



2014 Administration

Higher Paper 1

Finalised Marking Instructions

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2014

Higher Administration - Paper 1

Solution and Marking Guidelines

ANNOTATION

Where you award a mark show it like this
(You may wish to bracket the relevant scoring point)

1

Put the total for the question in the first column on the right

2

Put the total for the whole question in the second column

~~18
20~~

O = outline

A = additional comment

} Describe

R = no mark awarded for repetition

No D = no discussion

SECTION 1

1	<p>More than naming, but not a detailed description. Candidates will not be expected to develop their answers.</p>	4
	<p>Having the necessary technical expertise and knowledge required for the job</p> <p>Able to build trust and relationships within the team</p> <p>Able to listen to ideas so that all the team are included</p> <p>Able to influence others towards the achievement of goals</p> <p>Able to motivate all members of the team to achieve targets</p> <p>Able to think clearly ...</p> <p>Good communication skills ...</p> <p>Analyse problems ...</p> <p>Know how to delegate ...</p> <p>Able to deploy team skills effectively ...</p> <p>Able to ensure conflict is kept to a minimum ...</p> <p>Asking for help when you require it – rather than putting the task off because it is too difficult or you are not sure where to start</p> <p>Using planning aids – to help prioritise work</p> <p>Being organised to look ahead and plan but also to monitor progress and achievement.</p> <p>Control and monitoring of others involved in the task (supervision).</p> <p>Sticking to Priorities List – this will help ensure that urgent and must be done tasks are completed</p> <p>Assertiveness – being able to say no to tasks that would be outwith a person’s capability or time scale.</p> <p>Resource Management – ensuring that appropriate staff and equipment are utilised effectively eg buying software to perform a task rather than manual completion.</p> <p>Evaluation – ability to reflect on task with a view to improve and minimise problems</p>	

Notes

Must be more detail than simply identifying the skill

The skill should be placed in a context

Watch that it is not the same answer with just the skill changed

2	Award one mark for outline plus one for additional comment, illustration or example. No marks for simply naming the method.	6
	<p>Application form - a document that summarises personal details; education and qualifications; employment history; hobbies and interests; referees – useful during short listing – useful during the interview process - can be used to set up appropriate questions for the interview - helps to ensure you get the right person for the job</p> <p>Job description</p> <p>The purpose of a job description is to clearly define the duties and responsibilities associated with the job - allows the prospective applicant to determine if the job is suitable for them – it is used by prospective applicants to help them write their application and prepare for the interview - can be used as the basis for the job advert</p> <p>Person specification</p> <p>Details the skills and qualities the organisation is looking for in a candidate – it should show which are essential and which are desirable - This a summary of the most important knowledge, skills and characteristics required in order to be able to do the job - Every candidate is measured against the same criteria</p>	
	<p>Notes</p> <p>Some points match each document but award only once</p>	

3	If no attempt at discussion then only 50% of the marks available. If no discussion, please mark “No D”.	6
	<p>Individual</p> <p>Increased/improved motivation ...</p> <p>Feeling of involvement ...</p> <p>Better career prospects because individual has developed due to good leadership</p> <p>Individual can develop greater skills ...</p> <p>Good support for one another ...</p> <p>Organisation</p> <p>Believe in shared goals – therefore will have a common direction</p> <p>Everyone knows what the team has to do and also their individual roles</p> <p>Team members support one another when working on projects together – leads to better decision making/more risks taken</p> <p>It is important to have people who have different skills and personalities – leads to better productivity</p> <p>The longer the team is together the more effective it is likely to be – a team will work as a cohesive group, pulling together</p> <p>The strengths and weaknesses of individuals are balanced within the team</p> <p>Shared knowledge/skills means that absences can be covered</p> <p>More ideas generated ...</p> <p>Improved communication ...</p> <p>Multi-skilled workforce ...</p> <p>Can work on own – less need for monitoring</p>	
	<p>Notes</p> <p>There is no need to answer specifically on individual or organisation. Max one for team leader if different points made Team leader can be awarded 2 if the second statement is an extension of the first</p>	

4	One mark is allocated for each complete statement of comparison	2
	<p>A video conferencing system is a set of television monitors with cameras which can be linked whereas audio conferencing is to some extent the poor relation of video conferencing as only the voice is heard</p> <p>Both allow distant members of the organisation to talk to each other</p> <p>Both allow monetary savings because staff are not required to travel</p> <p>Both limit the amount of time required for meetings as no need to travel</p> <p>Both can be accessed via mobile devices eg smartphone</p> <p>Video conferencing is expensive to set up and maintain whereas audio conferencing equipment only requires a loudspeaker facility</p> <p>With AC only voices are heard and it can be difficult to determine who is talking whereas with VC you can see the participants and read body language.</p>	
	Notes	

5	One mark for each justification	2
	<p>May only be required for a short period of time</p> <p>May be needed to fulfil a specific task/busy period</p> <p>Allows the line manager to ascertain skills and qualities – trial period</p> <p>May have a limited budget so can only employ short term</p> <p>May be company policy not to give out permanent contracts</p> <p>The AA knows how long the contract will last and can make plans</p>	
	Notes	

SECTION 2

1	a	<p>More than naming, but not a detailed description.</p> <p>Candidates will not be expected to develop their answers.</p>	4
		<p><i>Customer focus groups</i> Face-to-face meetings with small groups of customers</p> <p>Provides the organisation with feedback on their goods/services or opinions regarding proposed new products and services</p> <p>The customers feel they are being listened to and taken account of, which will encourage brand loyalty</p> <p><i>Mystery shopper</i> ‘Mystery shoppers’ are employed to act as a normal customer and report back on the standard of service they received</p> <p>These are used by many companies to discreetly check on the standard of service being offered in their organisation</p> <p>This information can then be fed back to staff – either to praise and reinforce good standards or remedy concerns regarding poor standards</p> <p><i>Customer satisfaction surveys</i> These are used for feedback on a wide range of areas including staff attitudes and service, product and service, quality improvement etc</p> <p><i>Internet Data Collection Form</i> Customers respond to a series of questions online – forms user friendly – customers can complete at their leisure – no need for postal time/costs – volume of responses usually high</p> <p>Written survey..... Face-to-face interviews..... Telephone survey Freephone or video booth Comment cards Direct email ...</p>	
		<p>Notes</p> <p>Accept different survey methods but there must be a clear distinction</p>	

	b	Award one mark for outline plus one for additional comment, illustration or example. No marks for simply naming the method.	6
		<p>Buddy system Where an employee is paired with a more experienced person for help and advice – usually someone at the same level – usually someone who is familiar with all the details of the job and the organisation</p> <p>Mentoring system A more senior member of staff is assigned to an employee – the more senior member has a good knowledge of the job and the organisation</p> <p>Line manager reviews/meetings The line manager can carry out periodic checks on progress – line manager works closely with the employee and will be a good line of support and advice</p> <p>Internal audits Many organisations use some type of quality system to check that organisational standards and targets are being met - these internal audits are usually carried out by someone external to the department but internal to the organisation</p> <p>Action plans An action plan can be part of the personal development plan or for a project as a whole this is where task responsibilities, deadlines and resources are given</p> <p>Appraisal One way to review current performance and help identify and evaluate the training and development needs of staff and thus improve work performance – can be open or closed appraises current strengths and weaknesses – assesses their career development</p> <p>Personal Development Plans Is all about setting your own targets – these targets have to match with those of the organisation and the department – however development does not have to be work related – it looks at broad long-term development – PDPs should be written in a structured way and should be reviewed</p> <p>Gantt Chart Used by managers to show comparisons between work planned and work completed – can see at a glance if there are any issues</p>	

	<p>Diary It should be maintained and updated regularly throughout the day. It should be referred to regularly in order to check on approaching deadlines and to help with the prioritisation of work</p> <p>Random check Where a line manager would look over some of the tasks an employee has to complete</p> <p>Double checks Whereby a completed task is also undertaken by the immediate superior - in order to pinpoint if there are any problem areas - and to ensure results obtained are the same</p>	
	<p>Notes</p> <p>Method must be named but no marks awarded</p> <p>Can be from the manager's or the individual's point of view</p>	

	<p>c</p> <p>If no attempt at discussion then only 50% of the marks available. If no discussion, please mark “No D”. Can be 7 – 1 split.</p>	8
	<p>Chance to discuss progress</p> <p>Allows staff to set targets</p> <p>Chance to identify areas for development</p> <p>Plan career development</p> <p>Raise staff morale</p> <p>Time given to chat</p> <p>Allows creation of a personal development plan</p> <p>Identifies future training and development needs</p> <p>It provides a basis for annual salary reviews</p> <p>It encourages self-assessment</p> <p>It can improve communication channels within the organisation</p> <p>Controls and monitors performance</p> <p>Assists individuals with their own self-development</p> <p>Reviews salaries</p> <p>Improves employee motivation by understanding and recognising their needs</p> <p>Discover the work potential of employees with regards to promotion</p> <p>Reduces staff turnover</p>	
	Notes	

	d One mark for each justification	2
	<p>Staff have access to expert advice</p> <p>Improved sickness and absenteeism levels</p> <p>Earlier resolution of problems</p> <p>Decreased labour turnover</p> <p>Allows the organisation to have an overview of recurring issues</p> <p>Organisation can take steps to minimise issues arising through counselling</p> <p>Confidential aspect</p> <p>Alternative communication route – not line manager</p> <p>Increased output</p> <p>Increased motivation</p> <p>Helps to ease/support staff back to work after illness/absence</p>	
	Notes	

2	a	<p>More than naming, but not a detailed description. Candidates will not be expected to develop their answers.</p>	4
		<p>May not have staff to do particular job therefore have to employ specific staff to do the job</p> <p>Frees staff for other tasks</p> <p>Work may be completed to a higher standard</p> <p>May be more cost effective</p> <p>Experts/specialists handling the work</p> <p>Company can concentrate on their own core activities</p> <p>No interruption to workflow</p> <p>Cost of outsourcing may be less than doing the work within the organisation</p> <p>Reduces staff costs as no need to employ permanent staff</p>	
		Notes	

	b	Award one mark for outline plus one for additional comment, illustration or example. No marks for simply naming the method.	6
		<p>Ability to compare similar products – where you can view and compare different features before purchase</p> <p>Can view video, photographs and 3D images – in order to see product close up or from different angles</p> <p>Delivery of goods can be tracked on-line – this allows goods to be monitored on their progress from factory to their destination</p> <p>Secure on-line payment – encryption of information</p> <p>PayPal facility - gives added protection from mis-selling</p> <p>There is an opportunity to check the availability of stock, which would allow the customers to make a purchasing decision</p> <p>My Favourites/Usuals within the web-site saves customers time when purchasing on-line</p> <p>Discounts could be offered (other incentives eg free delivery) for buying online making it much cheaper than more traditional retail outlets</p> <p>Have a good navigation system – use of search facility, filters and hyperlinks to move quickly and efficiently through the website</p> <p>Reviews and rating eg customer comments and star rating system - Previous positive Customer Feedback which could reassure a new customer</p> <p>Checkout/basket to hold goods – while continuing shopping and then moving to checkout – allows final check before moving to purchase</p> <p>Incorporate customer profiling – so that products similar to previous purchases can be suggested to the customer</p> <p>Also accept: FAQs, immediate email confirmation, contact details ...</p>	
		Notes	
		Do not accept general internet advantages eg shop from home, 24/7 access, delivered to door	

c	<p>If no attempt at discussion then only 50% of the marks available. If no discussion, please mark “No D”.</p>	8
	<p>Have an established complaints procedure</p> <p>The complaints procedure is transparent and available to all customers and is known to all staff</p> <p>Any complaints received are logged</p> <p>Those who handle complaints are given careful training eg time in which to reply and method of reply ...</p> <p>It is often effective to have the same person deal with the complaint from start to finish</p> <p>The process of investigation is tracked internally</p> <p>All complaints received are acknowledged immediately, usually in writing, along with details outlining the process the investigation will take</p> <p>All complaints are given a high priority. Clear timelines should be established to ensure prompt investigation and any deviation from the given timelines should be communicated to the customer</p> <p>The result of the investigation is communicated to the customer and, if appropriate, compensation of some kind may be offered</p> <p>All complaints are reviewed on a regular basis to identify any patterns or issues which the organisation should address</p>	
	<p>Notes</p> <p>Accept an advantage if a development point of good practice</p>	

	d One mark for each justification	2
	<p>Can store data so that all staff can access it</p> <p>Information is always up to date</p> <p>Files can be accessed simultaneously</p> <p>Enhances internal communications within an organisation</p> <p>Increase in employees' productivity ie increase in the volume of information which can be accessed, processed and transmitted</p> <p>Increase in the speed and ease with which information can be accessed, processed and transmitted</p> <p>Increased opportunities to standardise the collection, processing and transmission of information within the organisation</p> <p>Allows the organisation to quality control the information available</p> <p>Can save money on printing files/document as staff can view online</p>	
	Notes	

3	a	<p>More than naming, but not a detailed description. Candidates will not be expected to develop their answers.</p>	4
		<p>Patience to be able to work with other staff</p> <p>Tact/discretion when dealing with sensitive situations</p> <p>Organisational skills to ensure that targets are met</p> <p>IT skills to provide training/support to less skilled staff</p> <p>Motivational to ensure that staff are encouraged to meet targets</p> <p>Delegation to allocate tasks fairly/take account of skills</p> <p>Time Management to ensure deadlines are met</p> <p>Communicate with people at all levels in the organisation</p>	
		<p>Notes</p> <p>There has to be some inference that the skill/quality is commensurate with the role of the senior AA.</p>	

	b Award one mark for outline plus one for additional comment, illustration or example. No marks for simply naming the method.	6
	<p>Notice of Meeting – tells those eligible to attend the meeting where the meeting is to be held, the date and the time – often combined with an agenda – a set period of notice has to be given between issuing the Notice and the meeting - sent to all attendees in advance</p> <p>Agenda – list of topics to be discussed at meeting - some items are standard items and are always on the agenda, eg AOCB – allows attendees to prepare for meeting – decide whether or not to attend</p> <p>Minutes of Meeting – record of what was discussed at a meeting - the decisions taken and proposers and seconders are noted - Minutes are the official record of the meeting – normally written in the past tense and third person – a record is not made of everything that was said at the meeting – minutes usually recorded in the same order as the items appear on the agenda</p>	
	<p>Notes</p> <p>Accept created and sent by the relevant person only once</p> <p><i>Action Minutes - shows three key areas, what has to be done, who is responsible for doing it and when it has to be done by - Action Minutes do not record as much information as formal meetings – allows staff to quickly determine if they have any tasks to complete</i></p> <p>Chair’s Agenda – can be accepted as the additional comment</p>	

c	<p>If no attempt at discussion then only 50% of the marks available. If no discussion, please mark “No D”.</p>	8
	<p>Presentation software – can be used to show information, speaker notes, timings set to help the presenter</p> <p>Video-conferencing can allow people in different locations to participate in meetings. This can be recorded for future reference or for those unable to attend</p> <p>Audio-conferencing allows a number of people to speak to one another. This allows people in a variety of locations to participate</p> <p>Smartphones and tablets allow a number of people to communicate with each other without meeting in one place</p> <p>E-diary accessed on smartphone or tablet could be used by attendees to determine date of next meeting</p> <p>Networks allow access to files to show/refer to information</p> <p>Collaborative whiteboard allows people at different locations to view and operate the same computer programme simultaneously over a computer network</p> <p>MS Office applications if relevant, eg spreadsheets to show what if scenarios</p> <p>Interactive whiteboard</p> <p>Internet to access additional information</p> <p>Use of a projector to show information – eg sales figures</p>	
	<p>Notes</p> <p>Do not accept printers/computers</p> <p>Accept projector only once – eg if implicit in presentation software answer</p> <p>Presentation software – only accept the use of the software during the meeting.</p> <p>Accept points regarding potential problems of using technology</p>	

	d	One mark for each justification	2
		<p>Facilities available ie what equipment is available within the organisation</p> <p>No employee has the necessary skills</p> <p>May need to gain a qualification</p> <p>Suitable learning environment – staff can be easily distracted and interrupted if they are in their own workplace</p> <p>Number of people to be trained could influence the choice</p> <p>Staff have the opportunity to network with others and exchange views and ideas</p> <p>Can result in more motivated/loyal staff</p>	
		<p>Notes</p> <p>Accept negative points</p>	

4	a	<p>More than naming, but not a detailed description. Candidates will not be expected to develop their answers.</p>	4
		<p>The company should comply with the Data Protection Act</p> <ul style="list-style-type: none"> • Information should not be retained for any longer than is necessary • Held securely to prevent unauthorised access • Information should be obtained fairly and lawfully • Information should only be processed for limited purposes • Information should be processed in accordance with individual's rights • Information should up-to-date and accurate, the latest information available (max one mark available for this principle) • Information should be adequate, relevant and not excessive (max one mark available for this principle) • Information should not be passed to a third party without permission <p>Organisational procedures</p> <ul style="list-style-type: none"> • Information should be backed-up • Passwords necessary to access e-files • Procedure for passwords to be changed on regular basis • Organisation should have appropriate file management systems in place • Information should be stored securely eg paper files locked away 	
		<p>Notes</p> <p>Do not accept features of good information</p>	

b	Award one mark for outline plus one for additional comment, illustration or example. No marks for simply naming the method.	6
	<p>Secondary information This is information which already exists – information is gathered from published sources – there is a vast amount of possible secondary sources – eg internet, newspapers etc - can save time and money by using secondary information – may be difficult to determine the author – unreliable ...</p> <p>External information This is information which is obtained from outwith the organisation - External information may be available from a range of sources - eg government reports, trade journals, market research companies, newspaper articles and the financial press</p> <p>Qualitative information This type of information is descriptive, expressed in words and text - is concerned with opinions, attitudes and value judgements - eg where customers are required to rate the service offered by a firm as being ‘very good’, ‘good’, ‘poor’ or ‘very poor’ – used to give meaning to quantitative information</p>	
	Notes	

	<p>c If no attempt at discussion then only 50% of the marks available. If no discussion, please mark “No D”.</p> <p>Can be a 7/1 split</p>	8
	<p>Positive Effects</p> <p>Fast way of sending information therefore speeds up communication</p> <p>Information does not have to be printed out therefore saving printing and material costs</p> <p>Facilitates the sending of information through attachments</p> <p>Can keep a record of who has been contacted and when</p> <p>Out of office messages/forward to another</p> <p>Can be accessed anywhere with an internet connection eg homeworkers</p> <p>Same message can be sent to many people through the use of mailing lists</p> <p>Delivered and read receipts can be used as proof</p> <p>Links with ed diary - inserting appointments automatically</p> <p>Flagging of emails to show follow-up – colour coding system can be used</p> <p>Good when working across time zones – allows 24/7 communication</p> <p>Electronic storage does not take up as much space</p> <p>Negative Effects</p> <p>System issues – not sending/receiving – size of inbox</p> <p>Sending external emails can be complicated/time consuming</p> <p>Security issues</p> <p>Sending to wrong person</p> <p>Personal emails can be a time stealer and can reduce productivity</p> <p>Large amounts of junk mail – difficult to determine what is important</p>	

	<p>Volume of emails – difficult to process – may not read all emails</p> <p>Possible introduction of viruses to the computer system</p> <p>Lack of social interaction</p> <p>Misconstrued messages – no awareness of etiquette</p>	
	<p>Notes</p>	

	d	One mark for each justification	2
		<p>Improved communication with colleagues leading to greater efficiency</p> <p>May improve teamwork as employees are working in a more open environment</p> <p>Senior staff will find it easier to supervise and monitor staff</p> <p>Savings in space/equipment/heating/decoration</p> <p>Flexibility of layout</p> <p>Minimises movement of staff and documents</p> <p>Morale of staff is improved by the pleasant, spacious appearance of the office</p>	
		<p>Notes</p> <p>Maximum of one mark for cost savings</p>	

5	a	<p>More than naming, but not a detailed description. Candidates will not be expected to develop their answers.</p>	4
		<p>Creation of a variety of layouts/slides</p> <p>Master slide allows global changes to be made to the presentation</p> <p>Creating and printing notes, handouts</p> <p>Speaker notes can help the presenter when delivering presentation</p> <p>Setting up hyperlink to different media</p> <p>Action buttons can be used to aid navigation between slides/sections</p> <p>Animation features allow text and graphics to be introduced in an interesting way</p> <p>Sound/audio can be added/embedded for emphasis</p> <p>Graphs animated to ease understanding</p>	
		<p>Notes</p> <p>Max 1 mark for inserting files from other MS Office applications</p> <p>Max 1 mark for inserting music/video clips</p>	

	<p>b Award one mark for outline plus one for additional comment, illustration or example.</p>	6
	<p>Use a to-do list giving each job a priority – trying to note how long you expect to spend on each job</p> <p>Try not to take on too much work – delegate more tasks – learn to say NO</p> <p>Setting realistic targets/goals – to aid motivation</p> <p>Organised desk – in order to find information or allow others to find it</p> <p>Try to make sure that meetings take no longer than necessary – set time limits and keep to Agenda</p> <p>Try to handle papers or tasks only once – read them, take any actions needed, and file them – if you deal with things promptly there is less chance of a backlog of work building up</p> <p>Try to avoid being interrupted – be firm with colleagues who just want to chat – learn to control time or protect time (phone or face to face)</p> <p>Making use of diary to set reminders and deadlines – using task manager to monitor progress against predicted times</p> <p>Gantt chart ...</p> <p>Action plans ...</p>	
	<p>Notes</p>	

c	<p>If no attempt at discussion then only 50% of the marks available. If no discussion, please mark “No D”.</p>	8
	<p>Employees can balance work with other commitments eg childcare, hobbies etc</p> <p>Employees who may have mobility/health issues can work restricted hours to suit or at home</p> <p>Having choice in where and when work is completed can reduce stress levels - travel costs</p> <p>Starting and finishing working day at different times can allow staff to travel at quieter times reducing stress levels - reducing travel time</p> <p>Employee motivation is increased as there is choice</p> <p>Improved morale as flexibility reduces pressure on employees</p> <p>Happier staff will increase morale and increase productivity</p> <p>Staff might feel isolated if working from home</p> <p>Staff may find that they are overlooked for training/career opportunities if not in office at same time as managers</p> <p>Relationships with managers/colleagues may suffer as interaction is limited to work issues</p> <p>When homeworking the employee may not comply with DSE regulations which could result in injury</p>	
	<p>Notes</p> <p>Accept specific benefit of a working practice but no marks for describing or outlining the working practice</p>	

	d	One mark for each justification	2
		<p>To determine if there is a vacancy to fill</p> <p>Job can maybe be dispersed amongst other staff</p> <p>Nature of job has changed dramatically and a different type of person required</p> <p>Helps to determine what will be in the job description and person specification</p>	
		Notes	

[END OF MARKING INSTRUCTIONS]



2014 Administration

Higher Paper 2

Finalised Marking Instructions

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ANNOTATIONS

1	To show mark being awarded
X	To show that a mark has not been awarded
P	Both of the above may be combined with a code to show why the mark has been given or not
4/5	At top RH corner of printout
5/5	If task is correct then this is sufficient eg Tasks 1a and 1b
16/21	Total for the complete Task (eg DB) shown on the first printout for that task at the RH corner
32/60	In a box on the first printout at the LH corner

TASK 1A – DATABASE QUERY

EVIDENCE	MARK	COMMENTS
Property Not Rented	1	
Occupancy	1	4 or more
Rental Cost	1	between £1,300 and £1,600
Disabled Access	1	wildcard
Print specified fields	1	order not important but info must be visible accept if on more than one page
TOTAL MARKS	5	

Notes:

If property 1 appears then lose mark for *not rented*

If only property 4 then lose occupancy mark

If property 20 present then lose occupancy mark

Task 1a					
Property ID	Max Occupancy	Rental Cost	Features	Bedrooms	Agent Name
4	4	£1,350.00	Private Parking, Disabled Access, Gardens, Central Location	1 Double, 2 Single	Sunita Ahmed
17	5	£1,450.00	Private Parking, Disabled Access, Gardens, Pets	1 Double, 1 Twin, 1 Single	Sunita Ahmed
10	6	£1,575.00	Private Parking, Disabled Access, Gardens, Pets	2 Double, 1 Twin	Mason Wishart
19	6	£1,550.00	Private Parking, Disabled Access, Gardens, Pets, Central Location	2 Double, 1 Twin	Sunita Ahmed

1

1

1

1

NOT RENTED

1

P

TASK 1 B – AGGREGATE/TOTALS QUERY

EVIDENCE	MARK	COMMENTS
Grouped by Property Type	1	
Lowest Price (min)	2	All or nothing
No of properties (count)	2	All or nothing
TOTAL MARKS	5	

Notes:

Accept if 2 separate printouts as long as grouped by property type.

Ignore headings

If grouped by **acc id** and the calculations are correct then award 4/5

Task 1b		
Property Type	MinOfRental Cost	CountOfProperty ID
Apartment	£700.00	7
Bungalow	£725.00	3
Detached	£1,350.00	9
Semi-detached	£650.00	6
Town House	£1,275.00	5

1

2

2

TASK 1C – QUERY/REPORT

EVIDENCE	MARK	COMMENTS
Search criteria:		
Property rented	1	
Calculation:		
Commission Due	2	
New field heading - Commission Due	1	No award if spelling errors. Consistent with other field headings
Grouping:		
By Agent	1	
Content:		
Appropriate report title	1	No award if spelling/capitalisation errors
Labels changed	1	Accept any meaningful label – both agent total and grand total
Agent Totals and Grand Total	1	Both must be present
Formatting commission and totals for currency	1	Must show decimal places
Report Footer	1	No award if spelling/capitalisation errors
Specified fields visibly displayed/layout	1	DNA if any extraneous fields
TOTAL MARKS	11	
Notes:		
Ignore if 3 decimal places		
If commission consistently spelt incorrectly only lose one mark		

COMMISSION DUE TO AGENTS 1

Agent Name	Property ID	Commission Due
Mason Wishart 1	23	£52.50
	21	£57.00
	12	£96.00
	6	£42.00
	5	£63.00
Agent Total		£310.50
Sorely Bingham	30	£99.00
	16	£76.50
	9	£105.00
	3	£96.00
Agent Total		£376.50
Sunita Ahmed	27	£69.00
	8	£39.00
	1	£84.00
Agent Total		£192.00
Overall Total		£879.00

FOR THE ATTENTION OF THE ACCOUNTS DEPARTMENT

1

1 RENTED

1 FIELDS

TASK 2A – TOUR INCOME

EVIDENCE	MARK	COMMENTS
Discount Amount	2	V Lookup
Net Income	1	
Format Discount and Net Income for Currency	1	2 decimal places
Replication - both formulae	1	
Printouts – one page – omitting specified columns	1	Omit columns showing information on Booking Reference Discount Code No in Party
TOTAL MARKS	6	
<p>Notes:</p> <p>Both printouts should have specified columns omitted Vlookup – do not accept “true” – can give replication mark if copied down Accept if statement DNA cell references but can give replication</p>		

TOUR BOOKINGS FOR WEEK BEGINNING SUNDAY 8 JUNE 2014

1

Customer Name	Tour	Total Cost	Discount Amount	Net Income
Mr C Greenhill	Fore in Fife	140	=VLOOKUP(F4,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E4-G4
Ms F Coghill	Knights Time	60	=VLOOKUP(F5,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E5-G5
Miss V Kent	Auld Reekie	64.5	=VLOOKUP(F6,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E6-G6
Mr H Boyce	Fore in Fife	70	=VLOOKUP(F7,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E7-G7
Mr T Clark	Monster Spotting	184	=VLOOKUP(F8,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E8-G8
Mr D Ramsay	Whisky Galore	220	=VLOOKUP(F9,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E9-G9
Miss C Patterson	Auld Reekie	43	=VLOOKUP(F10,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E10-G10
Mr P Evans	Skyes the Limit	304.5	=VLOOKUP(F11,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E11-G11
Ms J Ho	Skyes the Limit	203	=VLOOKUP(F12,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E12-G12
Mrs L Turner	Scottish Heroes	123.75	=VLOOKUP(F13,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E13-G13
Mrs F McKean	For Auld Lang Syne	39	=VLOOKUP(F14,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E14-G14
Mr A McKeown	Monster Spotting	368	=VLOOKUP(F15,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E15-G15
Mr D Caterham	Whisky Galore	110	=VLOOKUP(F16,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E16-G16
Mr J Beattie	For Auld Lang Syne	58.5	=VLOOKUP(F17,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E17-G17
Miss G MacLean	Auld Reekie	86	=VLOOKUP(F18,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E18-G18
Ms H Glen	Scottish Heroes	148.5	=VLOOKUP(F19,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E19-G19
Mr R Price	Scottish Heroes	99	=VLOOKUP(F20,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E20-G20
Mr C Jack	Discover Dundee	103	=VLOOKUP(F21,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E21-G21
Miss E Ward	Whisky Galore	330	=VLOOKUP(F22,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E22-G22
Mr C Kerr	For Auld Lang Syne	39	=VLOOKUP(F23,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E23-G23
Mrs H Hemingway	Discover Dundee	103	=VLOOKUP(F24,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E24-G24
Mr S Siviter	Skyes the Limit	203	=VLOOKUP(F25,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E25-G25
Mr E Yates	Knights Time	90	=VLOOKUP(F26,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E26-G26
Mr D White	Auld Reekie	43	=VLOOKUP(F27,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E27-G27
Mr T Barrett	Scottish Heroes	99	=VLOOKUP(F28,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E28-G28
Mrs R Bingham	Discover Dundee	51.5	=VLOOKUP(F29,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E29-G29
Miss D Connelly	Ghosts and Ghouls	57	=VLOOKUP(F30,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E30-G30
Ms G Scriven	Fore in Fife	140	=VLOOKUP(F31,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E31-G31
Mr S Anderson	Whisky Galore	220	=VLOOKUP(F32,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E32-G32
Mrs I Walsh	Whisky Galore	110	=VLOOKUP(F33,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E33-G33
Mrs D Toolan	Skyes the Limit	507.5	=VLOOKUP(F34,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E34-G34
Mr P Hitchin	Ghosts and Ghouls	57	=VLOOKUP(F35,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E35-G35
Mr D Ingrosso	For Auld Lang Syne	78	=VLOOKUP(F36,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E36-G36
Mrs T Warren	Discover Dundee	103	=VLOOKUP(F37,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E37-G37
Mr M Aitken	Knights Time	90	=VLOOKUP(F38,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E38-G38
Mr C Hall	Auld Reekie	43	=VLOOKUP(F39,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E39-G39
Mrs R Meal	Skyes the Limit	609	=VLOOKUP(F40,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E40-G40
Mr F Jones	Scottish Heroes	123.75	=VLOOKUP(F41,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E41-G41

2

Mr G Doolan	Whisky Galore	550	=VLOOKUP(F42,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E42-G42
Miss W Aberline	Monster Spotting	92	=VLOOKUP(F43,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E43-G43
Ms S Nicholls	Monster Spotting	138	=VLOOKUP(F44,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E44-G44
Mr T Sheldon	For Auld Lang Syne	78	=VLOOKUP(F45,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E45-G45
Mr B Williams	Fore in Fife	140	=VLOOKUP(F46,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E46-G46
Miss T Bones	For Auld Lang Syne	39	=VLOOKUP(F47,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E47-G47
Mr F Spencer	Ghosts and Ghouls	38	=VLOOKUP(F48,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E48-G48
Mr J Lily	Ghosts and Ghouls	28.5	=VLOOKUP(F49,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E49-G49
Miss S Green	Discover Dundee	51.5	=VLOOKUP(F50,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E50-G50
Mr W Traynor	Knights Time	120	=VLOOKUP(F51,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E51-G51
Mrs K Morton	For Auld Lang Syne	117	=VLOOKUP(F52,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E52-G52
Mr T Thomas	Ghosts and Ghouls	47.5	=VLOOKUP(F53,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E53-G53
Miss J Ross	Fore in Fife	140	=VLOOKUP(F54,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E54-G54
Mr G McAlpine	Monster Spotting	184	=VLOOKUP(F55,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E55-G55
Mrs W Foster	Fore in Fife	105	=VLOOKUP(F56,Discounts!\$A\$2:\$C\$6,3,FALSE)	=E56-G56

1

replication

TOUR BOOKINGS FOR WEEK BEGINNING SUNDAY 8 JUNE 2014				
Customer Name	Tour	Total Cost	Discount Amount	Net Income
Mr C Greenhill	Fore in Fife	£140.00	£15.00	£125.00
Ms F Coghill	Knights Time	£60.00	£15.00	£45.00
Miss V Kent	Auld Reekie	£64.50	£10.00	£54.50
Mr H Boyce	Fore in Fife	£70.00	£5.00	£65.00
Mr T Clark	Monster Spotting	£184.00	£25.00	£159.00
Mr D Ramsay	Whisky Galore	£220.00	£15.00	£205.00
Miss C Patterson	Auld Reekie	£43.00	£0.00	£43.00
Mr P Evans	Skyles the Limit	£304.50	£25.00	£279.50
Ms J Ho	Skyles the Limit	£203.00	£10.00	£193.00
Mrs L Turner	Scottish Heroes	£123.75	£15.00	£108.75
Mrs F McKean	For Auld Lang Syne	£39.00	£5.00	£34.00
Mr A McKeown	Monster Spotting	£368.00	£15.00	£353.00
Mr D Caterham	Whisky Galore	£110.00	£10.00	£100.00
Mr J Beattie	For Auld Lang Syne	£58.50	£5.00	£53.50
Miss G MacLean	Auld Reekie	£86.00	£15.00	£71.00
Ms H Glen	Scottish Heroes	£148.50	£15.00	£133.50
Mr R Price	Scottish Heroes	£99.00	£5.00	£94.00
Mr C Jack	Discover Dundee	£103.00	£10.00	£93.00
Miss E Ward	Whisky Galore	£330.00	£0.00	£330.00
Mr C Kerr	For Auld Lang Syne	£39.00	£10.00	£29.00
Mrs H Hemingway	Discover Dundee	£103.00	£10.00	£93.00
Mr S Siviter	Skyles the Limit	£203.00	£15.00	£188.00
Mr E Yates	Knights Time	£90.00	£5.00	£85.00
Mr D White	Auld Reekie	£43.00	£0.00	£43.00
Mr T Barrett	Scottish Heroes	£99.00	£10.00	£89.00
Mrs R Bingham	Discover Dundee	£51.50	£0.00	£51.50
Miss D Connelly	Ghosts and Ghouls	£57.00	£10.00	£47.00
Ms G Scriven	Fore in Fife	£140.00	£15.00	£125.00
Mr S Anderson	Whisky Galore	£220.00	£5.00	£215.00
Mrs I Walsh	Whisky Galore	£110.00	£5.00	£105.00
Mrs D Toolan	Skyles the Limit	£507.50	£15.00	£492.50
Mr P Hitchin	Ghosts and Ghouls	£57.00	£10.00	£47.00
Mr D Ingrosso	For Auld Lang Syne	£78.00	£0.00	£78.00
Mrs T Warren	Discover Dundee	£103.00	£0.00	£103.00
Mr M Aitken	Knights Time	£90.00	£10.00	£80.00
Mr C Hall	Auld Reekie	£43.00	£10.00	£33.00
Mrs R Meal	Skyles the Limit	£609.00	£10.00	£599.00

Mr F Jones	Scottish Heroes	£123.75	£15.00	£108.75
Mr G Doolan	Whisky Galore	£550.00	£10.00	£540.00
Miss W Aberline	Monster Spotting	£92.00	£5.00	£87.00
Ms S Nicholls	Monster Spotting	£138.00	£5.00	£133.00
Mr T Sheldon	For Auld Lang Syne	£78.00	£15.00	£63.00
Mr B Williams	Fore in Fife	£140.00	£25.00	£115.00
Miss T Bones	For Auld Lang Syne	£39.00	£10.00	£29.00
Mr F Spencer	Ghosts and Ghouls	£38.00	£0.00	£38.00
Mr J Lily	Ghosts and Ghouls	£28.50	£5.00	£23.50
Miss S Green	Discover Dundee	£51.50	£10.00	£41.50
Mr W Traynor	Knights Time	£120.00	£10.00	£110.00
Mrs K Morton	For Auld Lang Syne	£117.00	£15.00	£102.00
Mr T Thomas	Ghosts and Ghouls	£47.50	£5.00	£42.50
Miss J Ross	Fore in Fife	£140.00	£10.00	£130.00
Mr G McAlpine	Monster Spotting	£184.00	£10.00	£174.00
Mrs W Foster	Fore in Fife	£105.00	£15.00	£90.00

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Printing

TASK 2 B – PROFIT ANALYSIS

EVIDENCE	MARK	COMMENTS
Total Income of Tours	2	(Sumif)
Profit or Loss? Formulae	1	(If)
Replication	1	Columns C and D
No of tours showing a profit	2	(Countif)
No of tours showing a loss	1	
Print value view with currency and 2 decimal places.	1	
TOTAL MARKS	8	

Notes:

If only C or D replicated then still award mark

Accept sub-totalling and sorting and summing

Do not accept + + + +

Accept >= in if statement

Must use “Profit” or “Loss” for Count If criteria – not cell reference

2nd count if may have been replicated without absoluting or naming range

PROFITABILITY BREAKDOWN			1
Tour Name	Cost of Operating Tour	Total Net Income	Profit or Loss?
For Auld Lang Syne	420	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A4,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C4>B4,"Profit","Loss")
Monster Spotting	575	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A5,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C5>B5,"Profit","Loss")
Fore in Fife	450	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A6,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C6>B6,"Profit","Loss")
Auld Reekie	525	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A7,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C7>B7,"Profit","Loss")
Whisky Galore	715	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A8,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C8>B8,"Profit","Loss")
Discover Dundee	250	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A9,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C9>B9,"Profit","Loss")
Knights Time	360	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A10,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C10>B10,"Profit","Loss")
Scottish Heroes	320	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A11,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C11>B11,"Profit","Loss")
Skyles the Limit	775	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A12,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C12>B12,"Profit","Loss")
Ghosts and Ghouls	195	=SUMIF('Tour Bookings'!\$C\$4:\$C\$56,A13,'Tour Bookings'!\$H\$4:\$H\$56)	=IF(C13>B13,"Profit","Loss")
No of tours showing a profit	=COUNTIF(D4:D13,"Profit")		
No of tours showing a loss	=COUNTIF(D4:D13,"Loss")		

1 replication

PROFITABILITY BREAKDOWN			
Tour Name	Cost of Operating Tour	Total Net Income	Profit or Loss?
For Auld Lang Syne	£420.00	£388.50	Loss
Monster Spotting	£575.00	£906.00	Profit
Fore in Fife	£450.00	£650.00	Profit
Auld Reekie	£525.00	£244.50	Loss
Whisky Galore	£715.00	£1,495.00	Profit
Discover Dundee	£250.00	£382.00	Profit
Knights Time	£360.00	£320.00	Loss
Scottish Heroes	£320.00	£534.00	Profit
Skyes the Limit	£775.00	£1,752.00	Profit
Ghosts and Ghouls	£195.00	£198.00	Profit
No of tours showing a profit	7		
No of tours showing a loss	3		



Print – on one page - with currency and 2 decimal places value view

TASK 2c – PROPERTY MANAGEMENT INVOICE

EVIDENCE	MARK	COMMENTS
Management Fee (Nested If)	2	All or nothing
Sub-Total	1	
VAT Calculation	1	
Invoice Total	1	
Print omitting Fees Table	1	Both views
TOTAL MARKS	6	
Notes: Must use cell references in If Statement and in VAT calculation		

Prestige Events

34 Buchanan Walk
Glasgow

T: 01418278270
E: enquiries@prestige.co.uk



PROPERTY MANAGEMENT INVOICE

Client	Maria Fisher	Date	41799
Address	37 Whitecrest Road	Invoice No	372
	Glasgow	Property ID	16
	G23 5HR	Rental Cost	1275

Description	Amount Due
Public Liability Insurance	12.5
Cleaning and Laundry Services	35
Share of Marketing Fees	11.25
Management Fee	=IF(D12>1400,\$B\$29,IF(D12>B30,\$B\$30,\$B\$31))*D12
Sub Total	=SUM(C15:C18)
VAT AMOUNT	=C19*B24
INVOICE TOTAL	=C19+C20

VAT RATE: 0.2

Prestige Events

34 Buchanan Walk
Glasgow

T: 01418278270
E: enquiries@prestige.co.uk



PROPERTY MANAGEMENT INVOICE

Client	Maria Fisher	Date	09/06/2014
Address	37 Whitecrest Road	Invoice No	372
	Glasgow	Property ID	16
	G23 5HR	Rental Cost	£1,275.00

Description	Amount Due
Public Liability Insurance	£12.50
Cleaning and Laundry Services	£35.00
Share of Marketing Fees	£11.25
Management Fee	£95.63
	Sub Total £154.38
	VAT AMOUNT £30.88
	INVOICE TOTAL £185.25
VAT RATE:	20%

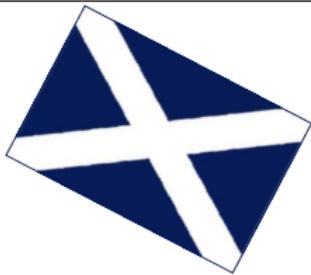


Print – no fees – both views

TASK 3 – LEAFLET

EVIDENCE	MARK	COMMENTS
Create and enhance front page	1	Must be a change of some sort
Insert Company Letterhead	1	
Insert footnote	1	
Key in footnote	1	Ignore capitalisation of the “s”
Key-in section for “Auld Reekie” tour	1 2	Correct place Must embolden heading. See markers on solution
Find and replace	1	Replace excursion with tour – 3 instances
Tour Prices table:		
Insert table	1	In the correct place
Insert row and info for Ghosts and Ghouls	1	Check for accuracy
Sort table by tour name	1	
Insert names/contact details of Agents from DB	1	In the correct place. Must have both phone and email details. DNA if ID shown
Header – Prestige Tours	1	Left-hand side of page 2 and right-hand side of page 3
Border to separate Headers	1	
Page numbers in footer	1	Pages 2 and 3 only
Justify	1	Pages 2 and 3 only
Remove watermark	1	
Delete comments	1	
Presentation	1	On 3 pages, consistent font, spacing, page breaks
TOTAL MARKS	19	
<p>Notes: Accept border around the header whether just the words or width of page Accept marker for footnote between “tours” and “that” If header and border on page 1 lose header mark only Agent Table – accept if layout amended Table name present – accept</p>		

Prestige Events
34 Buchanan Walk
Glasgow
T: 01418278270
E: enquiries@prestige.co.uk



WELCOME TO GLASGOW!

Thank you for booking your 2014 Glasgow
Commonwealth Games accommodation through
Prestige Events.



EXPERIENCE SCOTLAND

1

We are pleased to offer a number of tours¹ that will enable you to sample historical and cultural delights from across Scotland. Please do not hesitate to contact us if you have any queries or require further information.

For Auld Lang Syne

This is of course in reference to Robert Burns, Scotland's national poet. This **tour** includes a visit to the birthplace of the bard as well as a visit to the lovely Culzean Castle.

Monster Spotting

Enjoy a day trip to Loch Ness where you will have the chance to glimpse the famous Loch Ness Monster! To complement the visit you will visit the Loch Ness visitor centre where more secrets will be revealed. A stop off at Eilean Donan Castle will round off the day nicely.

Fore in Fife

A must for golfers – a visit to St Andrews where you can sample the atmosphere of the “Home of Golf”. You will have the chance to walk on the hallowed turf of the Old Course and enjoy the various artefacts in the Scottish Golf Museum. On the return journey you will visit the fishing town of Anstruther where you can (optionally) indulge in the town's famous “Fish n Chips”.

Auld Reekie

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A chance for you to visit the nation's capital city of Edinburgh where you will experience Scotland's number one tourist attraction – Edinburgh Castle. For the remainder of the day you can choose between a number of activities such as The National Gallery of Art, the Scottish Parliament or the shopping delights of Princes Street.

1

Whisky Galore

For all malt whisky lovers! This is a day trip to 3 distilleries in Speyside where you will have the opportunity to learn how malts are made and to sample the produce at your leisure.

Discover Dundee

A journey to the City of Discovery where you will follow Captain Scott to Antarctica on board RRS Discovery. You will then continue the nautical theme by boarding the 46-gun warship HM Frigate Unicorn at Victoria Dock, the oldest British-built ship still afloat. Afterwards you will have the chance to explore the nearby designer retail village at City Quay.

Knights Time

This **tour** begins with a visit for all those Monty Python fans with a trip to Doune Castle. It then moves to Rosslyn Chapel, the setting for the Da Vinci code finale and subsequently to Melrose Abbey – the reputed burial place of Robert the Bruce's heart. The Abbey is thought to have the best late 14th century architecture for a church in the whole of the British Isles.

¹ subject to availability

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Scottish Heroes

A visit to Scotland would not be complete without a chance to sample the places of its heroes. Be prepared to be whisked back to famous Scottish battles as you take in the sights of Stirling Castle and the Wallace Monument. It's then on to Dunfermline where you will explore the Abbey – burial place of Robert the Bruce, King of Scotland and also, the birth place of the philanthropist Andrew Carnegie.

Skyles the Limit



This is a 2-day **tour** to the beautiful Isle of Skye where you will visit the Highland Park distillery and view the wonderful Cuillin mountain range. It is an overnight stay with Dinner, Bed and Breakfast included at a 4 star hotel.

Ghosts and Ghouls

If you enjoy spooky stories and spine tingling tales then this trip is for you. Based in Edinburgh, you will visit the scene of many gruesome events with your guide – Mr Morose. This trip comes highly recommended.

TOUR PRICE INFORMATION

Please refer to the table below for our prices as well as information on pre-bookable meals.



TOUR	PRICE	OPTIONAL MEALS	PRICE WITH MEALS
Auld Reekie	£21.50	£15.00	£36.50
Discover Dundee	£25.75	£14.00	£39.75
For Auld Lang Syne	£19.50	£14.00	£33.50
Fore in Fife	£35.00	£16.00	£51.00
Ghosts and Ghouls	£9.50	£10.00	£19.50
Knights Time	£30.00	£13.00	£43.00
Monster Spotting	£46.00	£34.50	£80.50
Scottish Heroes	£24.75	£18.00	£42.75
Skyles the Limit	£101.50	£75.00	£176.50
Whisky Galore	£55.00	£22.00	£77.00



CONTACT DETAILS

For further information contact your agent.

Agent Name	Contact Number	Email
Sorely Bingham	01417982721	sorely.bingham@prestigeevents.co.uk
Mason Wishart	01418272992	mason.wishart@prestigeevents.co.uk
Sunita Ahmed	01417763463	sunita.ahmed@prestigeevents.co.uk



Delete comments



Delete watermark



Justify P 2 and 3



Presentation – 3 pages, font, spacing, page breaks



Appendix

Properties not rented

Query2	
Property ID	Rented
2	No
4	No
7	No
10	No
11	No
13	No
14	No
15	No
17	No
18	No
19	No
20	No
22	No
24	No
25	No
26	No
28	No
29	No