ADMIN/SQP229

Administration Intermediate 2

NATIONAL QUALIFICATIONS

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COURSE ASSESSMENT SPECIFICATION

ADMINISTRATION–INTERMEDIATE 2

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.

Paper	Time Allocation	Mark Allocation
1	1 hour	40
2	1 hour 20 minutes	60

Paper 1

- This paper examines knowledge and understanding covering the Course content.
- This paper consists of two sections, A and B.
- Questions set in this paper will be based on the content of Administrative Services (Int 2) in the Course Specification.

Section A–Total Marks 20

- Consists of 100 - 200 words of stimulus material with questions.
- There will be five questions. Questions will be structured with two or three parts. The questions should test both knowledge and understanding and problem solving with the emphasis on problem solving.

Section B–Total Marks 20

- Comprises three questions.
- Candidates will be expected to choose and answer two questions from three.
- Questions will be structured with three or four parts.
- Coverage of the content of Administrative Services (Int 2) as set out in the Course. Specification should be as extensive as possible over both sections A and B.

Paper 2–Total Marks 60

- This paper will assess the use of IT for problem solving in business.
- Presentation software, e-mail, e-diary and the internet will not be tested in the external assessment.
- The paper consists of **three** mandatory tasks.
- Candidates must be provided with electronic files where appropriate to enable them to carry out the given tasks.

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The **instructions/information for candidates** section sets the scene for the candidate as follows:

- briefly describes the organisation
- states the name and designation of the member of staff setting the tasks
- states the time allowed and the conditions under which the assessment must be carried out
- provides a grid with the task number, a brief description of the task, the amount of printouts required and marks allocated to each task
- lists the electronic files provided for candidate use

Tasks 1 and 2–Total Marks 45

Tasks 1 and 2 test the use of a spreadsheet (linking worksheets), and a database to solve a business problem. These will be electronic files partially prepared for candidates. Candidates will be required to solve the business problem using the information given in the tasks.

Marks will be divided between Tasks 1 and 2 according to the nature and complexity of the tasks. The marking scheme applied should be consistent with the marking conventions applied to the Specimen Questions Paper.

The tasks should be contextualised in an area within the candidates' experience to give them confidence to apply their skills in the use of information technology. The Specimen Question Paper has outdoor activities as its theme and candidates could reasonably be expected to be familiar with this.

Task 3–Total Marks 15

Task 3 is a word processing task. The candidate will be required to create a word processing document from a printed or manuscript (or a combination of print and manuscript) copy with between four and six manuscript corrections to be carried out. It will require integration of data from the spreadsheet and/or the database created in Tasks 1 and 2.

The word processing document could be any one from the Course Specification as follows:

- letter (one or two pages)
- business report
- memo
- form
- itinerary

and could include the use of a table.

Where the word processing document used is a letter, memorandum, report or form, a template will be provided for the candidate.

Mailmerge should only be used when the document to be produced is a letter or report.

Candidates will be expected to present work in accordance with organisational house style or accepted convention.

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	40
Paper 2	60
Total Marks	100

The Course award is based on the total mark gained out of 100 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	85-100
A	2	70-84
B	3	65-69
B	4	60-64
C	5	55-59
C	6	50-54
D	7	45-49
NA	8	40-44
NA	9	0-39

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 centre's own prelim, a candidate scores 61/100.
- 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.

COMMENTARY ON SPECIMEN QUESTION PAPER

Tasks 1 and 2

Task 1 in the Specimen Question Paper requires candidates to use a spreadsheet (linking worksheets) and produce printouts showing value and formulae view and a chart (to be included in the word processing document to be produced in Task 3). This is the bigger of the two tasks and is divided into Tasks 1a and 1b to make it manageable for candidates. This task is worth 33 of the 45 marks allocated to Tasks 1 and 2.

Task 2 in the Specimen Question Paper requires candidates to complete and amend a database. The candidate will be required to carry out a mailmerge in Task 3 based on this database. This task is worth 12 of the 45 marks allocated to Tasks 1 and 2.

Task 3

The Specimen Question Paper requires candidates to:

- key in a two-page letter (using the letterhead template) from printed copy
- carry out manuscript corrections
- import the chart they created in Task 1 into the letter
- use the database they completed in Task 2 to carry out a mailmerge

ADMIN/SQP229

Administration Intermediate 2

Specimen Question Paper 1
for use in and after 2006

Time: 1 hour

NATIONAL QUALIFICATIONS

Instructions to candidates

This paper comprises **2** sections.

Section A is a case study and candidates are required to answer **all** questions—**20 marks** are allocated to this section.

Section B requires candidates to answer **2** from **3** structured questions—**20 marks** are allocated to this section.

Candidates should write their answers in the **booklet** provided.

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SECTION A

Read the following case study and answer the questions which follow.

Attempt **all** 5 questions.

Answers are to be written in the answer booklet provided.

Marks

Case Study

MTS is a computer services company. Like all organisations MTS is looking to reduce costs by considering alternative working practices.

One possible solution would be to increase the use of mobile technology. At present 25% of the workforce are teleworkers. If this could be increased to 35% savings could be made on property rental costs.

"We are moving towards a situation where less office space will be required for the same number of employees . . . the layout of our existing cellular offices will need to be adapted to support the likely increase in the demand for hot desks." Jack Jones, Managing Director.

The Human Resources Department will organise additional health and safety training and workstation assessments for homeworkers.

With the proposed increase in the number of employees working from home it is important that the company intranet provides adequate support for all staff.

1. Hot desking is a common working practice in modern organisations.

(*a*) Explain what is meant by the term hot desking. **(1)**

(*b*) State **2** benefits to the organisation from hot desking. **(2)**

2. Some employees who already work from home have voiced the following concerns:

(i) lack of social contact with colleagues;
(ii) reduced work rate;
(iii) lack of support.

For **each** of the above concerns suggest **2** ways MTS could improve the situation. Suggest different ways for each concern. **(6)**

Marks

3. An intranet is a valuable resource for staff.

(*a*) Explain the term intranet. **(1)**

(*b*) State **2** uses of an intranet to an organisation. **(2)**

4. Following recent visits by the Health and Safety Officer to the homes of teleworkers several problems have been identified.

What advice could be provided for teleworkers to overcome these problems?

(*a*) Teleworkers complaining of:

(i) eyestrain; **(1)**

(ii) backache. **(1)**

(*b*) Increase in damage to equipment. **(2)**

5. The Human Resource Department is due to deliver a second seminar on Health and Safety. Staff feedback indicated that the information was poorly presented at the first seminar. The presentation consisted of only a talk and poor quality handouts.

(*a*) Suggest **one** piece of software and **one** piece of equipment which could be used to improve future presentations. **(2)**

(*b*) Explain how this software and equipment would improve future presentations. **(2)**

Total: 20 marks

SECTION B

Candidates must attempt **2** from the following **3** questions.

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

Marks

1. Good customer service and effective communication are vital to every organisation.

(*a*) Describe the importance to an organisation of good customer service. **(2)**

(*b*) (i) List **2** barriers to effective communication. **(2)**

(ii) How could an organisation overcome these barriers to ensure effective communication? **(2)**

(*c*) Suggest **2** benefits of ecommerce to **each** of the following:

(i) the customer; **(2)**

(ii) the organisation. **(2)**

2. An administrative assistant working in the Purchases Department of an organisation would be expected to deal with certain business documents.

(*a*) Describe **2** business documents which an administrative assistant might have to deal with in the process of purchasing goods. **(4)**

(*b*) Define the role of the Human Resources Department in an organisation. **(2)**

(*c*) Only certain members of staff should be able to amend staff records. Currently all staff are able to access and amend this information on the intranet.

Suggest **2** ways the organisation could overcome this problem. **(2)**

(*d*) The Human Resources Department issues contracts of employment.

Give **2** pieces of information contained in the contract of employment. **(2)**

Marks

3. Arranging business travel is a common administrative task.

(*a*) Suggest **2** factors that would influence the choice of method of travel. **(2)**

(*b*) There are several methods of payment available to the business traveller while abroad.

Describe the following methods of payment and suggest **one** specific use for **each**:

(i) Credit Card; **(2)**

(ii) Local Currency. **(2)**

(*c*) Give **2** examples of mobile technologies which allow the business traveller to keep in touch with the main office and suggest an appropriate use for each. **(4)**

Total: 20 marks

[*END OF SPECIMEN QUESTION PAPER*]

ADMIN/SQP229

Administration
Intermediate 2

Paper 1
Specimen Marking Instructions
for use in and after 2006

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The solutions provided below are not exhaustive and any other suitable answers should be accepted.

No half marks awarded.

SECTION A - CASE STUDY

Q 1a Explain what is meant by the term hot desking.

Organisations provide hot desks (or workstations) for homeworkers/teleworkers who occasionally require to come into the office to do some work.
1 mark

Q 1b State **2** benefits to the organisation from hot desking.

Saves valuable office space
Saves money
Makes good use of expensive ICT equipment

Any 2 – 1 mark each (2 marks)

Q 2 Some employees who already work from home have voiced the following concerns.

Lack of social contact

Introduce teambuilding events
Issue newsletters
Set up a network of peer support
Introduce regular staff meetings
Use video conferencing
Encourage homeworkers to come into the office occasionally

Any 2 – 1 mark each (2 marks)

Reduced work rate

Introduce training in time and task management
Introduce support and supervision sessions
Have regular meetings with line manager

Any 2 – 1 mark each (2 marks)

Q2 (contd)

Lack of support

Improve company intranet to provide information and generate climate of support
Introduce support and supervision sessions
Set up a network of peer support
Introduce regular staff meetings
Have regular meetings with line manager
Encourage homeworkers to come into the office occasionally

Any 2 – 1 mark each (2 marks)

Use different solutions for each of the above areas

Q 3a Explain the term intranet.

Internal computer network which allows employees to share software applications and data and access the internet

1 mark

Q 3b State **2** uses of an intranet to an organisation.

Provides employees with up-to-date information
Provides access to internal policies and procedures
Provides access to internal phone directories
Provides information on staff vacancies
Provides access to any frequently consulted document eg staff handbook, customer/supplier lists, internal accounts, newsletters, minutes of meetings.

Any 2 – 1 mark each (2 marks)

Q 4 (a) Teleworkers complaining of:

(i) Eyestrain

Take regular eye tests
Use anti glare screens
Have appropriate lighting
Adjust brightness/contrast
Wear glasses if required
Adjust swivel and tilt screens
Clean the monitor regularly
Attend training to ensure VDUs are used safely
Take regular breaks

Any one – 1 mark

Q4 (a) Teleworkers complaining of

(ii) Backache

Attend training to ensure VDUs are used safely
Take regular breaks
Position machine correctly
Have appropriate adjustable chair/footrest
Have adjustable monitors

Any one – 1 mark

(b) Increase in damage to equipment

Attend training to ensure computer equipment is used safely
Have regular safety checks
Don't eat or drink near the machine

Any 2 – 1 mark each (2 marks)

Q 5 (a) Suggest **one** piece of software and **one** piece of equipment which could be used to improve future presentations.

<u>Software</u>
Presentation software – accept software specific references eg PowerPoint, Keynote

1 mark

<u>Equipment</u>
Multi-media projector
OHP
Autocue
Interactive whiteboard
Quality printer

1 mark

(b) Explain how this software and equipment would improve future presentations.

Presentation ***software*** *allows*

- *information to be presented clearly to everyone*
- *information to be presented as a slide show*
- *incorporation of data from other software applications and the Internet/use of hyperlinks*
- *the production of handouts of the presentation*
- *the speaker to time her/his delivery of the presentation*

Any one – 1 mark

equipment *– explanation of how equipment chosen would improve future presentations eg*

multi media projector – allows projection of presentation onto screen for maximum clarity and visual impact

quality printer – produces good quality handouts
1 mark ***Total: 20 marks***

SECTION B

The solutions provided below are not exhaustive and any other suitable answers should be accepted.

No half marks awarded.

Candidates must answer 2 from 3 questions.

Q 1a Describe the importance to an organisation of good customer service.

Good customer service will help to ensure customers remain loyal to the organisation

Good customer service will attract customers to the organisation

Good customer service will improve the reputation of the organisation

Any 2 – 1 mark each (2 marks)

1b(i) and (ii)

Barriers to effective communication and ways to overcome these barriers.

Use of jargon – use plain, easily understood language
Length of the communication chain – keep the chain short so that information is not lost or distorted
Technical problems with the communication medium – maintain equipment regularly
Too much information – be concise
Poorly expressed information (written or oral) – give thought to the articulation of information to be conveyed
Inappropriate choice of communication method – choose the correct method for the desired impact
Wrong target audience – consider your audience and pitch information at the correct level

one mark each barrier (2 marks)
one mark each way of overcoming barrier (2 marks)

1c Suggest **2** benefits of ecommerce to

the customer

can view products online
can buy products online
can save money – fewer overheads therefore lower prices passed on the customer
can purchase at any time of day or night

Any 2 – 1 mark each (2 marks)

the organisation

can sell products to an international market online
has fewer overheads
can process orders faster
can increase profits
can update products and introduce new products quickly
can keep in touch with customers through email

Any 2 – 1 mark each (2 marks)

10 marks

Q 2a An administrative assistant working in the Purchases Department of an organisation would be expected to deal with certain business documents.

Describe **2** business documents which an administrative assistant might have to deal with in the process of purchasing goods.

Letters of enquiry

- *sent by purchaser to a number of possible suppliers*
- *asks about prices, availability, delivery dates, discount*

Quotation

- *sent by prospective suppliers*
- *includes information about prices availability, delivery dates, discount*

Order

- *sent to supplier*
- *states quantity, type of goods required, catalogue number, price*

Advice note

- *sent by supplier at times goods are sent*
- *gives purchaser information on the quantity and type of goods which have been sent*

Delivery note

- *sent by supplier along with the goods*
- *used for checking receipt of the goods*

Goods received note

- *prepared by the purchaser*
- *used to inform departments within the purchaser's firm of delivery of the goods*

Invoice

- *sent by supplier*
- *informs the purchaser of the amount to be paid, trade discount, VAT and cash discount for prompt payment*

Credit note

- *sent by the supplier*
- *sent when goods have been returned because they were not ordered, faulty etc*

Statement

- *sent by supplier*
- *informs purchaser of payments received, credit notes, total amount owing*

Any 2 – 2 marks each (4 marks)
(*Candidates must state who sends document and reason for sending)*

2b Define the role of the Human Resources Department in an organisation.

Deals with recruitment and selection of staff and staff welfare.

Appropriate definition – (2 marks)

2c Only certain members of staff should be able to amend staff records. Currently all staff are able to access and amend this information on the intranet.

Suggest **2** ways the organisation could overcome this problem.

User IDs
Passwords
ID cards
Access levels
ID keys
Dongles
Voice prints, finger prints, signature recognition, iris recognition

. ***Any 2 – 1 mark each (2 marks)***

2d The Human Resources Department issues contracts of employment.

Give **2** pieces of information contained in a contract of employment.

job title
hours worked
rate of pay
holiday entitlement
period of notice
place/places of work

Any 2 – 1 mark each (2 marks)

10 marks

Q 3a Arranging business travel is a common administrative task.

Suggest **2** factors that would influence the choice of method of travel.

the destination
distance to be travelled
time available
policy of the organisation
budget for trip

Any 2 – 1 mark each (2 marks)

3b There are several methods of payment available to the business traveller while abroad.

Describe the following methods of payment and suggest **one** specific use for **each**:

(i) Credit Card

- *Used to pay for goods and services on credit (to be paid for at a later date)*
- *Useful for paying for hotel accommodation, meals in restaurants*

(ii) Local Currency

- *Purchased in advance from bank/travel agent/building society*
- *Useful for paying for taxi hire, refreshments*

2 marks each – (4 marks)

3c Give **2** examples of mobile technologies which allow the business traveller to keep in touch with the main office and suggest an appropriate use for each.

Lap-top/notebook – useful for checking ediary, sending emails. file sharing, internet access
Mobile phone – useful for contacting colleagues to find or pass on relevant information/multimedia messaging/video conferencing

2 marks each (4 marks)

10 marks

ADMIN/SQP229

Administration Intermediate 2

Time: 1 hour 20 minutes

NATIONAL QUALIFICATIONS

Specimen Question Paper 2
for use in and after 2006

1 Attempt all 3 tasks.

2 Marks are allocated to tasks as follows:

Task 1—33 marks
Task 2—12 marks
Task 3—15 marks

3 At the end of the examination, place your printouts and answer book inside the clear envelope provided. Hand the envelope to the invigilator.

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Instructions/Information for Candidates

You are the Administrative Assistant working for the Glen Osprey Hotel. You are required to carry out a number of tasks given to you by **David Quinn, Activities Coordinator**.

All tasks are **closed book tasks**. No reference may be made to notes, books or manuals while carrying out these tasks.

You are allowed **1 hour 20 minutes** to complete all tasks. **Alterations to tasks must not be made after this time.** However if, for any reason, you have not printed during the 1 hour 20 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	MARKS
1	**1a** — You are required to amend a spreadsheet, enter data and produce **one** printout.	**7** marks
	1b — You are required to work with more than one sheet and produce **one** printout.	**4** marks
	1c — You are required to copy and amend a spreadsheet, create a bar chart and produce **3** printouts.	**22** marks
2	You are required to update a database and produce **3** printouts.	**12** marks
3	This task requires you to key in a letter and merge with an existing database. You are required to produce **2** printouts.	**15** marks

The following files have been provided electronically for you to access during the examination.

GOHSS — a spreadsheet file containing **2** worksheets—**PARTICIPANTS** for use in TASK 1a and **INCOME** for use in TASK 1b

GOHDB1— a database file for use in TASK 2

GOHLH — a letterhead for the Glen Osprey Hotel (a word processing document) for use in TASK 3

GOHDB2— a database file for use in TASK 3

Your name should be displayed on all work submitted.

Key in your name on each printout.

TASK 1a

*I have collated information on the number of participants who have taken part in the various activities during the period July-December 2005. This information is contained in the spreadsheet file **GOHSS**. Complete the sheet **PARTICIPANTS** using the following information.*

David

You may tick (✓) each box as you complete the instruction.

❑ Open the spreadsheet file **GOHSS** and use the sheet **PARTICIPANTS.**

❑ Insert a column **Archery**. This column should be placed immediately after **4 × 4 Off Road.**

❑ Input the data for Archery from the table below.

ARCHERY	
MONTH	**NO OF PARTICIPANTS**
July	288
August	402
September	281
October	179
November	140
December	200

❑ Add a row with the label **Maximum**. Embolden this label. Complete this row using an appropriate formula to show the maximum number of participants for each activity.

❑ Shade the row Maximum.

❑ **Save** the changes **without** changing the filename.

❑ **Print** a copy of the sheet **PARTICIPANTS** on one page displaying formulae and showing row and column headings and gridlines. **7**

Marks

TASK 1b

*Use the sheet **INCOME** to calculate the income from activities in 2005. In order to complete this task you will need to link information from the sheet **PARTICIPANTS** completed in Task 1a.*

David

You may tick (✓) each box as you complete the instruction.

- ❑ Use the sheet **INCOME** to complete the information on No of Participants. Link this with the sheet **PARTICIPANTS.**
- ❑ Calculate income for 2005 for each activity.
- ❑ **Save** the changes **without** changing the filename.
- ❑ **Print** the sheet **INCOME** showing gridlines. **4**

TASK 1c

For next week's Management Meeting I need some projected figures for the second half of 2006. Use the information below to calculate these figures.

David

You may tick (✓) each box as you complete the instruction.

❑ Copy the sheet **INCOME.**

❑ Rename the sheet **PROJECTED INCOME.**

❑ Insert **3** rows after the Income figures for 2005 with the following labels.

- **PROJECTED INCOME 2006 (JULY–DECEMBER) (embolden** this label)
- No of Participants (format this row for **number** and **no decimal places**)
- Income (format this row for **currency** and **no decimal places**)

❑ It is expected that the number of participants will increase by 10% in 2006. As this percentage may change you are required to use an absolute cell reference. Calculate the No of Participants for 2006.

❑ Prices of activities for 2006 will remain the same as 2005 prices. Calculate the income from activities for 2006 using appropriate formulae.

❑ Insert a row labelled **Commission 2006**. Embolden this label.

❑ Senior Management are currently looking at a proposal to pay commission to our Activity Instructors. This commission will be based on income from the activities. We propose to pay 10% commission on income of £40,000 and above and 5% on income below £40,000.

Using the income figures for 2006 and appropriate formulae calculate the commission for each activity.

❑ **Save** the changes **without** changing the filename.

Marks

TASK 1c (continued)

- ❑ **Print** the sheet **PROJECTED INCOME** on one page showing gridlines.
- ❑ **Print** the sheet **PROJECTED INCOME** displaying formulae, and showing row and column headings and gridlines.
- ❑ Create a bar chart comparing income from each activity for July–December 2005 and projected income for July–December 2006.
- ❑ **Print** a copy of the bar chart on a separate sheet.

Please note

You will be required to copy the bar chart to the letter in Task 3.

22

Total: 33 marks

TASK 2

I have started to create a database of temporary instructors. In the future I will need this information at my fingertips to cover staff absence. Please update the database filename ***GOHDB1*** *from the information provided.*

David

You may tick (✓) each box as you complete the instruction.

❑ Create **2** new fields **Activity** and **Telephone number**.

❑ Update the database from the information given below:

NAME	ACTIVITY	TELEPHONE NUMBER
Mr John Watson	Golf	0141 556 9874
Mr Karl Oppenheimer	Spa	01796 225 889
Mrs Janet MacFarlane	Horseriding	0141 887 4444
Miss Samantha Anderson	Spa	0131 221 6678
Mr Habib Ahmed	Archery	0141 427 2251
Ms Morag Lyons	4 × 4 Off Road	01324 222 789
Mr William Smith	Golf	0141 334 4459
Mr Samuel Simpson	4 × 4 Off Road	01721 225 547
Mrs Patricia Belmont	Spa	01698 333 555
Mr David Jones	Golf	0131 447 8521

❑ Sort the database alphabetically by **Activity** and **Surname**.

❑ **Print** a copy of all records on one page.

❑ Miss Samantha Anderson is now married. Her married name is Mrs Samantha Johnston. Amend her details.

❑ Mr Karl Oppenheimer has emigrated. Delete his record.

❑ **Print** all records showing only the fields **Title**, **First Name**, **Surname**, **Town**, **Activity** and **Telephone Number** in that order. Ensure that the **Activity** and **Surname** fields are still in alphabetical order.

❑ Search for instructors who live in **Glasgow** and whose activity is **Golf**.

❑ **Print** a report from the results of this search showing only **First Name**, **Surname**, **Town** and **Activity** fields in that order. Use the title **Glasgow Golf Instructors – own name**.

Total: 12 marks

TASK 3

*Please key in the following 2-page letter which is to be sent to all permanent activity instructors who live in Glasgow. Please **print** the first page of the letter showing "merge fields" on **plain paper** and a copy of the "merged letter" to one of our Glasgow instructors on the **headed paper** - filename **GOHLH**. Insert a suitable page break. You will find the permanent instructors' names and addresses in the database file **GOHDB2**. Insert a suitable reference and date as postmark.*

David

Dear

Last year at the Glen Osprey Hotel was our most successful year to date.

/in 2005 The most popular activities were:

Spa
4 x 4 Off Road
Golf

Bullets and embolden

Income for 2005 and projected income for 2006 is shown in the chart below:

Insert chart created in Task 1C

At a recent staff meeting it was proposed that there should be changes to the way instructors are paid. At the moment instructors are paid per hour plus a flat rate basic salary. The proposal put forward at the last staff meeting was to replace basic salary with a commission payment.

u c A special staff meeting will take place on 6 January 2006 to discuss this proposal. Financial Advisers will be present at the meeting to assist you. Only after full discussion, will any decision be made.

TASK 3 (continued)

stet One of the major strengths of Glen Osprey is the quality of our activity instructors. I value your ~~input~~ in making Glen Osprey the best in the business.
~~contribution~~

I look forward to seeing you at the Special Staff Meeting.

Yours

David etc

Total: 15 marks

[*END OF SPECIMEN QUESTION PAPER*]

ADMIN/SQP229

Administration Intermediate 2

Time: 1 hour 20 minutes

NATIONAL QUALIFICATIONS

Instructions to Teachers/ Lecturers

Specimen Question Paper 2

for use in and after 2006

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Instructions to Teachers/Lecturers

Prior to the examination the following files require to be created and saved using the file names indicated. This will enable the candidate to access the information required to complete the tasks.

Teachers and lecturers should ensure that candidates CANNOT access files prior to the examination.

On the date of the examination you are required to send printouts of the prepared files to the Scottish Qualifications Authority. These should be submitted, by the invigilator, along with the candidates' printouts in **each** return envelope.

House style is acceptable for all documents—ensure all data is **accurate**.

GOHSS — this is a spreadsheet file containing 2 worksheets. Printouts of spreadsheet worksheets for submission to SQA should *include row and column headings and gridlines*. The spreadsheet file and worksheet should be set up to suit the requirements of your software.

GOHDB1— this is a database file for use in Task 2. Field names should be keyed in using capitals and all fields should be formatted appropriately. Please note that although this is a flat file database, a primary key should be set to allow for consequential numbering of records.

GOHLH— this is a word processing document—a letterhead for Glen Osprey Hotel. Any suitable fonts may be used. Insert an appropriate graphic. Margins should be set as per house style.

GOHDB2— this is a database file for use in Task 3. Field names should be keyed in using capitals and all fields should be formatted appropriately. Please note that although this is a flat file database, a primary key should be set to allow for consequential numbering of records.

Worksheet for use in Task 1A—PARTICIPANTS

	A	B	C	D	E	F
1	**GLEN OSPREY HOTEL**					
2	**ACTIVITIES 2005 (JULY–DECEMBER)**					
3	**NO OF PARTICIPANTS**					
4		**GOLF**	**HORSERIDING**	**SPA**	**4 × 4 OFF ROAD**	**TOTAL**
5	July	300	145	1500	340	2285
6	August	270	135	1116	370	1891
7	September	132	89	934	290	1445
8	October	79	76	707	105	967
9	November	50	48	324	40	462
10	December	70	80	500	64	714
11	**TOTAL**	901	573	5081	1209	

Instructions to Teachers/Lecturers

- Key in the above worksheet.
- Save this worksheet using the filename: **PARTICIPANTS**.
- **Embolden** all headings in rows 1–4.
- Data in the **Total** row (row 11) and the **Total** column (column F) **must** be input as **formulae**.
- Format all cells appropriately.

FILENAME: GOHSS

Worksheet for use in Task 1B—INCOME

	A	B	C	D	E	F
1	**GLEN OSPREY HOTEL**					
2	**INCOME 2005 (JULY–DECEMBER)**					
3						
4		**GOLF**	**HORSERIDING**	**SPA**	**4 × 4 OFF ROAD**	**ARCHERY**
5	No of participants					
6	Income					
7						
8						
9	**ACTIVITY**	**PRICE (£)**				
10	Golf	30				
11	Horseriding	25				
12	Spa	15				
13	4 × 4 Off Road	50				
14	Archery	15				

Instructions to Teachers/Lecturers

- Key in the above worksheet.
- Save this worksheet using the filename: **INCOME**.
- **Embolden** headings as shown.
- Format **row 5** (No of participants) as **number** with **no decimal places**.
- Format **row 6** (Income) as **currency** with **no decimal places**.
- Format **cells B10:B14** as **number** with **no decimal places**.

FILENAME: GOHDB1

ID	TITLE	FIRST NAME	SURNAME	ADDRESS	TOWN	POST CODE
1	Mr	John	Watson	6 Mill Road	Glasgow	G42 6DC
2	Mr	Karl	Oppenheimer	194 Earl's Court	Pitlochry	PH6 9FX
3	Mrs	Janet	MacFarlane	17a Langton Drive	Glasgow	G54 8LO
4	Miss	Samantha	Anderson	5 Newton Avenue	Edinburgh	EH6 9LP
5	Mr	Habib	Ahmed	234 Shields Street	Glasgow	G55 2PL
6	Ms	Morag	Lyons	19 Main Street	Falkirk	FK7 4YU
7	Mr	William	Smith	780 St John's Road	Glasgow	G41 3TT
8	Mr	Samuel	Simpson	3 Church Brae	Peebles	D12 12D
9	Mrs	Patricia	Belmont	2 Hamilton Road	Motherwell	ML3 4PK
10	Mr	David	Jones	3 Appin Lane	Edinburgh	EH12 7UE

FILE NAME: GOHLH

GLEN OSPREY HOTEL
LUSS
LOCH LOMOND

telephone: 07778 9586621
email: enquiries@glenosp.timpani.co.uk

ID	TITLE	FIRST NAME	SURNAME	ADDRESS	TOWN	POST CODE
1	Mr	Jim	Hall	8 School Road	Glasgow	G40 8SE
2	Ms	Laura	McNiven	10 Regency Street	Aberdeen	AB20 5DE
3	Mrs	Paula	Ball	102 Oak Terrace	Glasgow	G30 8WE
4	Mrs	Susan	Carr	20 Acorn Drive	Glasgow	G25 9NE
5	Ms	Barbara	Patterson	4 Oldmill Street	Perth	PH16 7TA
6	Mrs	Helen	Taylor	6 Queen Road	Edinburgh	EH12 6BU
7	Mr	Mario	Scipioni	18 Low Street	Aberdeen	AB19 8DO

[*END OF SPECIMEN INSTRUCTIONS TO TEACHERS/LECTURERS*]

ADMIN/SQP229

Administration
Intermediate 2

Paper 2
Specimen Marking Instructions
for use in and after 2006

NATIONAL
QUALIFICATIONS

SCOTTISH
QUALIFICATIONS
AUTHORITY
©

No half marks to be awarded.

Task 1a - Printout

GLEN OSPREY HOTEL						
ACTIVITIES 2005 (JULY-DECEMBER)						
NO OF PARTICIPANTS						
	GOLF	**HORSERIDING**	**SPA**	**4 X 4 OFF ROAD**	**ARCHERY**	**TOTAL**
July	300	145	1500	340	288	=SUM(B5:F5)
August	270	135	1116	370	402	=SUM(B6:F6)
September	132	89	934	290	281	=SUM(B7:F7)
October	79	76	707	105	179	=SUM(B8:F8)
November	50	48	324	40	140	=SUM(B9:F9)
December	70	80	500	64	200	=SUM(B10:F10)
TOTAL	=SUM(B5:B10)	=SUM(C5:C10)	=SUM(D5:D10)	=SUM(E5:E10)	=SUM(F5:F10)	
MAXIMUM	=MAX(B5:B10)	=MAX(C5:C10)	=MAX(D5:D10)	=MAX(E5:E10)	=MAX(F5:F10)	

Data must be *accurate* and *visible* to be awarded marks.

AWARD:

Insert column Archery – accurate heading and correct position Entries in column (all correct)	1 mark 1 mark
Add row – MAXIMUM – accurate and emboldened label Correct formulae – one mark for first formula, 1 mark for replication Shade the row	1 mark 2 marks 1 mark
Printing instructions (all correctly carried out): Printed on one page Row and column headings and gridlines	 1 mark
Total	**7 marks**

Task 1b – Printout

GLEN OSPREY HOTEL					
INCOME 2005 (JULY-DECEMBER)					
	GOLF	HORSERIDING	SPA	4 X 4 OFF ROAD	ARCHERY
No of participants	901	573	5081	1209	1490
Income	£27,030	£14,325	£76,215	£60,450	£22,350
ACTIVITY	PRICE (£)				
Golf	30				
Horseriding	25				
Spa	15				
4 x 4 Off Road	50				
Archery	15				

Data must be *accurate* and *visible* to be awarded marks.

AWARD:

No of participants (all correct)	2 marks
Income figures (all correct)	2 marks
Total	**4 marks**

Task 1c – Printout 1

GLEN OSPREY HOTEL							10%
INCOME 2005 (JULY-DECEMBER)							
	GOLF	**HORSERIDING**	**SPA**	**4 X 4 OFF ROAD**	**ARCHERY**		
No of participants	901	573	5081	1209	1490		
Income	£27,030	£14,325	£76,215	£60,450	£22,350		
PROJECTED INCOME 2006 (JULY-DECEMBER)							
No of participants	991	630	5589	1330	1639		
Income	£29,733	£15,758	£83,837	£66,495	£24,585		
Commission 2006	£1,487	£788	£8,384	£6,650	£1,229		
ACTIVITY	**PRICE (£)**						
Golf	30						
Horseriding	25						
Spa	15						
4 x 4 Off Road	50						
Archery	15						

Data must be *accurate* and *visible* to be awarded marks.

AWARD:

Insert rows: **PROJECTED INCOME 2006 (JULY-DECEMBER)** – label accurate **and** emboldened No of participants – label accurate Income – label accurate Both rows listed immediately above correctly formatted	 1 mark 1 mark 1 mark
Income figures (2006) (all correct)	2 marks
Insert row: **Commission 2006 –** label accurate and emboldened Commission figures (all correct)	1 mark 2 marks
Printing instructions (all correctly carried out): on one page showing gridlines	 1 mark
Total	**9 marks**

Task 1c – Printout 2

GLEN OSPREY HOTEL			
INCOME 2005 (JULY-DECEMBER)			
	GOLF	**HORSERIDING**	**SPA**
No of participants	=Participants!B11	=Participants!C11	=Participants!D11
Income	=B4*B11	=C4*B12	=D4*B13
PROJECTED INCOME 2006 (JULY-DECEMBER)			
No of participants	=B4+(B4*H1)	=C4+(C4*H1)	=D4+(D4*H1)
Income	=B7*B11	=C7*B12	=D7*B13
Commission 2006	=IF(B8>=40000,B8*10%,B8*5%)	=IF(C8>=40000,C8*10%,C8*5%)	=IF(D8>=40000,D8*10%,D8*5%)
ACTIVITY	**PRICE (£)**		
Golf	30		
Horseriding	25		
Spa	15		
4 x 4 Off Road	50		
Archery	15		

			0.1
4 X 4 OFF ROAD	**ARCHERY**		
=Participants!E11	=Participants!F11		
=E4*B14	=F4*B15		
=E4+(E4*H1)	=F4+(F4*H1)		
=E7*B14	=F7*B15		
=IF(E8>=40000,E8*10%,E8*5%)	=IF(F8>=40000,F8*10%,F8*5%)		

See next page for marking instructions.

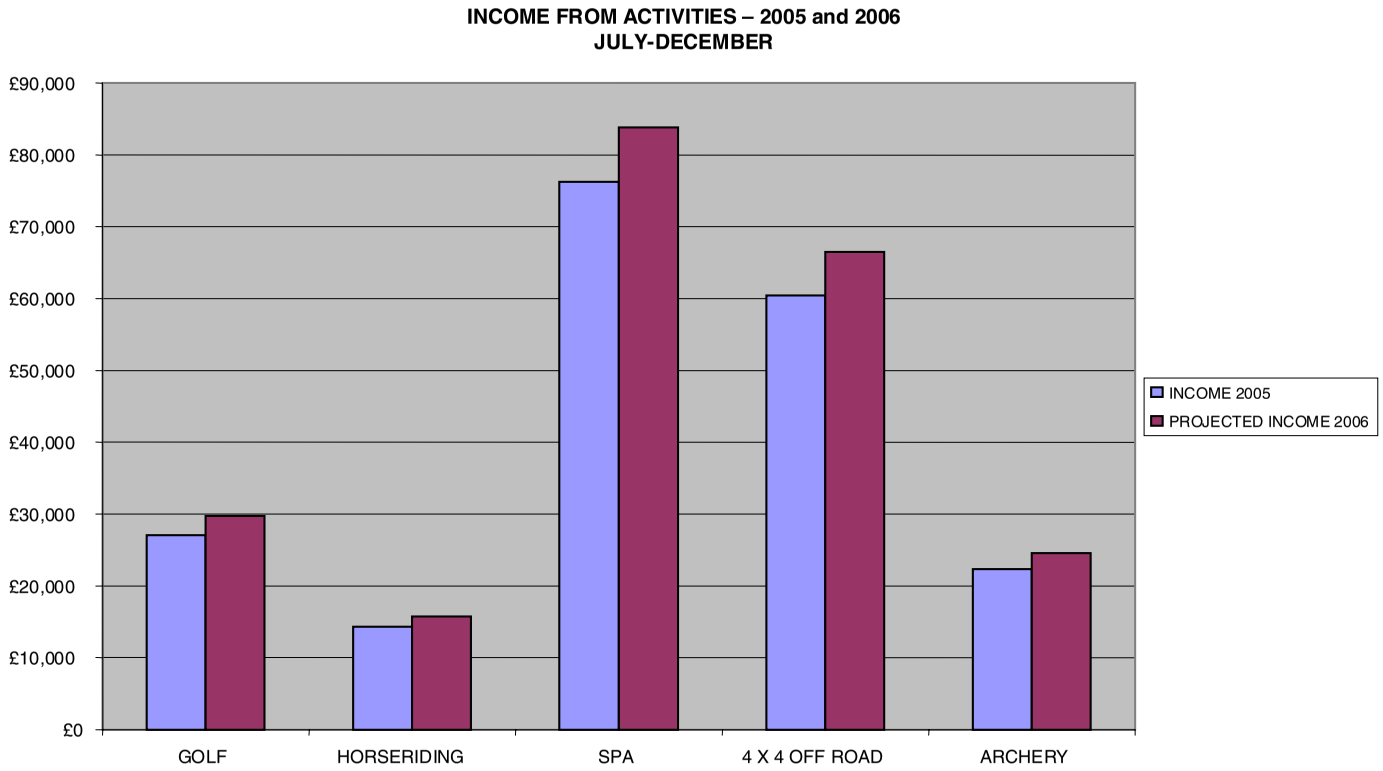
Task 1c – Printout 2

Data must be *accurate* and *visible* to be awarded marks.

AWARD:

FORMULAE	
Linking to Participants Sheet (all links) Income 2005 (all correct)	1 mark 1 mark
Absolute cell data	1 mark
No of Participants (2006) – one mark for first formula correct, one mark for replication Absolute cell data (0.1) Income (2006) – all correct (with or without absolute cell reference) Commission 2006 – one mark for first formula correct, one mark for replication	2 marks 1 mark 1 mark 1 mark
Printing instructions (all correctly carried out): print displaying formulae, showing row and column headings and gridlines	 1 mark
Total	**9 marks**

Task 1c – Printout 3



Data must be *accurate* and *visible* to be awarded marks.

AWARD

Title – accurate and appropriate	1 mark
Legend	1 mark
Correct data (as per spreadsheet)	1 mark
Printed on separate sheet	1 mark
Total	**4 marks**

33 marks

Task 2 – Printout 1

ID	TITLE	FIRST NAME	SURNAME	ADDRESS	TOWN	POST CODE	ACTIVITY	TELEPHONE NUMBER
6	Ms	Morag	Lyons	19 Main Street	Falkirk	FK7 4YU	4 x 4 Off Road	01324 222 789
8	Mr	Samuel	Simpson	3 Church Brae	Peebles	D12 12D	4 x 4 Off Road	01721 225 547
5	Mr	Habib	Ahmed	234 Shields Street	Glasgow	G55 2PL	Archery	0141 427 2251
10	Mr	David	Jones	3 Appin Lane	Edinburgh	EH12 7UE	Golf	0131 447 8521
7	Mr	William	Smith	780 St John's Road	Glasgow	G41 3TT	Golf	0141 334 4459
1	Mr	John	Watson	6 Mill Road	Glasgow	G42 6DC	Golf	0141 556 9874
3	Mrs	Janet	MacFarlane	17a Langton Drive	Glasgow	G54 8LO	Horseriding	0141 887 4444
4	Miss	Samantha	Anderson	5 Newton Avenue	Edinburgh	EH6 9LP	Spa	0131 221 6678
9	Mrs	Patricia	Belmont	2 Hamilton Road	Motherwell	ML3 4PK	Spa	01698 333 555
2	Mr	Karl	Oppenheimer	194 Earl's Court	Pitlochry	PH6 9FX	Spa	01796 225 889

Data must be *accurate* and *visible* to be awarded marks

AWARD:

Create fields: Activity – field name and data (all correct) Telephone Number – field name and data (all correct)	 2 marks 2 marks
Sort on 2 fields (both correct)	1 mark
Printed on one page	1 mark
Total	**6 marks**

Task 2 – Printout 2

TITLE	FIRST NAME	SURNAME	TOWN	ACTIVITY	TELEPHONE NUMBER
Ms	Morag	Lyons	Falkirk	4 x 4 Off Road	01324 222 789
Mr	Samuel	Simpson	Peebles	4 x 4 Off Road	01721 225 547
Mr	Habib	Ahmed	Glasgow	Archery	0141 427 2251
Mr	David	Jones	Edinburgh	Golf	0131 447 8521
Mr	William	Smith	Glasgow	Golf	0141 334 4459
Mr	John	Watson	Glasgow	Golf	0141 556 9874
Mrs	Janet	MacFarlane	Glasgow	Horseriding	0141 887 4444
Mrs	Patricia	Belmont	Motherwell	Spa	01698 333 555
Mrs	Samantha	Johnston	Edinburgh	Spa	0131 221 6678

Data must be *accurate* and *visible* to be awarded marks

AWARD:

Change title and surname	1 mark
Delete record	1 mark
Correct fields **and** field order	1 mark
Total	**3 marks**

Task 2 – Printout 3

Glasgow Golf Instructors - Candidate's Name

FIRST NAME	*SURNAME*	*TOWN*	*ACTIVITY*
John	Watson	Glasgow	Golf
William	Smith	Glasgow	Golf

Data must be *accurate* and *visible* to be awarded marks

AWARD:

Title	1 mark
Correct fields **and** field order	1 mark
Correct records	1 mark
Total	**3 marks**

12 marks

Task 3 – Printout 1 (3 marks)

DQ/Own initials

Date as postmark

«Title» «First_Name» «Surname»
«Address»
«Town»
«Post_Code»

Dear «Title» «Surname»

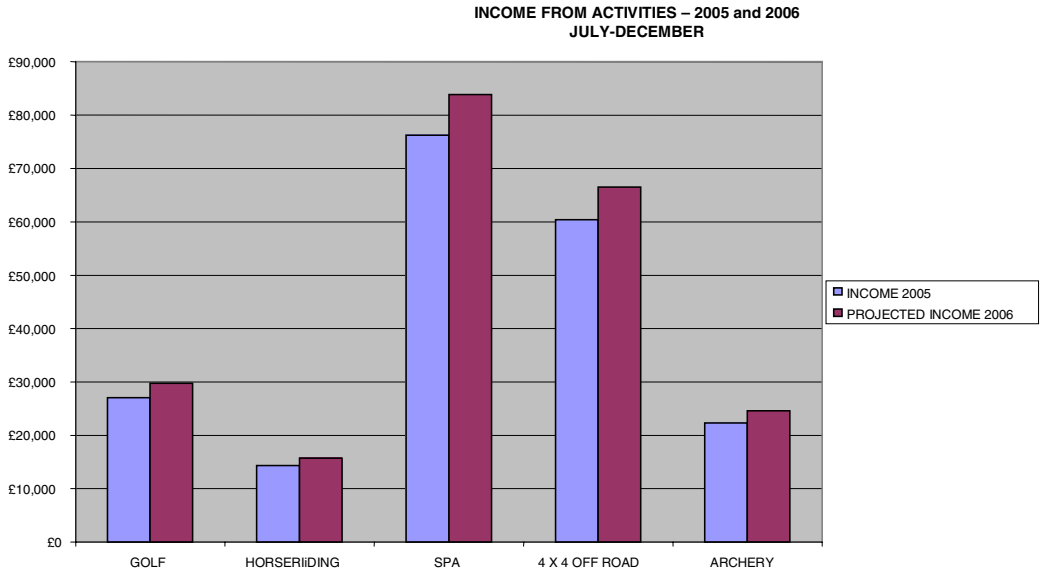
SPECIAL STAFF MEETING

Last year at the Glen Osprey Hotel was our most successful year to date.

The most popular activities in 2005 were:

- **Spa**
- **4 x 4 Off Road**
- **Golf**

Income for 2005 and projected income for 2006 is shown in the chart below:



Task 3 – Printout 2 (12 marks)

GLEN OSPREY HOTEL
LUSS
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telephone: 07778 9586621
email: enquiries@glenosp.timpani.co.uk

DQ/Own initials

Date as postmark

Mr Jim Hall
8 School Road
Glasgow
G40 8SE

Dear Mr Hall

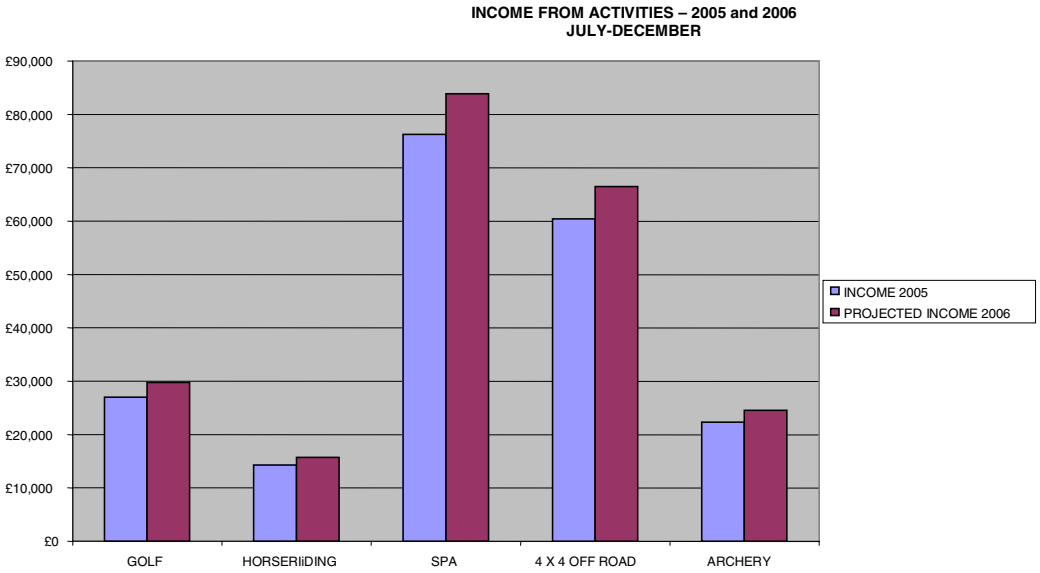
SPECIAL STAFF MEETING

Last year at the[1] Glen Osprey Hotel was our most successful year to date.

The most popular activities in 2005 were:

- **Spa**
- **4 x 4 Off Road**
- **Golf** [2]

Income for 2005 and projected income for 2006 is shown in the chart below:



2

Date as postmark

Mr Jim Hall

At[3] a recent staff meeting it was proposed that there should be changes to the way instructors are paid. At the moment instructors[4] are paid per hour plus a flat rate basic salary. The proposal put forward at the last staff meeting was to replace[5] basic salary with a commission payment.

A Special Staff Meeting will take place on 6 January 2006 to discuss this proposal. Financial[6] Advisers will be present at the meeting to assist you. Only after full discussion, will any decision be made.

One of the[7] major strengths of Glen Osprey is the quality of our activity instructors. I value your input in making Glen Osprey the best[8] in the business.

I look forward to seeing you at the Special Staff Meeting.

Yours sincerely

David Quinn
Activities Coordinator[9]

Task 3 – Marking instructions

Printout 1: Plain paper Address fields/block Salutation/greeting line	 1 mark 1 mark 1 mark
Total	**3 marks**
Printout 2: Headed paper Insert chart Appropriate page break	 1 mark 1 mark 1 mark
Keying in: Award one mark for each accurate section of text (9 sections). Must be a Glasgow instructor's name and address otherwise section inaccurate Manuscript corrections must be carried out for text to be accurate within sections.	 9 marks
Total	**12 marks**

15 marks