

X214/11/01

NATIONAL
QUALIFICATIONS 2014

FRIDAY, 9 MAY
9.00 AM – 10.00 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 1

Instructions to candidates

This paper comprises **2** sections.

Section A consists of stimulus material followed by a series of questions. 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.



SECTION A

Marks

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.

Mobile technologies—work/life balance

Volkswagen has agreed to stop its Blackberry servers sending emails to some of its employees when they are off-shift as staff were complaining that their work and home lives were becoming blurred.

The servers stop routing emails 30 minutes after the end of employees' shifts, and then start again 30 minutes before they return to work.

The staff can still use their devices to make calls and the rule does not apply to senior management.

Some say it is bad for the employee to be online 24-7 as it has a poor impact on their well-being.

The Trades Union Congress agrees "The issue of employees using Blackberrys, and other devices out of working time is a growing one that needs to be addressed as it can be a source of stress".

Adapted from www.bbc.co.uk, 23 December 2011

1. (a) Identify **2** pieces of equipment used by employees who work away from the office. 2
 - (b) (i) Outline **one** method of flexible working that an organisation may use. 1
 - (ii) Describe **one** advantage of this method of flexible working for an employee. 2
2. (a) Suggest **2** methods of communication used by an organisation to contact customers. 2
 - (b) Outline **one** strength of each method of communication given in 2(a). **A different strength should be used for each method.** 2
3. (a) Outline the role of the Human Resources department in ensuring customer satisfaction. 1
 - (b) Describe **2** effects of poor customer service on an organisation. 4
4. (a) Identify **one** factor that may affect the method of travel chosen by an organisation. 1
 - (b) Justify the use of an Expenses Claim Form by an organisation. 2

5.	(a)	Outline one activity carried out by the Finance department.	<i>Marks</i> 1
	(b)	Justify the use of e-commerce by an organisation.	2
			(20)

[Turn over for SECTION B on *Page four*

SECTION B

Marks

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

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

1. (a) Describe **2** advantages of using the Internet to source information rather than paper-based sources. 4
- (b) Justify the use of a mission statement by an organisation. 2
- (c) Outline the use of **2** documents by the Human Resources department. 2
- (d) Outline **2** responsibilities of employers under the Fire Precautions (Places of Work) Regulations 1995. 2
- (10)**

2. (a) Compare the role of the Sales department and the Purchases department. 2
- (b) (i) Outline **2** types of employment contract. 2
- (ii) Suggest **one** advantage of each of these types of employment contract. 2
- (c) Describe **2** features of an electronic diary that can support the work of an Administrative Assistant. 4
- (10)**

3. (a) Outline **one** advantage and **one** disadvantage of each of the following methods of payment:
 - (i) Credit Card
 - (ii) Currency 4
- (b) Compare **2** methods of ensuring the security of equipment. 2
- (c) Describe **2** skills or qualities required of an Administrative Assistant. 4
- (10)**

[END OF QUESTION PAPER]

ACKNOWLEDGEMENT

Section A—Article is adapted from “Volkswagen turns off Blackberry email after work hours” taken from BBC News, 23 December 2011. Reproduced by kind permission of BBC News.

X214/11/02

NATIONAL
QUALIFICATIONS 2014

FRIDAY, 9 MAY
10.20 AM – 11.40 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 2

- 1 Attempt all 3 tasks.
- 2 Marks are allocated to tasks as follows:
 - Task 1—31 marks
 - Task 2—14 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 Donald Munro Luxury Coach Tours. You are required to carry out a number of tasks given to you by Murdo Munro, Donald's grandson and current Managing Director of the business.

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	PRINTOUTS REQUIRED	MARKS
1a	You are required to complete a spreadsheet.	2	17 marks
1b	You are required to complete a spreadsheet.	2	14 marks
2	You are required to update a database.	3	14 marks
3	You are required to prepare a letter for mail merge.	2	15 marks
Total			60 marks

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

DMSS — a spreadsheet file containing **2** worksheets:
BOOKINGS for use in TASK 1a
HATOURS for use in TASK 1b

DMDB — a database file for use in TASK 2

DMLETTER — a word processing file for use in TASK 3

Your name **must** be displayed on all work submitted.

[Turn over

TASK 1a

*I have created a spreadsheet file to calculate the cost of our tour bookings taken for July and August 2014. Complete the sheet **BOOKINGS** using the instructions below. This sheet is contained in the spreadsheet file **DMSS**.*

Murdo

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

- Open the spreadsheet file **DMSS** and use the sheet **BOOKINGS**.
- Sort the data in the worksheet in order of Tour Code.
- Complete the column Cost per Passenger using the following data. Format figures appropriately.

Tour Code	Cost per Passenger
HA	£149.00
NS	£175.00
RD	£135.00
WI	£189.00

- An Administration Fee of £50 will be charged if the booking has more than 20 passengers. Use a formula to show the Administration Fee for each tour booking. Use an absolute cell reference.
- Use formulae to calculate the Total Cost of each Tour.
- Insert a new column **Total Cost for each Tour Code** ensuring consistency in formatting. Use formulae to calculate the Total Cost for each Tour Code as follows:
 - Total Cost of HA Tour Code in cell G11
 - Total Cost of NS Tour Code in cell G17
 - Total Cost of RD Tour Code in cell G23
 - Total Cost of WI Tour Code in cell G28
- Border cells G11, G17, G23 and G28.
- Name the cell containing the Total Cost of HA Tour Code **HATOTAL**. This will be used in the sheet **HATOURS**.
- Use formulae to calculate the following:
 - Number of Bookings in cell B30
 - Number of Bookings (with more than 20 passengers) in cell B31
- Print** one copy of the sheet **BOOKINGS** on one page showing **values**. Include gridlines on this printout.
- Print** one copy of the sheet **BOOKINGS** showing **formulae**. Include row and column headings and gridlines.

TASK 1b

Complete the sheet **HATOURS** as instructed below. This sheet is contained in the spreadsheet file **DMSS**.

Murdo

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

- Increase the font size of the first 2 rows of the worksheet and italicise.
- Enter the following figures.

	January and February	March and April	May and June
Tour Costs	£24,922.00	£23,648.00	£27,126.00
Number of Passengers	178	165	186

- Insert the Tour Costs figure for July and August by linking to the named cell in the sheet **BOOKINGS**.
- Use a formula to calculate the total number of passengers for July and August for HA Tours.
Tour Costs and the Number of Passengers for September and October are expected to be 20% higher than those for May and June.
- Add a new column with the heading **Projections – September and October**. Use formulae to calculate the Projected Tour Costs and Number of Passengers for September and October. Use an absolute cell reference. Format appropriately.
- Create a chart showing the total number of passengers for all months, excluding the projection for September and October.
- Print** one copy of the sheet **HATOURS** showing **values**. Include the chart embedded on this printout.
- Print** one copy of the sheet **HATOURS** on one page showing **formulae**. Include row and column heading and gridlines. Do not include the chart.

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[Turn over

TASK 2

The database **DMDB** contains contact details for the organisers of each of our tour bookings for July and August. Please update the database using the information given below.

Murdo

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

- Add a new field **Upgrade**.
- Some tour bookings have accepted the offer to upgrade their hotel accommodation. Complete the new field using the following information.



- Create a database form using all fields. Enter the following details for a new booking.

Andrew Sutherland from Inverness has booked 20 passengers on the Highland Adventures tour (Tour Code HA). His address is 79 Culcabock Road, IV2 8TR. The tour booking reference is 2014288 and the pick up point will be Inverness. This group has accepted the offer of the hotel upgrade.

- Print** the form showing only details of booking reference 2014288.

TASK 2 (continued)

- Sort the database in order of Upgrade (showing those bookings that have accepted the upgrade first) and Tour Code.
- Print** one copy of the updated database showing only the Tour Booking Ref, Tour Code and Upgrade fields.
- Search the database for bookings that have accepted the hotel upgrade and whose arranged pick up is Inverness.
- Create a report from the results of the search showing all fields except Tour Code, Pick Up and Upgrade.
 - Add an appropriate title.
 - **Print** a copy of the report on one page.

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[Turn over

Using the information below, prepare a letter to be sent by post to the organisers of tours with an Inverness pick up who have accepted the hotel upgrade. This is the result of the search from Task 2. Use the file **DMLETTER**.

Print **two** copies of the letter—one copy showing the merge fields and one copy to any one of the tour organisers. The letter should fit on one page.

Murdo

Dear

TOUR BOOKING REFERENCE *

* Insert merge field for Tour Booking Ref

lc Thank you once again for choosing a tour with us and for accepting our Hotel upgrade package.

As advertised According to our records you have arranged to be collected from our pick up point in Inverness. We have recently changed our pick up in Inverness and your tour will now be collected at 10.00am from the following location:

bold Falcon Square, Inverness, IV2 3PP

stet NP Hotel accommodation will be upgraded to a suite for each night of the tour and group members will enjoy a 3-course meal, sampling a wide range of Scottish cuisine, with ~~unlimited~~ wine. A nightly charge of £20 per passenger must be paid directly to each hotel at check-in. [Please do not hesitate to contact us should you require any further information.

Yours _____

Justify all paragraphs

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[END OF QUESTION PAPER]

ACKNOWLEDGEMENT

Task 2 – 128318603 Shutterstock.com

X214/11/12

NATIONAL
QUALIFICATIONS 2014

FRIDAY, 9 MAY
10.20 AM - 11.40 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 2
Instructions to Teachers/
Lecturers



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.

Housestyle is acceptable for all documents – ensure all data is **accurate**.

DMSS — this is a spreadsheet file containing **2** worksheets for use in Task 1

DMDB — this is a database file for use in Task 2

DMLETTER — this is a word processing file for use in Task 3

Note 1: Candidates may use the calculator function on their PC if they are familiar with it, or a hand-held calculator. The hand-held calculator must conform to Scottish Qualifications Authority guidelines.

Note 2: If the question paper necessitates, candidates may have access to a calendar, either an electronic or paper copy.

Worksheet for use in Task 1a—BOOKINGS

	A	B	C	D	E	F
1	BOOKING DETAILS FOR JULY AND AUGUST 2014					
2						
3	Tour Booking Reference	Tour Code	No of Passengers in Booking	Cost per Passenger	Administration Fee	Total Cost of Tour
4	2014264	NS	35			
5	2014265	HA	24			
6	2014266	WI	15			
7	2014267	RD	20			
8	2014268	HA	24			
9	2014269	NS	28			
10	2014270	NS	33			
11	2014271	WI	16			
12	2014272	HA	32			
13	2014273	WI	26			
14	2014274	HA	32			
15	2014275	HA	21			
16	2014276	NS	25			
17	2014277	RD	14			
18	2014278	WI	15			
19	2014279	RD	21			
20	2014280	NS	26			
21	2014281	HA	15			
22	2014282	RD	36			
23	2014283	RD	34			
24	2014284	WI	22			
25	2014285	NS	23			
26	2014286	HA	36			
27	2014287	RD	19			
28	2014288	HA	20			
29						
30	Number of Bookings					
31	Number of Bookings (with more than 20 passengers)					
32	Administration Fee	£50.00				

Instructions to Teachers/Lecturers

- Key in the above sheet
- Name this sheet **BOOKINGS**.
- **Do not** enter any formulae.
- Main heading – font size 14, all other text font size 10.
- Embolden the main heading and colour it blue.
- Wrap headings as shown.

Task 1a (continued)

- Left-align and embolden the headings in cells **A3** and **B3**.
- Right-align and embolden the headings in cells **C3–F3**.
- Apply an inside and outline border to cells **A30–B32** – the outline border should be a different style to the inside border.
- Shade cells **A30–B32**.
- Colour the sheet tab.
- Save this file as **DMSS**.

NB Do **not** apply row and column headings and gridlines for printing.

Worksheet for use in Task 1b—HATOURS

	A	B	C	D	E
1	Highland Adventures (HA)				
2	Tour Costs and Passenger Numbers for 2014				
3					
4		January and February	March and April	May and June	July and August
5	Tour Costs				
6	Number of Passengers				

Instructions to Teachers/Lecturers

- Key in the above sheet – use font size 10.
- Name this sheet **HATOURS**.
- **Do not** enter any formulae.
- Colour the text in rows 1 and 2 blue and embolden.
- Wrap text and headings as shown.
- Right-align and embolden the headings in cells **B4–E4**.
- Colour the sheet tab – different to the colour used for the **BOOKINGS** sheet.
- Save this file as **DMSS**.

NB Do **not** apply row and column headings and gridlines for printing.

[Turn over

Task 2

Tour Booking Ref	Tour Code	Title	First Name	Surname	Address	Town	Postcode	Pick Up
2014264	NS	Mrs	Fiona	Mitchell	45 Cairngorm View	Aviemore	PH22 4NM	Inverness
2014265	HA	Mr	Michael	Sharp	54 Milne Street	Perth	PH1 8TQ	Perth
2014266	WI	Mrs	Moira	Bentley	104 Whitefriars Street	Perth	PH3 5WQ	Perth
2014267	RD	Mrs	Martina	Rochow	22 Darach Road	Blair Atholl	PH16 5NN	Perth
2014268	HA	Mrs	Jennifer	Wright	60 Hilton Crescent	Aberdeen	AB5 8GH	Aberdeen
2014269	NS	Miss	Loretta	Mackie	65 Ashley Road	Aberdeen	AB7 0PR	Aberdeen
2014270	NS	Miss	Tina	MacDonell	14 St Fergus Avenue	Peterhead	AB42 6YY	Aberdeen
2014271	WI	Mr	Harry	Stafford	79 Inshes Brae	Inverness	IV2 6WP	Inverness
2014272	HA	Mrs	Debbie	Dunnett	16 Lovat Drive	Beauly	IV4 7BB	Inverness
2014273	WI	Mr	Duncan	Bennett	142 Golf Road	Ellon	AB15 3JD	Aberdeen
2014274	HA	Miss	Olivia	Schultz	77 Argyll Crescent	Kinross	KY13 7LT	Perth
2014275	HA	Mr	Christopher	Trimble	13 Fenton Terrace	Blair Atholl	PH16 9PP	Pitlochry
2014276	NS	Mr	Marcus	Whittle	62 Grantown Road	Nairn	IV12 6LX	Inverness
2014277	RD	Mrs	Harriet	Newman	16 School Drive	Aberdeen	AB8 8NB	Aberdeen
2014278	WI	Miss	Katie	Keating	21a Smithton Park	Inverness	IV5 2XL	Inverness
2014279	RD	Miss	Jessica	Noble	60 Diriebught Road	Inverness	IV3 4UV	Inverness
2014280	NS	Mr	Julien	Forsyth	16 Melkie Crook	Forres	IV36 3NS	Inverness
2014281	HA	Mr	Brian	Allred	19 Viewfield Road	Fraserburgh	AB45 2KL	Aberdeen
2014282	RD	Mr	Norman	Metcalfe	55 Newton Crescent	Stonehaven	AB39 7HB	Aberdeen
2014283	RD	Mr	Fraser	Donaldson	12 Lundies Walk	Auchterarder	PH3 4VU	Perth
2014284	WI	Miss	Alison	Simpson	15 Burtleigh Drive	Milnathort	KY13 2TT	Perth
2014285	NS	Mrs	Nicola	Davies	92 Bellwood Park	Perth	PH2 7RV	Perth
2014286	HA	Mr	Dan	Jones	20 Strathview Terrace	Pitlochry	PH9 2RV	Pitlochry
2014287	RD	Mrs	Gina	Goodall	The Manse, Bankhead Grove	Peterculter	AB14 2RT	Aberdeen

Task 2 (continued)

Instructions to Teachers/Lecturers

- Create the above database.
- Format all fields as text.
- Save this file as **DMDB**.

[Turn over for Task 3 on *Page eight*

Task 3

Donald Munro Luxury Coach Tours

Unit 30, Inveralmond Estate
Perth
PH3 7LP

Tel: 01738 201538

Email: enquiries@dmtours.co.uk



Rob Wilson/Shutterstock.com

Dear

TOUR BOOKING REFERENCE

Thank you once again for choosing a tour with us and for accepting our Hotel upgrade package.

Instructions to Teachers/Lecturers

- Create the above document.
- Top and bottom margins of 2.5 cm.
- Left and right margins of 2.5 cm.
- Save this file as **DMLETTER**.

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

ACKNOWLEDGEMENT

Task 3 – 33779359 Shutterstock.com