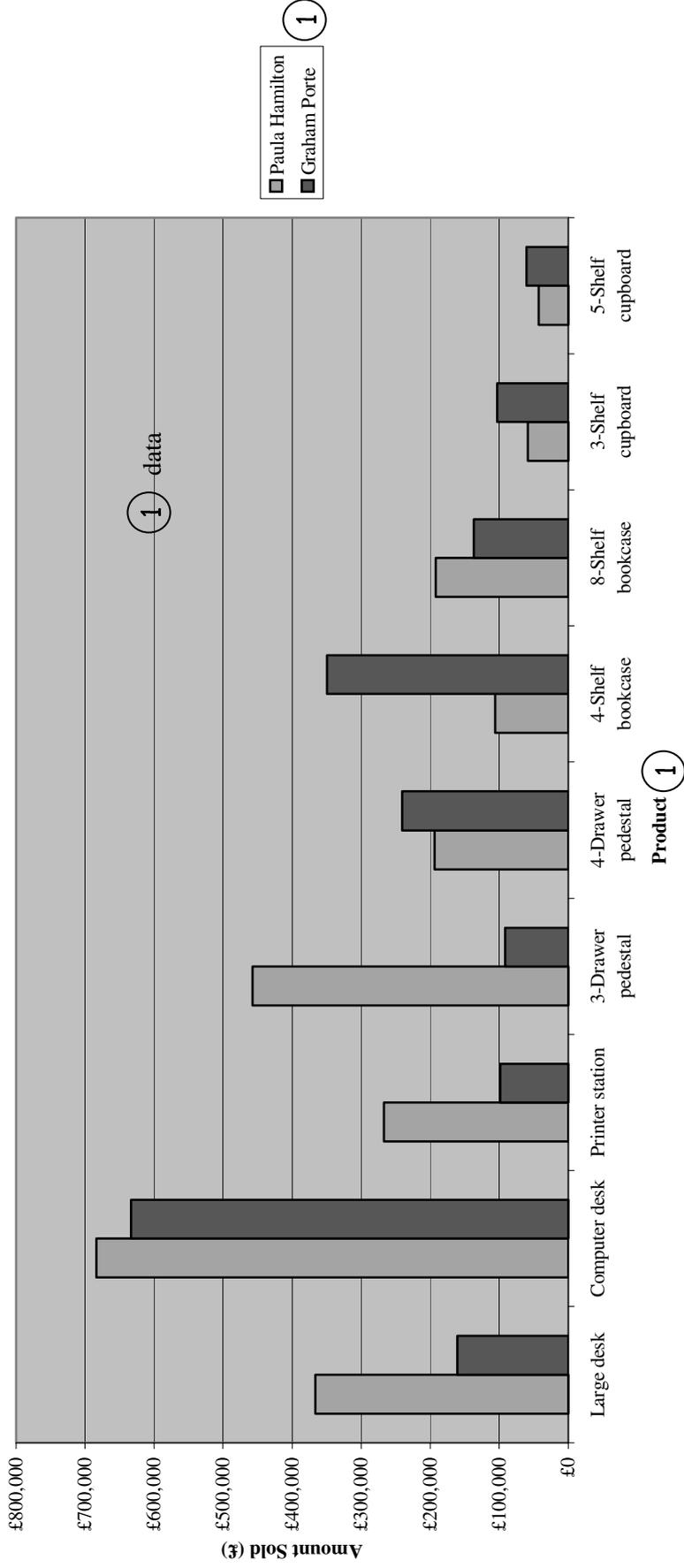
Note: marks should only be awarded for formulae if data is visible and legible

[Total marks 9]

Printout 6

(ii) graphically comparing total sales of **each** product

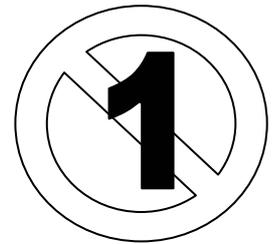
Sales Summary January-March



Marking Guidelines

	<b>Award</b>
x & y labels	<b>1 mark</b>
legend/label	<b>1 mark</b>
chart heading	<b>1 mark</b>
correct data represented	<b>1 mark</b>

[Total marks 4]



MEETING WITH PAULA HAMILTON

AIM OF MEETING: TO FAMILIARISE MYSELF WITH PAULA’S CUSTOMER BASE AND SALES TARGETS.

DISCUSSION POINTS

1 Customer Base

Customer Name	Credit Rating	Range
Grange Products Ltd	1	Economy
Appleton Supplies PLC	2	Mid
Jones & Son	2	Mid
Late Store	2	Executive
Parkers PLC	2	Economy
B-24s	3	Mid
Bigtime Events PLC	3	Mid
Club 21	3	Mid
Doughty Donuts	3	Mid
James Ness & Sons Ltd	3	Mid
Lawson Bros	3	Executive
Anderson Accountants	4	Mid
Goddard Grocery	4	Mid
Davidson PLC	5	Executive
Munchables Café	5	Mid

Jane’s Comments	Paula’s Comments



2

**Sales Targets**

<b>Product</b>	<b>Paula Hamilton</b>
Computer desk	£683,791
3-Drawer pedestal	£457,422
Large desk	£366,672
Printer station	£266,762
4-Drawer pedestal	£193,645
8-Shelf bookcase	£191,769
4-Shelf bookcase	£105,997
3-Shelf cupboard	£58,443
5-Shelf cupboard	£42,982
	<b>£2,367,483</b>

Jane's Comments	Paula's Comments

**Marking Guidelines**

		<b>Award</b>
	Logo in header	<b>1 mark</b>
	Page break before item 2	<b>1 mark</b>
	Table column headings (must be typed in correctly twice for marks to be awarded)	<b>2 marks</b>
	Table construction: 2 rows and 2 columns, 2 <sup>nd</sup> row deep enough for handwritten notes	<b>1 mark</b>
	Table created/copied twice	<b>1 mark</b>
Paula's Customer details	Only 3 fields shown	<b>1 mark</b>
	Correct records (award all or nothing)	<b>2 marks</b>
	Sorted ascending order of credit rating (1 mark) and alpha order of customers (1 mark)	<b>2 marks</b>
	Query inserted at correct place (visible/legible)	<b>1 mark</b>
Paula's Sales figures	Only Paula's figures shown	<b>1 mark</b>
	Sorted in descending order of sales	<b>1 mark</b>
	Spreadsheet date inserted at correct place (visible/legible)	<b>1 mark</b>
	Footer inserted Filename and path at left hand side (1 mark) Candidate name at right hand side (1 mark)	<b>2 marks</b>
	Delete text at item 1 (1 mark) Delete text at item 2 (1 mark)	<b>2 marks</b>
	Insert heading "Customer Base" at correct point	<b>1 mark</b>
	Insert heading "Sales Targets" at correct point	<b>1 mark</b>

[Total marks 21]

**TOTAL MARKS ALLOCATED TO PAPER 60**

## Marking scheme 1-Stop

Candidate name \_\_\_\_\_ Date \_\_\_\_\_

Printout	Action	Poss	Actual	Comments
<b>1 Search results on which Report based</b>	Salesperson (firstname or surname) Graham and Paula (or Porte and Hamilton)	1		
	Area East and West	1		
	Range or Range ID Mid or 3	1		
	Credit rating >=3	1		
	Customer Name	1		
	Contact name	1		
	Telephone Number	1		
	Printout	1		
<b>2 Report</b>	Page number on all pages or No page number shown on a 1-page report	1		
	Header displaying company name/logo	2		
	Heading reflecting purpose of report	1		
	Customers displayed in alphabetical order of Salesperson.	1		
	Alphabetical sort on Area	1		
	Customers in alphabetical order	1		
	Salesperson details displayed with 1 label - 1-Stop Rep	2		
	Full name of Rep displayed	1		
	Footer name and date	1		
	Credit ratings Telephone number Contact details	1		
	<b>3 Mailing labels (on A4 paper)</b>	Sender's Ref followed by blank line	1	
Business Name		1		
Address, Town, Postcode		1		
Criteria used to generate labels:				
Paula/Graham		1		
South/Central/North		1		
<b>4 and 5 Value and Formulae view of spreadsheet</b>	Formulae	6		
	Printout on one sheet	1		
	Headings	1		
	Product details	1		
	Value printout	1		

<b>Printout</b>	<b>Action</b>	<b>Poss</b>	<b>Actual</b>	<b>Comments</b>
<b>6 Chart</b>	All labels and legend	<b>3</b>		
	Correct data represented	<b>1</b>		
<b>7 Discussion Paper</b>	Logo in header	<b>1</b>		
	Page break	<b>1</b>		
	Table column headings (must be typed in correctly twice for marks to be awarded)	<b>2</b>		
	Table construction: 2 rows and 2 columns, 2 <sup>nd</sup> row deep enough for handwritten notes	<b>1</b>		
	Table created/copied twice	<b>1</b>		
	Only 3 fields shown	<b>1</b>		
	Correct records (award all or nothing)	<b>2</b>		
	Sorted ascending order of credit rating (1 mark) and alpha order of customers (1 mark)	<b>2</b>		
	Query inserted at correct place (visible/legible)	<b>1</b>		
	Only Paula's figures shown	<b>1</b>		
	Sorted in descending order of sales	<b>1</b>		
	Spreadsheet data at correct place (visible/legible)	<b>1</b>		
	Delete text at item 1 Delete text at item 2 Insert heading "Customer Base" at correct point Insert heading "Sales Targets" at correct point	<b>2</b> <b>1</b> <b>1</b>		
Footer inserted (filename and path and candidate name)	<b>2</b>			
<b>Total marks possible</b>		<b>60</b>		<b>Sub-total of marks attained</b>
<b>TOTAL MARKS AWARDED FOR PAPER 2</b>			<b>60</b>	

[END OF MARKING INSTRUCTIONS]