N5

National Qualifications
2021 ASSESSMENT RESOURCE

X801/75/11

Administration and IT

Duration — 1 hour 30 minutes

Total marks — 40

Attempt ALL questions.

Before leaving the examination room, place your cover sheet and printouts inside the clear envelope provided.

Hand this envelope to the Invigilator; if you do not, you may lose all the marks for this paper.

Information and instructions for candidates

The electronic files listed below are provided for you to use during this examination:

- **Administration Priorities** — a word-processing file

- **Healthcare Plan** — a spreadsheet file containing 2 worksheets (Price List and Treatment Plan)

- **Passionate Paws Logo** — a jpeg file

You must:

- complete each question in order

- action and delete all comments/notes within files

- display your name and question number on each printout

- print each spreadsheet on one page

TO-DO LIST

Use this table to make sure you have all the printouts required.

Question	Passionate Paws printouts	Marks available	Completed (✓)
1(a)	Spreadsheet — Price List • value view • formulae view	4	
1(b)	Spreadsheet — Treatment Plan • value view • formulae view	15	
1(c)	Spreadsheet — Pie Chart	4	
2	Word-processing document — Administration Priorities	17	

Attempt ALL questions

You are the Admin Assistant at Passionate Paws — a small animal vet practice near Luss. Passionate Paws specialises in the care of dogs, cats, rabbits, hamsters and guinea pigs.
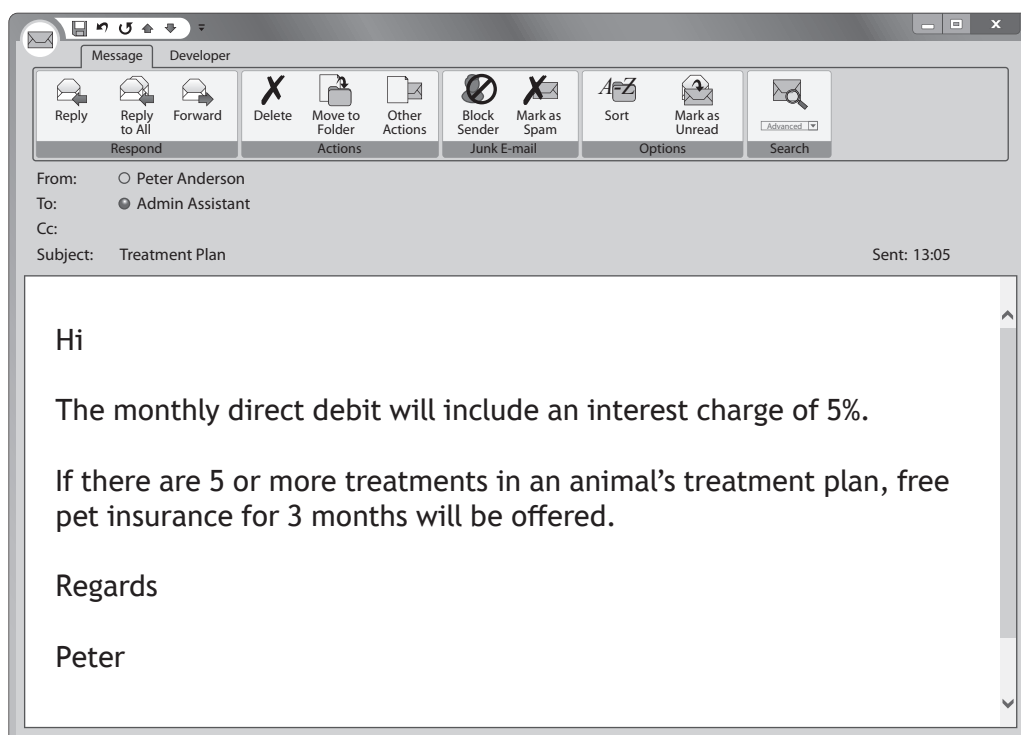
The business slogan is: Your Pet, Our Passion.

The business is owned by Peter Anderson, Vet.

Complete the following questions.

1. **(a)** Peter has asked you to update the Price List. Open the spreadsheet file **Healthcare Plan**. Complete the worksheet **Price List**.

Print one copy in value view, portrait with gridlines only.

Print one copy showing formulae, portrait with gridlines, and row and column headings.

4

(b) Open the worksheet **Treatment Plan** and complete it for Cooper using information from the worksheet **Price List** and below.

Print one copy in value view, landscape with gridlines only.

Print one copy showing formulae, landscape with gridlines, and row and column headings.

15

Message | Developer

Reply | Reply to All | Forward | Delete | Move to Folder | Other Actions | Block Sender | Mark as Spam | Sort | Mark as Unread | Advanced

Respond | Actions | Junk E-mail | Options | Search

From: ○ Peter Anderson
To: ● Admin Assistant
Cc:
Subject: Treatment Plan   Sent: 13:05

Hi

The monthly direct debit will include an interest charge of 5%.

If there are 5 or more treatments in an animal's treatment plan, free pet insurance for 3 months will be offered.

Regards

Peter

(c) Create a pie chart to show the breakdown of costs for Cooper's Treatment Plan. Include both labels and values **only** on the outside end of each segment and insert an appropriate heading.

Print the chart on a separate sheet.

4

2.

Open the file **Administration Priorities** and use the information below to complete it.

Print one copy of the document.

Passionate Paws

Points to discuss at next meeting.

1.	Identify 3 features of corporate image.
2.	
3.	

1.	Outline 3 organisational responsibilities for First Aid.
2.	
3.	

1.	Outline 3 features of good file management.
2.	
3.	

1.	Describe 4 features of a database.
2.	
3.	
4.	

1.	Explain 4 skills/qualities required by effective administrators.
2.	
3.	
4.	

[END OF QUESTION PAPER]

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