



2013 Administration

Intermediate 1

Finalised Marking Instructions

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Task 1a

All data must be *accurate* and *visible* to be awarded marks.

| Tour Ref | Tour Name | Miles | Days | Cost per Person | Tour Guide | |
|----------|-------------------|-------|------|-----------------|------------------|----------------|
| 4CRG | Cream o' Galloway | 95 | 4 | £210 | Kenny Armstrong | 1C 2N 1A |
| 4GKN | Glenkens | 101 | 4 | £220 | Anwar Azam | 1A |
| 5NVT | Nith Valley | 104 | 5 | £275 | Louis Kinsey | 1A |
| 4SCR | Scottish Riviera | 75 | 4 | £180 | Shareen Richards | 1A |
| 4SCC | Solway Coast | 65 | 4 | £180 | Shareen Richards | 1A |
| 4SLS | Solway Sands | 85 | 4 | £230 | Kenny Armstrong | 1A |
| 5TAS | The Abbeys | 100 | 5 | £245 | Anwar Azam | 1A |
| 5TMS | The Machars | 131 | 5 | £265 | Louis Kinsey | 1A |

1S

1F

1P

AWARD:

| | | |
|--|---|-----------------|
| Create 6 fields as required | C | 1 |
| Accurate field names (-1 per error) | N | 2 |
| Format fields appropriately | F | 1 |
| Enter records accurately - 1 mark per record | A | 8 |
| Sort by Tour Name | S | 1 |
| Print complete table – landscape and on one page | P | 1 |
| Total | | 14 marks |

NOTES:

- Ignore ID field.
- Field names must be keyed in as shown – max 1 mark for inconsistent capitalisation or block capitals. (-1 mark max per field name/heading)
- When marking accuracy of records – if capitalisation is inconsistent, do not award accuracy mark in first 2 instances only.
- Accept any alignment for any of the fields.
- Cost per Person field – accept consistent use of zero or 2 decimal places.
- If Tour Names or Tour Guide names are **spelt consistently incorrect**, lose accuracy award in the first instance only.
- If Tour Refs begin with S instead of 5 **consistently**, lose accuracy award in the first instance only.
- In records where Tour Ref begins with a 4 – where candidates have consistently inserted a 5 instead of the letter S, lose accuracy award in the first instance only.
- If candidate name is included in the field that is being sorted (Tour Name) and the accurate sort is affected – do not award 1P.

Task 1a – unsorted

| Tour Ref | Tour Name | Miles | Days | Cost per Person | Tour Guide |
|----------|-------------------|-------|------|-----------------|------------------|
| 4CRG | Cream o' Galloway | 95 | 4 | £210 | Kenny Armstrong |
| 5NVT | Nith Valley | 104 | 5 | £275 | Louis Kinsey |
| 4SCC | Solway Coast | 65 | 4 | £180 | Shareen Richards |
| 4SLS | Solway Sands | 85 | 4 | £230 | Kenny Armstrong |
| 5TAS | The Abbeys | 100 | 5 | £245 | Anwar Azam |
| 4SCR | Scottish Riviera | 75 | 4 | £180 | Shareen Richards |
| 5TMS | The Machars | 131 | 5 | £265 | Louis Kinsey |
| 4GKN | Glenkens | 101 | 4 | £220 | Anwar Azam |

If no Task 1a printout, award appropriate marks on Task 1b printout as follows:

| | | |
|---|-----------------|----------|
| Create 6 fields as required | C | 1 |
| Accurate field names (-1 per error) | N | 2 |
| Format fields appropriately | F | 1 |
| Enter records accurately - 1 mark per record Max 6 available (Solway Coast and Scottish Riviera records not available) | A | 6 |
| Total | 10 marks | |

Task 1b

All data must be *accurate* and *visible* to be awarded marks.

1N

| Tour Ref | Tour Name | Miles | Days | Cost per Person | Tour Guide | Star Rating |
|----------|-------------------|-------|------|-----------------|------------------|-------------|
| 4SCC | Solway Coast | 1E 78 | 4 | £180 | Shareen Richards | 3 |
| 4SCR | Scottish Riviera | 75 | 4 | 1E £195 | Shareen Richards | 5 |
| 4CRG | Cream o' Galloway | 95 | 4 | £210 | Kenny Armstrong | 4 |
| 4GKN | Glenkens | 101 | 4 | £220 | Anwar Azam | 4 |
| 4SLS | Solway Sands | 85 | 4 | £230 | Kenny Armstrong | 4 |
| 5TAS | The Abbeys | 100 | 5 | £245 | Anwar Azam | 3 |
| 5TMS | The Machars | 131 | 5 | £265 | Louis Kinsey | 4 |
| 5NVT | Nith Valley | 104 | 5 | £275 | Louis Kinsey | 4 |

AWARD:

1S

1F 3A

| | | |
|--|----------------|---|
| Amend record (Solway Coast - 78 miles) | E | 1 |
| Amend record (Scottish Riviera - £195) | E | 1 |
| Additional field (Star Rating): | | |
| • Accurate field name | N | 1 |
| • Formatted as number | F | 1 |
| • Correct entries (-1 per error) | A | 3 |
| Sort by Cost per Person (ascending) | S | 1 |
| Print complete table using landscape orientation | P | 1 |
| Total | 9 marks | |

1P

NOTES:

- Star Rating – accept any alignment.

Task 1b – unsorted

| Tour Ref | Tour Name | Miles | Days | Cost per Person | Tour Guide | Star Rating |
|----------|-------------------|-------|------|-----------------|------------------|-------------|
| 4CRG | Cream o' Galloway | 95 | 4 | £210 | Kenny Armstrong | 4 |
| 5NVT | Nith Valley | 104 | 5 | £275 | Louis Kinsey | 4 |
| 4SCC | Solway Coast | 65 | 4 | £180 | Shareen Richards | 3 |
| 4SLS | Solway Sands | 85 | 4 | £230 | Kenny Armstrong | 4 |
| 5TAS | The Abbeys | 100 | 5 | £245 | Anwar Azam | 3 |
| 4SCR | Scottish Riviera | 75 | 4 | £180 | Shareen Richards | 5 |
| 5TMS | The Machars | 131 | 5 | £265 | Louis Kinsey | 4 |
| 4GKN | Glenkens | 101 | 4 | £220 | Anwar Azam | 4 |

Task 1c

All data must be *accurate* and *visible* to be awarded marks.

| Days | Tour Ref | Tour Name | | |
|------|----------|-------------------|----|----|
| 4 | 4SCC | Solway Coast | 2F | 1F |
| 4 | 4SCR | Scottish Riviera | | |
| 4 | 4CRG | Cream o' Galloway | | |
| 4 | 4GKN | Glenkens | | |
| 4 | 4SLS | Solway Sands | | |
| 5 | 5TAS | The Abbeys | 1R | |

AWARD:

| | | |
|--|----------|----------------|
| Print correct fields (all or nothing) | F | 2 |
| Fields in correct order | F | 1 |
| Correct records – Cost per Person less than £265 (6 records) | R | 1 |
| Total | | 4 marks |

NOTES:

- Accept records in any order.
- Ignore ID field.
- If any data is truncated – do not award 2F.

Task 2a

All data must be *accurate* and *visible* to be awarded marks.

| | A | B | C | D | E | F | G | H | I |
|----|--|-------------|--------------|----------------------|------------------|-----------------|-------------|-------------|-------------|
| 1 | SOLWAY CYCLES 1H | | | | | | | | |
| 2 | Cycle Tour Income and Profit - Spring Season 1B | | | | | | | | |
| 3 | | 4-day Tours | | | | | 5-day Tours | | |
| 4 | | Glenkens | Solway Coast | Cream o' Galloway 1D | Scottish Riviera | Solway Sands 1C | The Machars | Nith Valley | The Abbeys |
| 5 | Basic Tour per Person | 220 | 180 | 210 | 195 | 230 | 265 | 275 | 245 |
| 6 | Accommodation per Person | 110 | 90 | 160 | 180 | 160 | 200 | 220 | 210 |
| 7 | Luggage/Insurance per Person | 40 | 40 | 40 | 40 | 40 | 50 | 50 | 50 1R |
| 8 | Income per Person 1L 1F | =SUM(B5:B7) | =SUM(C5:C7) | =SUM(D5:D7) | =SUM(E5:E7) | =SUM(F5:F7) | =SUM(G5:G7) | =SUM(H5:H7) | =SUM(I5:I7) |
| 9 | Number of Tours Sold | 28 | 25 | 32 | 36 | 27 2A | 30 | 20 | 38 |
| 10 | Total Income per Tour 1L 1F | =B8*B9 | =C8*C9 | =D8*D9 | =E8*E9 | =F8*F9 | =G8*G9 | =H8*H9 | =I8*I9 |
| 11 | Total Tour Cost 1L | 5360 | 4590 | 7320 | 8600 | 6620 | 9000 | 7000 | 10220 3A |
| 12 | Profit per Tour 1L 1F | =B10-B11 | =C10-C11 | =D10-D11 | =E10-E11 | =F10-F11 | =G10-G11 | =H10-H11 | =I10-I11 |

1R

1P

AWARD:

| | | |
|--|----------------------|----------------------|
| Main heading: formatted to size 14 and bold | H | 1 |
| Sub heading: Embolden and amended | B | 1 |
| Delete column headed Stewartry Discovery Tour | D | 1 |
| Add column headed Solway Sands: • in correct place and accurately • data correctly entered in each cell (-1 per error) | C A | 1 2 |
| Insert row labelled Income per Person in correct place and accurately | L | 1 |
| Accurate formula for Income per Person (cell B8) Replicated to other tours | F R | 1 1 |
| Add row labelled Total Income per Tour in correct place and accurately | L | 1 |
| Accurate formula for Total Income per Tour (cell B10) | F | 1 |
| Add row labelled Total Tour Cost in correct place and accurately | L | 1 |
| Accurate figures in B11:I11 (-1 per error) | A | 3 |
| Add row labelled Profit per Tour in correct place and accurately | L | 1 |
| Accurate formulae for Profit per Tour (cell B12) | F | 1 |
| Replication of formulae for Total Income per Tour AND Profit per Tour | R | 1 |
| Printing instruction carried out correctly: • formula view • on one page • row and column headings and gridlines • landscape | P | 1 |
| Total | | 19 marks |

Marked in Task 2b:

- Solway Sands heading right-aligned/wrapped
- All cells formatted appropriately

NOTES:

- Ignore any additional text formatting of labels eg Income per Person.
- Capitalisation of additional labels, if consistently wrong penalise only at the first occasion.
- If no Task 2a formula printout, award marks in the left margin of the Task 2b formula printout. Max 18 marks available (no print mark).
- If only value printout for Task 2a. Max 13 marks available (no marks for formulae, replication or printing).
- If only value printout for Task 2a and no Task 2b value printout, award the following 2 marks at the bottom of the Task 2a printout:

| | | |
|---|----------|----------|
| Column headings: • right aligned/wrapped (Task 2a) | W | 1 |
| All cells formatted appropriately (Task 2a) | F | 1 |

Task 2b - Value Printout

All data must be *accurate* and *visible* to be awarded marks.

| SOLWAY CYCLES | | | | | | | | | |
|---|-------------|--------------|-------------------|------------------|--------------|----------------|-------------|------------|-----------|
| Cycle Tour Income and Profit - Spring Season | | | | | | | | | |
| | 4-day Tours | | | | <i>1W</i> | 5-day Tours | | | <i>1H</i> |
| | Glenkens | Solway Coast | Cream o' Galloway | Scottish Riviera | Solway Sands | The Machars | Nith Valley | The Abbeys | Average |
| Basic Tour per Person | £220 | £180 | £210 | £195 | £230 | £265 | £275 | £245 | |
| Accommodation per Person | £110 | £90 | £160 | £180 | £160 | £200 | £220 | £210 | |
| Luggage/Insurance per Person | £40 | £40 | £40 | £40 | £40 | £50 | £50 | £50 | |
| Income per Person | £370 | £310 | £410 | £415 | £430 | <i>1E</i> £515 | £545 | £505 | |
| Number of Tours Sold | 28 | 25 | 32 | 36 | 27 | 32 | 20 | 38 | 30 |
| Total Income per Tour | £10,360 | £7,750 | £13,120 | £14,940 | £11,610 | £16,480 | £10,900 | £19,190 | £13,044 |
| Total Tour Cost | £5,360 | £4,590 | £7,320 | £8,600 | £6,620 | £9,000 | £7,000 | £10,220 | |
| Profit per Tour | £5,000 | £3,160 | £5,800 | £6,340 | £4,990 | £7,480 | £3,900 | £8,970 | £5,705 |

AWARD:

| | | | | |
|---|----------|----------|----------------|--|
| Amendment to number of tours sold for The Machars: data correctly entered - 32 | E | 1 | | |
| Add column - Average: • accurate, in correct place and right-aligned | H | 1 | | |
| Average figures formatted appropriately (all 3) | F | 1 | | |
| Column heading (Solway Sands): • right aligned/wrapped (Task 2a) | W | 1 | | |
| All cells formatted appropriately (Task 2a) | F | 1 | | |
| Total | | | 5 marks | |

1F

1F

Formula Printout All data must be *accurate* and *visible* to be awarded marks.

| | A | B | C | D | E | F | G | H | I | J |
|-----------|---|-------------|--------------|------------------|------------------|--------------|-------------|-------------|-------------|-------------------|
| 1 | SOLWAY CYCLES | | | | | | | | | |
| 2 | Cycle Tour Income and Profit - Spring Season | | | | | | | | | |
| 3 | | 4-day Tours | | | | | 5-day Tours | | | |
| 4 | | Glenkens | Solway Coast | Cream o'Galloway | Scottish Riviera | Solway Sands | The Machars | Nith Valley | The Abbeys | Average |
| 5 | Basic Tour per Person | 220 | 180 | 210 | 195 | 230 | 265 | 275 | 245 | |
| 6 | Accommodation per Person | 110 | 90 | 160 | 180 | 160 | 200 | 220 | 210 | |
| 7 | Luggage/Insurance per Person | 40 | 40 | 40 | 40 | 40 | 50 | 50 | 50 | |
| 8 | Income per Person | =SUM(B5:B7) | =SUM(C5:C7) | =SUM(D5:D7) | =SUM(E5:E7) | =SUM(F5:F7) | =SUM(G5:G7) | =SUM(H5:H7) | =SUM(I5:I7) | |
| 9 | Number of Tours Sold | 28 | 25 | 32 | 36 | 27 | 32 | 20 | 38 | =AVERAGE(B9:I9) |
| 10 | Total Income per Tour | =B8*B9 | =C8*C9 | =D8*D9 | =E8*E9 | =F8*F9 | =G8*G9 | =H8*H9 | =I8*I9 | =AVERAGE(B10:I10) |
| 11 | Total Tour Cost | 5360 | 4590 | 7320 | 8600 | 6620 | 9000 | 7000 | 10220 | |
| 12 | Profit per Tour | =B10-B11 | =C10-C11 | =D10-D11 | =E10-E11 | =F10-F11 | =G10-G11 | =H10-H11 | =I10-I11 | =AVERAGE(B12:I12) |

AWARD

| | | |
|---|----------|----------------|
| Average Formulae (all or nothing) | F | 2 |
| <p>Both printouts submitted Formula view printing instruction carried out correctly:</p> <ul style="list-style-type: none"> on one page show gridlines and row/column headings <p>AND Value view printing instruction carried out correctly:</p> <ul style="list-style-type: none"> on one page show gridlines only | P | 1 |
| | | 3 marks |

2F

1P

- Do not award marks for average formulae if cell J11 contains an average formula.

Task 2c

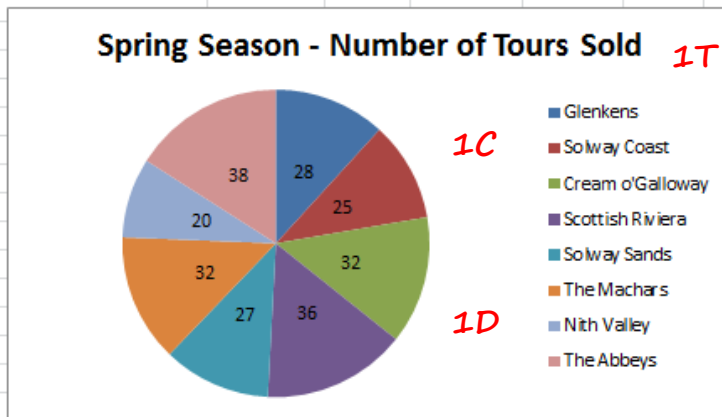
All data must be *accurate* and *visible* to be awarded marks.

SOLWAY CYCLES

Cycle Tour Income and Profit - Spring Season

| | 4-day Tours | | | | | 5-day Tours | | | |
|------------------------|-------------|--------------|------------------|------------------|--------------|-------------|-------------|------------|---------|
| | Glenkens | Solway Coast | Cream o'Galloway | Scottish Riviera | Solway Sands | The Machars | Nith Valley | The Abbeys | Average |
| Number of Tours Sold | 28 | 25 | 32 | 36 | 27 | 32 | 20 | 38 | 30 |
| Total Income per Tour | £10,360 | £7,750 | £13,120 | £14,940 | £11,610 | £16,480 | £10,900 | £19,190 | £13,044 |
| Total Tour Cost | £5,360 | £4,590 | £7,320 | £8,600 | £6,620 | £9,000 | £7,000 | £10,220 | |
| Profit per Tour | £5,000 | £3,160 | £5,800 | £6,340 | £4,990 | £7,480 | £3,900 | £8,970 | £5,705 |

1H



AWARD:

1P

| | | |
|--|----------------|----------|
| Hide rows 5, 6, 7 and 8 | H | 1 |
| Chart: | | |
| • type - pie | C | 1 |
| • chart title - accurate | T | 1 |
| • correct source data | D | 1 |
| • meaningful labels | | |
| ○ tour names (within the chart) or as a legend | | |
| ○ must include values in the chart or legend | L | 1 |
| Printing instruction carried out correctly: | | |
| • chart and data on same sheet | | |
| • all data visible | P | 1 |
| Total | 6 marks | |

NOTES:

- Source data should not include Average.

If no printouts for Task 2a and Task 2b, award marks as follows on the Task 2c printout:

Task 2a

| | | |
|--|-----------------|----------|
| Main heading: formatted to size 14 and bold | H | 1 |
| Sub heading: Embolden and amended | B | 1 |
| Delete column headed Stewartry Discovery Tour | D | 1 |
| Add column headed Solway Sands: • in correct place and accurately | C | 1 |
| Add row labelled Total Income per Tour in correct place and accurately | L | 1 |
| Add row labelled Total Tour Cost in correct place and accurately | L | 1 |
| Accurate figures in B11:I11 (-1 per error) | A | 3 |
| Add row labelled Profit per Tour in correct place and accurately | L | 1 |
| Total | 10 marks | |

Task 2b

| | | |
|---|----------------|----------|
| Amendment to number of tours sold for The Machars: data correctly entered – 32 | E | 1 |
| Add column - Average: • accurate and in correct place | H | 1 |
| Average figures formatted appropriately (all 3) | F | 1 |
| Column headings: • right aligned/wrapped (Task 2a) | F | 1 |
| Total | 4 marks | |

Task 3

MEMORANDUM

1T

To: All Tour Guides
From: Douglas Jamieson, Administration Manager
Date: 8 May 2013
Subject: Customer Feedback

1M

All cyclists¹ participating in guided tours during our Spring season have been asked to give feedback.²

The results are shown in the Summer Staff Newsletter. Stars have been awarded on the basis of feedback regarding the tour route, accommodation provided, tour guide and advice provided⁴ by staff. Star ratings range from one (poor) to 5 (excellent).³

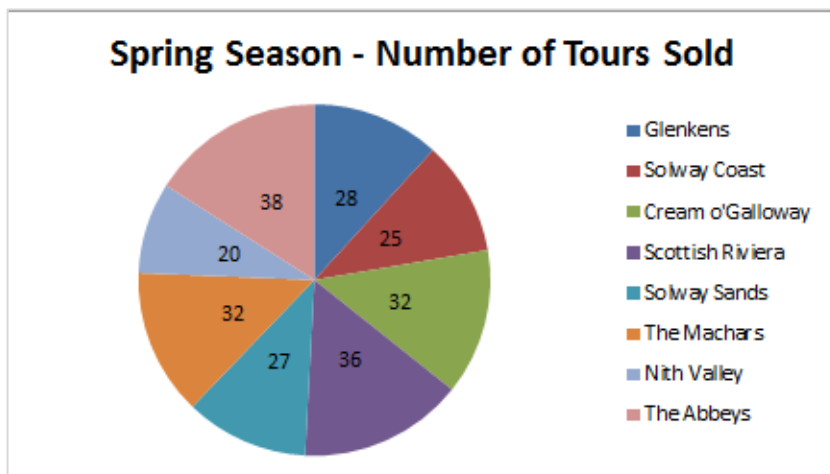
1M A total of 5⁵ cycle tours received 4 stars. To acknowledge the contribution of all staff in achieving⁶ these results we would like to invite you to a celebration dinner at the⁷ Castle Douglas Hotel on Sunday 26 May 2013.

1E

One tour received a 5 star rating⁸. Congratulations to Shareen Richards on leading this tour.

1M

Finally, you will see from the pie⁹ chart below, how successful¹⁰ our Spring tour programme was.



1Ch

1P

Thank you for your contribution!¹⁰

1L

1P

Task 3

AWARD:

| | | |
|---|-----------|-----------------|
| Use of template | T | 1 |
| Information from Newsletter | | |
| • Tour Guide name – Shareen Richards | E | 1 |
| • 4 star ratings – 5 | E | 1 |
| Manuscript corrections: | | |
| • UC | M | 1 |
| • NP | M | 1 |
| • Stet | M | 1 |
| Keying in: One mark for accurate text in each flagged section (10 sections) Excludes manuscript corrections | | 10 |
| Pie Chart: | | |
| • inserted | Ch | 1 |
| • appropriate and in correct place | P | 1 |
| Presentation, layout and consistency | L | 1 |
| Print on one page | P | 1 |
| Total | | 20 marks |

NOTES:

- Ignore any extraneous information in template eg reference.
- Douglas Jamieson – minimum first and surname. Administration Manager not necessary. Do not award first flag.
- In memo template, accept:
 - One space after colon
 - Two spaces after colon
 - Use of an appropriate tab stop
 Provided layout is consistent. If inconsistent, do not award 1L for presentation.
- Accept Tour Guides **or** Tour guides **or** All tour guides.
- Accept any of the following date formats in the memo template:
 - 8 May 2013
 - 08 May 2013
 - 8th May 2013
 - Wednesday 8 May 2013
 - Wednesday 08 May 2013
 - 8/5/13
 - 8/5/2013
 - 08/05/13
 - 08/05/2013
 NB date of the celebration dinner must be keyed in as shown ie 26 May 2013.
- Use of numbers – accept as per solution **or** one/five **or** 1/5.
- Tour Guide insert – accept Shareen without surname.
- Accept Spring or spring in second last paragraph.

- Chart insert must be the same as produced in Task 2c, otherwise do not award Ch. If no Task 2c printout, award appropriate chart marks in the left margin – max 4 marks available.

- Presentation/layout/consistency
 - Incorrect or inconsistent spacing
 - after template data (>2LS or >3LS)
 - between paragraphs
 - before and after chart insert
 - change in font style/size

Task 4

Question 1

a Identify 2 members of staff who have a line relationship. **1**

- *Managing Director/Operations Manager*
- *Managing Director/Administration Manager*
- *Operations Manager/Maintenance Technician*
- *Operations Manager/Tour Guide*
- *Administration Manager/Administrative Assistant*
- *Administration Manager/Website Designer*

One mark for any correct answer

Accept use of employee names

b Name the person the Maintenance Technicians would report to in the absence of Fiona Gregg. **1**

Graeme Ellison (Managing Director)

One mark

c State one item of information that could be added to the organisation chart to make it more useful to staff and visitors. **1**

- *room number*
- *contact telephone number/extension number*
- *photograph*

One mark for any valid suggestion

Task 4 (continued)

Question 2

a Outline **one** benefit of job sharing to the employee. 1

- *remain in employment while taking on other duties eg child/carer duties*
- *time to focus on life outside work*
- *can negotiate time off/hours worked with job sharer*
- *more motivated/productive/job satisfaction*
- *greater concentration at work*
- *reduction in stress*
- *can be used as a way of reducing hours prior to retirement*

One mark for any valid benefit – must indicate a benefit, not a feature

b State **2** tasks that an Administrative Assistant at Solway Cycles may be asked to do as part of the job. 2

- *answering the telephone/taking messages*
- *filing*
- *reference to reprographics eg laminating, binding, photocopying*
- *reception duties/dealing with visitors*
- *creating business documents – letter, memos, invoices etc*
- *creating/updating a database/spreadsheet*
- *managing e-diary/sending e-mails*
- *confirming customer bookings*
- *responding to website enquiries*
- *making travel arrangements eg book accommodation*

One mark each task – 2 marks

The new Administrative Assistant has been appointed and has completed a skill scan.

c Outline 2 health and safety areas that the successful Administrative Assistant would have to cover in their Induction Training. 2

- *what to do if there is an accident*
- *how to report a fault with equipment*
- *fire safety procedures eg where the fire exits are*
- *safe use of equipment*
- *dealing with workplace hazards*
- *access to first aid/first aid training/procedures*

One mark for each answer – 2 marks

Accept answers specific to each area (eg fire safety) such as ‘where to report in the event of a fire’.

One mark max per area.

Task 4 (continued)

- d Describe 2 pieces of information that will be identified from the skill scan. **2**
- *skills/strengths of employee /what they can do or what they are good at*
 - *knowledge of employee /what the employee knows about their job*
 - *areas of the employee's job that need improvement*
 - *future training requirements*
 - *prospects for future promotion*

One mark for each description – 2 marks

Question 3

Solway Cycles is passing on customers' personal details to insurance companies without permission.

- a State the legislation which exists to prevent this. **1**

Data Protection Act 1998

One mark – ignore year

- b Outline one security measure that could be taken to protect customer information. **1**

- *Restricted levels of access*
- *Keep removable memory devices in locked drawer*
- *Install firewall*
- *Password protect files*
- *Never leave machine logged on/lock workstation*
- *Password-protected screensaver*
- *Shred paper-based documents*
- *Stored in lockable filing cabinets/locked rooms*

One mark for any appropriate measure

Task 4 (continued)

Question 4

- a The Website Graphic Designer has been asked to update the website of Solway Cycles. Outline 2 features that the Website Graphic Designer could add to make the website more ‘user friendly’.

2

- *Frequently asked questions section*
- *Colours to make sections/links stand out*
- *Links from home page to relevant sites eg maps*
- *Help link/section*
- *Pictures/photos/description of the tours etc*
- *Video clips of tours etc*
- *History of the business*
- *Customer Comments section*
- *Up to date prices*
- *Secure payment facility*

One mark for each feature – 2 marks

- b Describe **one** type of technology that the Administration Assistant could use to keep in touch with each of the following. (Use a **different** type of technology for each.)

Cycle Tour Guides

1

- *Mobile telephone – phone or text tour guides*
- *Laptop (with Internet access) – send/receive e-mails/attachments*
- *PDA –send/receive information*
- *Pager – sending short messages to the guides*

One mark for any valid description

Customers of Solway Cycles

1

- *Mobile telephone – phone or text customers with information*
- *Laptop (with Internet access) – send/receive e-mails/attachments*
- *PDA –send/receive information*

One mark for any valid description

Task 4 (continued)

Question 5

- a The Administrative Assistant has to produce a brochure of Cycle Tours available. Describe 2 pieces of equipment that could be used to produce the brochure. **2**

- *Computer/laptop – to create the brochure*
- *Comb binder – to bind the pages of the brochure together*
- *Printer – to print off a master copy of the brochure*
- *Photocopier – to make multiple copies (of the brochures for customers)*
- *Laminator – to put a plastic coating on the front and back pages of the brochure to protect it*
- *Scanner – to scan photographs on to the computer to insert into the brochure*
- *Digital camera/smartphone – to take photographs to insert into the brochure*

One mark for each valid description – 2 marks

- b Douglas Jamieson, the Administration Manager, has asked you to complete the Petty Cash Voucher below with the details from the receipt for refreshments you bought today. **2**

| PETTY CASH VOUCHER | |
|---------------------------------|-------------|
| Date: 8 May 2013 | |
| <hr/> | |
| Description of requirements: | £ p |
| <i>Coffee</i> | <i>3.65</i> |
| <i>Choc Chip Cookies</i> | <i>1.25</i> |
| <i>Milk</i> | <i>1.30</i> |
| | ----- |
| Total | <i>6.20</i> |
| | ----- |
| Signature <i>Candidate Name</i> | |

- *Date entered accurately*
- *Description of requirements/amount/total*
 - *Accept all amounts entered in the £ column*
- *Candidate signature*

One mark for two items; two marks for all three entered accurately

(20 marks)

[END OF MARKING INSTRUCTIONS]