

X214/11/01

NATIONAL
QUALIFICATIONS
2015

WEDNESDAY, 29 APRIL
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.

Job Vacancy—Administrator

We are currently looking to recruit an experienced Administrator for ongoing temporary assignments in the Stirling/Clackmannanshire area.

The main duties will be:

- Updating and maintaining information on client files
- Answering and dealing with client telephone enquiries
- Maintaining, organising and co-ordinating meeting schedules
- Creating and maintaining an effective filing system
- Meeting and greeting clients
- Making appropriate travel and accommodation arrangements.

The successful candidate must have a proven administration background along with good organisational skills, excellent communication skills and be IT literate in Word and Excel. They must also have a “can do” attitude, be smart in appearance and be an enthusiastic team player.

Flexible working arrangements may be available.

1. (a) Identify **one** item that would appear in each of the following documents.

(i) Job Description

(ii) Person Specification

2

(b) Justify the use of each of the following documents in the recruitment and selection process. **Give a different justification for each document.**

(i) Job Description

(ii) Person Specification

2

	<i>Marks</i>
2. (a) Identify 2 flexible working arrangements that could be offered to administrative staff.	2
(b) Describe one advantage to an organisation of providing flexible working arrangements to its employees.	2
3. (a) Outline 2 procedures that could be put in place to maintain an effective electronic filing system.	2
(b) Describe one factor that should be considered when choosing the most effective method of communication to contact customers.	2
4. (a) Outline 2 ways an Administrative Assistant can provide a high level of customer service.	2
(b) Describe the purpose of a Travel and Accommodation Request Form.	2
5. (a) Outline one use that the Purchases department could make of each of the following software applications.	
(i) Spreadsheet	
(ii) Word Processing	2
(b) Justify the decision to employ staff on a temporary contract.	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) | Outline 2 legal responsibilities of an organisation when holding customer data. | 2 |
| | (b) | Describe 2 activities carried out in the Finance department. | 4 |
| | (c) | Outline 2 uses of an itinerary by a business traveller. | 2 |
| | (d) | Justify the use of a company credit card when paying for business travel expenses. | 2 |
| | | | (10) |
| 2. | (a) | Outline 2 responsibilities of an employer under the Health and Safety at Work Act 1974. | 2 |
| | (b) | Describe 2 benefits to an organisation of providing a high level of customer service. | 4 |
| | (c) | Outline 2 methods of ensuring the security of employees. | 2 |
| | (d) | Compare 2 methods of travel that may be used by an employee on business. | 2 |
| | | | (10) |
| 3. | (a) | Outline 2 barriers to effective communication. | 2 |
| | (b) | Describe 2 ways in which an organisation can use the Internet to its advantage. | 4 |
| | (c) | Outline 2 advantages of using video conferencing to hold a business meeting. | 2 |
| | (d) | Compare 2 documents used in the sale of goods. | 2 |
| | | | (10) |

[END OF QUESTION PAPER]

X214/11/02

NATIONAL
QUALIFICATIONS
2015

WEDNESDAY, 29 APRIL
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—15 marks
 - Task 2—30 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 Turnbull Sports, a national sports retailer. Stock is distributed from the warehouse in Stirling to branches throughout Scotland. You are required to carry out a number of tasks given to you by Louise Ferguson, Senior Administrative Assistant.

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
1	You are required to update a database.	3	15 marks
2a	You are required to complete a spreadsheet.	2	11 marks
2b	You are required to complete a spreadsheet and create a chart.	3	11 marks
2c	You are required to complete a spreadsheet.	2	8 marks
3	You are required to prepare a memorandum.	1	15 marks
Total			60 marks

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

- TURNDB** – a database file for use in TASK 1
- TURNSS** – a spreadsheet file containing 3 worksheets:
EQUIPMENT for use in TASK 2a
SALES for use in TASK 2b
DISCOUNT for use in TASK 2c
- TURNMEMO** – a word processing file for use in TASK 3

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

[Turn over

TASK 1

The database **TURNDB** contains details of our current suppliers. Please update the database using the information given below.

Louise

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

- We have a new accessories supplier, Thistle Sports Supplies. Their contact person is Natalie Lawson who can be contacted by phone on 01414488960. The maximum order value is 50% higher than that currently offered by Kinetica Sports.

Please update the database with the details of this new supplier. Use the ID SUP022.

- We have decided to stop using Kinetica Sports as a supplier. Please delete this record.
- Add a new field Credit Terms (Days) and complete using the following information.

Supplier Code	Credit Terms (Days)
SUP003	30
SUP004	20
SUP006	25
SUP009	30
SUP010	30
SUP014	20
SUP015	14
SUP018	20
SUP019	60
SUP020	30
SUP021	14
SUP022	30

TASK 1 (continued)

- Genevieve MacGregor is the new contact person at Discount Kits. Update the database to reflect this change.
- Sort the database in order of Credit Terms (Days), highest first, and Supplier Name.
- Print** one copy of the updated database showing only Supplier Name, full Contact Name and Credit Terms (Days).
- Print** all details for the new supplier only.
- I need to negotiate increased maximum order values with some of our suppliers. Search the database for suppliers of clothing or footwear whose Maximum Order Value is below £5,500.
- Create a report from the results of the search showing all fields except Supplier ID and Credit Terms (Days).
 - Add an appropriate title
 - Insert **Maximum Order Value to be Negotiated** in the report footer.
 - **Print** a copy of the report on one page.

15

[Turn over

TASK 2a

The spreadsheet file **TURNSS** contains sales data for the Aberdeen branch. Complete the sheet **EQUIPMENT** using the instructions below.

Louise

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

- Open the spreadsheet file **TURNSS** and use the sheet **EQUIPMENT**.
- Change the font and increase the size of the headings in rows 1 and 3.
- Use formulae to calculate the Total Sales for each Section.
- Use a formula to calculate Total Equipment Sales in Quarter 4 in cell E14. Name this cell **QUARTER4**.
- Insert the label **Highest Quarterly Sales** in cell A16. Embolden this label.
- In an appropriate cell, use a formula to show the highest Total Sales during Quarter 4. Shade and border this cell.
- Format all figures for currency and zero decimal places.
- Sort the spreadsheet in descending order of Total Sales.
- Print** one copy of the sheet **EQUIPMENT** on one page showing **values**. Include gridlines on this printout.
- Print** one copy of the sheet **EQUIPMENT** showing **formulae**. Include row and column headings and gridlines.

TASK 2b

Complete the sheet **SALES** as instructed below. This sheet is contained in the spreadsheet file **TURNSS**.

Louise

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

- Insert the Equipment Sales figure for Quarter 4 by linking to the named cell in the sheet **EQUIPMENT**.
- Enter the following sales figures for Quarter 4.

Category	Sales
Clothing (Football)	£5,200
Clothing (Other)	£4,665
Clothing (Casual)	£6,475
Footwear (Football)	£4,100
Footwear (Other)	£5,150
Accessories	£2,265

- Use formulae to calculate the Total Sales per Category as follows:
 - Total Sales for the Equipment category in cell **F6**
 - Total Sales for the Clothing category in cell **F9**
 - Total Sales for the Footwear category in cell **F11**
 - Total Sales for the Accessories category in cell **F12**
- In cell **F14**, use a formula to calculate Football Clothing as a Percentage of Total Clothing Sales.
- Print** one copy of the sheet **SALES** on one page showing **values**. Include gridlines on this printout.
- Print** one copy of the sheet **SALES** on one page showing **formulae**. Include row and column headings and gridlines.
- Create a 3D chart to display a percentage breakdown of product sales for each category in Quarter 4.
- Print** the chart on a separate sheet.

TASK 2c

Product prices are to be discounted to make way for new stock. Complete the sheet **DISCOUNT** as instructed below. This sheet is contained in the spreadsheet file **TURNSS**.

Louise

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

- Add a new column with the heading **Discount %**.
The current price of these products is to be discounted (reduced). If a product is an item of equipment, the price will be discounted by 50%; otherwise the discount will be 30%.
- Use formulae to show the Discount % for each product. Use appropriate absolute cell references.
- Add a new column with the heading **Discounted Price**.
- Use formulae to calculate the Discounted Price for each product.
- Print** one copy of the sheet **DISCOUNT** on one page showing **values**. Include gridlines on this printout.
- Print** one copy of the sheet **DISCOUNT** on one page showing **formulae**. Include row and column headings and gridlines.

[Turn over for Task 3 on *Page ten*

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TASK 3

Using the information below, prepare a memo from me to Jonathan Czerniack, the Aberdeen Branch Manager. Insert today's date and the subject heading **Sales Analysis**.

Use the file **TURNMEMO**. Print **one** copy of the completed memo.

Louise

NP Please accept my apologies for the delay in providing an analysis of the sales performance for your branch during the final quarter of 2014. [The chart below shows a percentage breakdown of sales by category: this should be compared with the data previously provided for 2013.

Insert the chart produced in Task 2b here

UC Upon closer inspection, despite bumper ski seasons in the scottish mountains over the past few years, sales of winter sports equipment continue to be disappointing.

Page the memo here

TASK 3 (continued)

display In order to create space for the new season's
 stock, many of our current products are
 to be sold at a ~~discounted~~^{lower} price. Please
 arrange for the following products to be
 discounted immediately.

- Insert spreadsheet data here showing the code for the products to be discounted and their respective discounted prices.
- Sort the data in order of product code.
- Ensure that gridlines are shown and shade all prices.

In next week's memo I will provide:

- 1 Further products to be discounted.
 - 2 A more comprehensive analysis of sales data for 2014 and early 2015.
- } Apply bullet points instead of numbers

Insert page numbers

[END OF QUESTION PAPER]

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