



National
Qualifications
2026

X801/75/11

Administration and IT

TUESDAY, 5 MAY

1:00 PM – 3:00 PM

Total marks — 50

Attempt ALL questions.

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

You must leave this envelope on your desk; if you do not, you could lose all the marks for this paper.



* X 8 0 1 7 5 1 1 *



Information and instructions for candidates

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

- **Customers** — a database file containing 2 tables (Bookings and Instructors)
- **Income 2026** — a spreadsheet file containing one worksheet (Quarter 1)
- **Invoice** — a spreadsheet file containing 2 worksheets (Tarn Enterprises and Prices)
- **Lochwinnoch Watersports** — a word-processing file
- **Lochwinnoch Watersports Logo** — a png 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 or database on one page



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

Question	Lochwinnoch Watersports printouts	Marks available	Completed (✓)
1 (a)	Database table	4	
1 (b)	Database form	4	
1 (c)	Database report	7	
1 (d)	Database table	4	
2 (a)	Spreadsheet — Invoice • value view • formula view	15	
2 (b)	Spreadsheet — Income 2026 • value view with bar chart • formula view	7	
3	Word-processing document — Lochwinnoch Watersports	9	

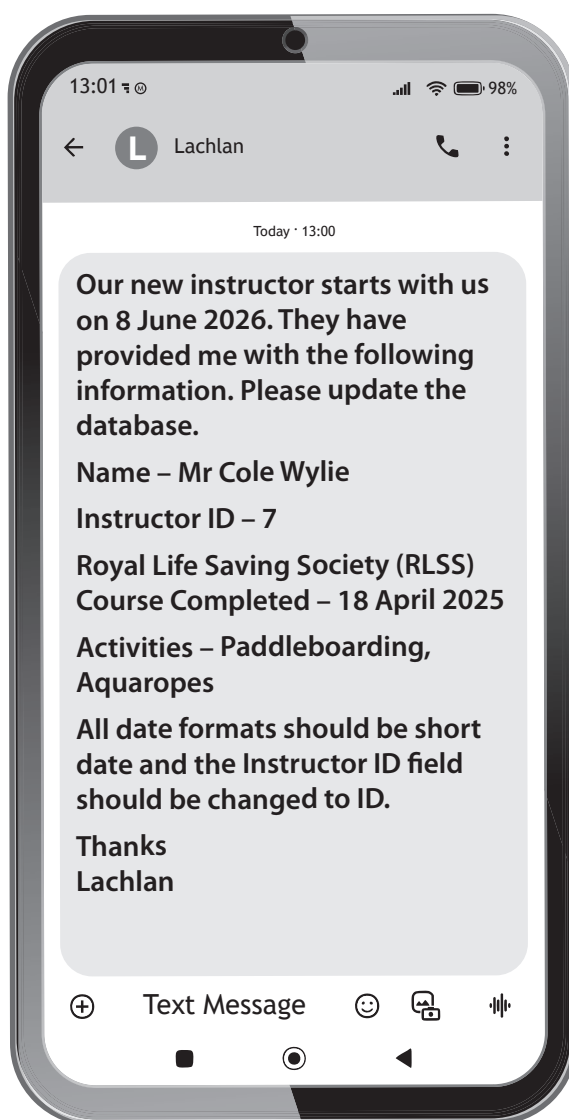
[Turn over

Attempt ALL questions

You are the Admin Assistant at Lochwinnoch Watersports, based at Castle Semple Loch in Renfrewshire. Lachlan McGregor, the owner, has asked you to complete the following tasks.

1. (a) The database file **Customers** contains information about our instructors and customer bookings.
- Update the **Instructors** table using the information below and print the table showing all fields.

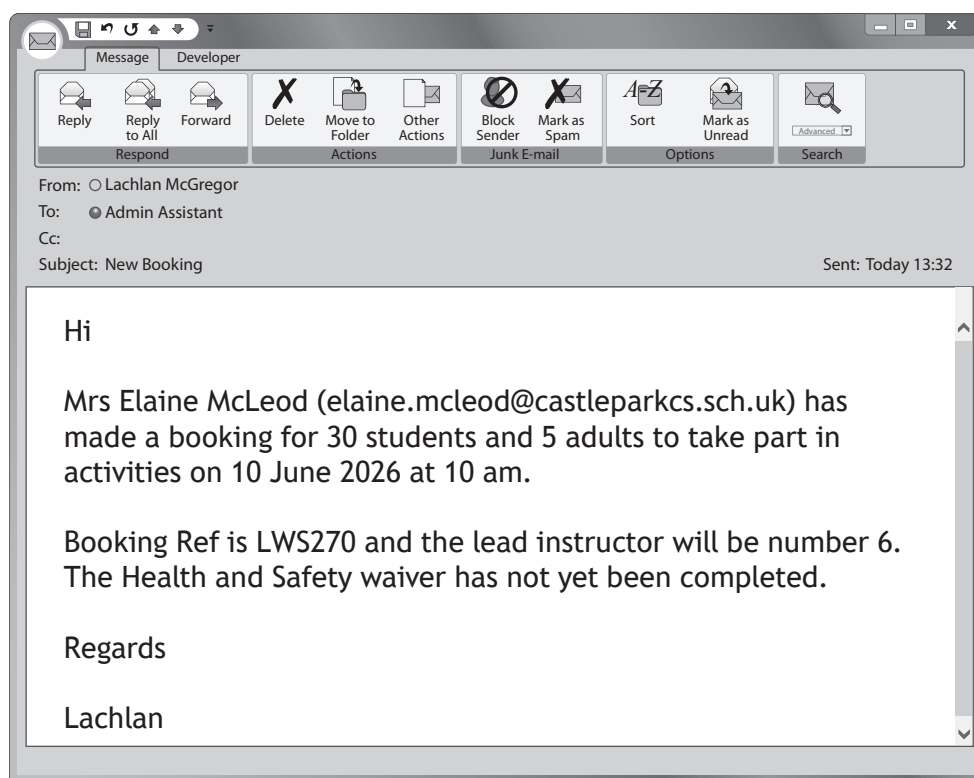
4



1. (continued)

- (b) The following e-mail has been received from a customer wishing to make a booking. Create a form using **all** fields from the Bookings table and **only** the Instructor Name from the Instructors table. Insert BOOKING FORM as the form header.
- Print a copy of Elaine McLeod's form only.

4



- (c) Using the following information, create a database report.
- Lachlan would like to contact all customers with bookings before the start of July 2026 who have not yet completed the Health and Safety waiver.
- Search the database for bookings before the start of July 2026 with no waiver. Show only Customer Name, E-mail and Date in that order. Sort in order of Date showing the earliest first and in alphabetical order of Surname.
- Insert a suitable heading and include the logo at the top right-hand side.
- Print a copy of the report.

7

[Turn over

1. (continued)

- (d) Using the information below print a copy of the updated Bookings table showing only Booking Ref, Date, Time and Waiver Completed. Sort in order of Waiver Completed, with the completed ones at the top.

4

Nikita Bayko has contacted us today to cancel his booking on 3 August 2026. Delete his record.

The following bookings have still not completed their Health and Safety waivers - update the bookings table.

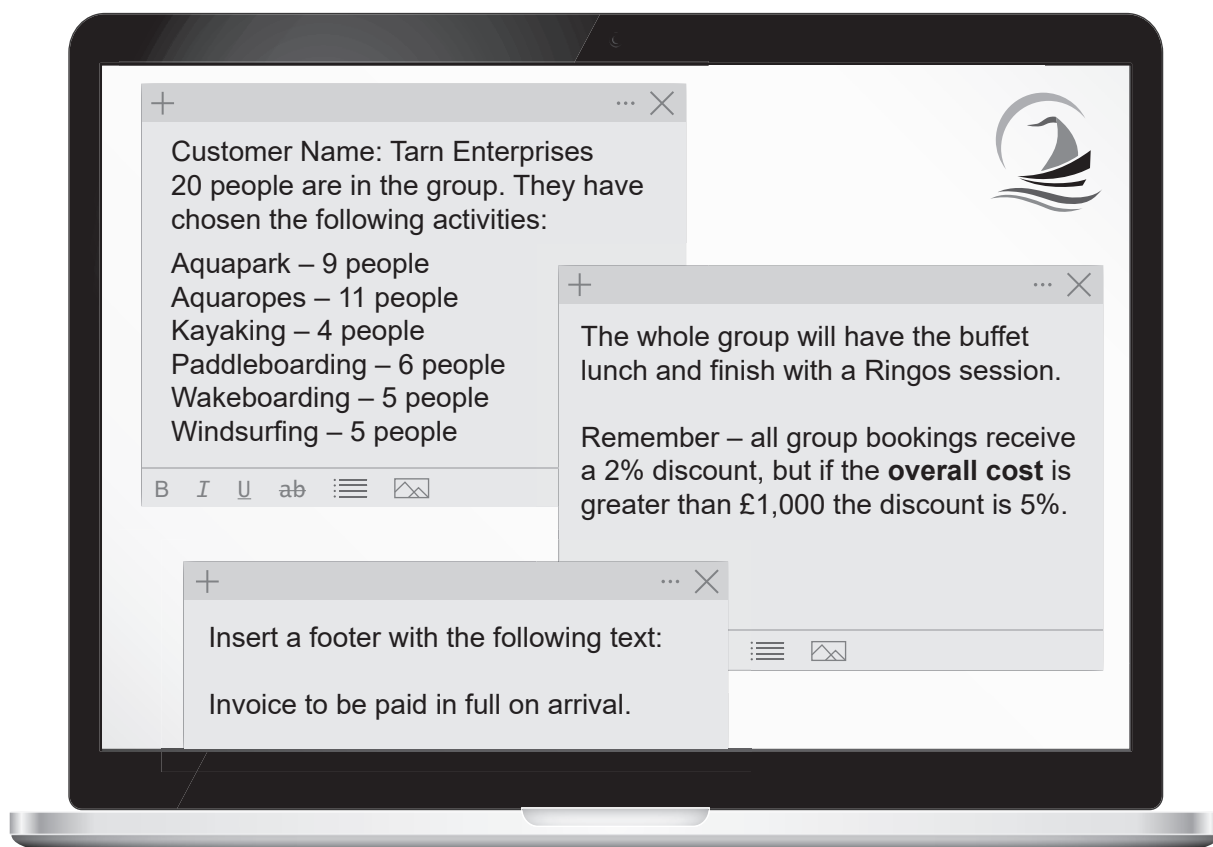
- LWS 231
- LWS 254
- LWS 264
- LWS 270

2. (a)

Open the spreadsheet **Invoice** and complete the worksheet **Tarn Enterprises**. Follow all instructions, use the information below and the Prices worksheet.

- Print a copy of the Tarn Enterprises worksheet in value view, portrait with gridlines only.
- Print a copy in formula view, landscape with gridlines and row and column headings.

15



(b)

Open the spreadsheet **Income 2026** and complete the worksheet **Quarter 1** following all instructions. Create a bar chart on the worksheet showing the income for each week in March.

Use the heading **INCOME FOR MARCH 2026**

- Print a copy of the worksheet Quarter 1 in value view, landscape, with gridlines only. Ensure both the chart and the figures are visible.
- Print a copy in formula view, landscape with gridlines and row and column headings.

7

[Turn over

3.

Open the file **Lochwinnoch Watersports** and use the information below to complete it.

Print a copy of the completed file.

9

1.	
2.	
3.	

Outline 3 features of good file management.

1.	
2.	
3.	

Describe 3 ways an organisation can ensure the security of property/equipment.

1.	
2.	
3.	

Explain 3 consequences of poor customer service to an organisation.

[END OF QUESTION PAPER]