

X214/301

NATIONAL
QUALIFICATIONS
2010

WEDNESDAY, 19 MAY
9.00 AM – 10.20 AM

ADMINISTRATION
HIGHER
Paper 1

SECTION 1

This section should take you approximately 30 minutes.

Read the passage then answer the questions that follow.

ALL questions should be attempted.

SECTION 2

This section should take you approximately 50 minutes.

Answer any **two** questions.



SECTION 1

ALL questions should be attempted.

An army of undercover market research “spies” visit shops, offices, businesses and councils every single day without us even knowing.

There are thousands of these mystery shoppers out there—more than 40,000 on one company’s database. The phenomenon of mystery shopping has been around since the 1940s in the US but it is only in the last couple of decades that it has been used in the UK.

One of the biggest companies carrying out assessments is Mystery Shoppers which was founded in Devon in 1981. Their clients include some of Britain’s most successful organisations including easyJet, AA Insurance and Virgin Trains.

Being a mystery shopper is a part-time position and the type of person required is very broad. From a student, looking for a way to earn extra cash, or a person who has taken early retirement and is looking for a way to keep active. For the mystery shopper, the experience can vary greatly—you could be trying on designer clothes in a top boutique or travelling back and forward from Glasgow to Luton with a discount airline. One mystery shopper said “I didn’t realise that mystery shopping went on but now I notice things that I wouldn’t normally have noticed. Bad customer service is terrible, that’s why we are doing this job!”

Adapted from an article in the *Daily Record*, 19 January 2008

QUESTIONS

Marks

Answer ALL the questions, 1–5.

1. Outline **3** areas of customer service that a mystery shopper might investigate. **3**
2. Compare the use of a mystery shopper with a customer focus group. **2**
3. Describe **3** consequences, and their implications, of poor customer service. **6**
4. Discuss the advantages and disadvantages of flexible working for an employer. **6**
5. More than 40,000 mystery shoppers’ personal details are stored on one company’s database.
Outline **3** principles of good information handling which this company should follow. **3**

(20)

SECTION 2

Answer any TWO questions.

- | | | |
|----|---|-------------|
| 1. | (a) Identify 2 examples of items that would be included in a person specification and justify the purpose of this document in the interview process. | 4 |
| | (b) In addition to the interview, discuss the need for additional selection processes to ensure the best person is appointed. | 6 |
| | (c) Outline 4 benefits of good leadership. | 4 |
| | (d) Describe 3 ways in which an organisation can inform employees of changes to procedures. | 6 |
| | | (20) |
| 2. | (a) Suggest and justify 2 methods of ensuring the security and confidentiality of electronic information. | 4 |
| | (b) Describe 2 key responsibilities employers have with regards to Display Screen Equipment regulations. | 4 |
| | (c) Outline each of the following IT terms. | |
| | <ul style="list-style-type: none"> • One-to-many relationship • Conditional formatting • Master slide • Cross-referencing | 4 |
| | (d) Discuss an organisation's decision to encourage a programme of staff development and lifelong learning. | 8 |
| | | (20) |
| 3. | (a) Outline 3 features of an operational decision. | 3 |
| | (b) Discuss the information required to make effective decisions. | 8 |
| | (c) (i) Describe 3 time management techniques. | 6 |
| | (ii) Justify the need for employees to develop good time management skills. | 3 |
| | | (20) |

[Turn over for Questions 4 and 5 on Page four

	<i>Marks</i>
4. (a) Outline 2 standard items in an agenda and justify their inclusion.	4
(b) Discuss the use of an e-diary in the planning and organisation of a meeting.	6
(c) (i) Justify the use of Action Minutes.	2
(ii) Select and outline 2 of the meeting terms given below.	
• Abstain	
• Casting vote	
• Ballot	
• Unanimous	2
(d) Describe 3 features of an effective team.	6
	(20)
5. (a) Outline the benefits of an organisation's decision to change from a traditional cellular office layout to an open plan layout.	4
(b) Justify the need for monitoring staff absences.	4
(c) Discuss the use of the Internet as a source of business information.	8
(d) Describe 2 ways of facilitating remote meetings.	4
	(20)

[END OF QUESTION PAPER]

ACKNOWLEDGEMENTS

Section 1—Article is adapted from “Shop Floor Spies” by Laura Coventry, taken from *Daily Record*, 19 January 2008. Reproduced by permission of Scottish Daily Record and Sunday Mail.

X214/302

NATIONAL
QUALIFICATIONS 2010

WEDNESDAY, 19 MAY
10.40 AM – 12.00 NOON

ADMINISTRATION
HIGHER
Paper 2

You have 1 hour 20 minutes to complete this paper. No alterations can be made to tasks after this time. However, if you do not have the opportunity to print out all/any of the material during this time you will be given time at the end to do so.

- 1 60 marks are allocated to this paper.
- 2 Your name should be displayed on all work submitted. **Key in** your name on each printout.
- 3 At the end of the examination, place your printouts inside the envelope provided. Hand the envelope to the Invigilator.



INFORMATION FOR CANDIDATES

You work for CSP Promotions which provides celebrity speakers and athletes from a wide variety of sports for promotional, corporate and charity events.

Active Scotland has contracted your company to undertake some specific tasks on their behalf in the run up to the Commonwealth Games.

The Commonwealth Games consists of 10 core sports which are compulsory and the host nation has the option of choosing 7 additional sports.

Your tasks are detailed in the following memo and should be completed today. The e-files required for the tasks can be found in the folder GLASGOW.

Familiarise yourself with these files before starting the tasks.

Please ensure that your name appears on every printout.

MEMORANDUM

TO Administrative Assistant
FROM Maura Carson, Events Director
DATE 19 May 2010
SUBJECT Active Scotland Contract

1. (a) Active Scotland would like to set up a buddy system between Scottish children who will take part in the non-core sports and athletes who have participated in the Commonwealth Games.

Active Scotland believe that the age difference is important and only want to involve athletes who were born after 1979. Only those located in Scotland or Northern Ireland should be considered.

Print the results of your search including the sport field.

- (b) The number of athletes willing to assist with each of the core sports is to be discussed at a meeting. Find out how many athletes there are for each of the core sports and print this information.

- (c) There are plans to hold a fund-raising dinner later in the year. All core sports athletes will attend but not the aquatics team. All athletes have agreed to charge 80% of their charity fee for this occasion.

Create a report showing the athletes who will attend grouped according to their sports. Show the names of athletes in alphabetical order and include the revised fee. Insert a summary total for each sport in the report and ensure labels are appropriate.

The report should be given a suitable title and have the company logo inserted. Include a report footer "Core Sports – 2014".

[Turn over for Questions 2 and 3 on Page four]

2. (a) Each month CSP calculate appearance fees due to the athletes.

In the bookings sheet add 2 new columns–Vat Rate and Total Fee. Insert formulae to show the correct rate of VAT and then insert a formula which will calculate the Total Fee, automatically rounding down to the nearest whole number.

Print this sheet in value view and formulae view (show gridlines and row and column headings in formulae view). Ensure each printout is only on one page.

- (b) In the summary sheet add 2 new columns–Total Number of Appearances and Total Value of Fees.

Insert formulae to show the number of appearances and the total fees for the month of April for each type of appearance.

Print this sheet in both value view and formulae view.

3. Complete the report by carrying out the following.

Enhance the front cover of the report. Insert a table of contents in double line spacing and number pages appropriately.

Insert the result of your search which shows the number of athletes from the core sports. Total the number of athletes.

The table from the file MENTORING SCHEME should be inserted under the heading PARTICIPANTS. This page is to be landscape and you should action the comments before deleting them.

At the end of the report, key in the following. Reorder the points and retain the numbers.

ACTION POINTS

For the August meeting the following points have to be taken forward:

- 2 Seek sponsorship for the Dinner Dance (Maura and team).
- 3 Design Job Descriptions and Person Specifications for the expected vacancies (Karen).
- 1 Finalise and book the venue for the Dinner Dance (Maura).

[END OF QUESTION PAPER]

X214/303

NATIONAL
QUALIFICATIONS
2010

WEDNESDAY, 19 MAY
10.40 AM – 12.00 NOON

ADMINISTRATION
HIGHER

Paper 2

Instructions to Teachers/
Lecturers



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Instructions to Teachers/Lecturers

PRIOR TO THE EXAMINATION

The following files are to be created and saved using the file names indicated. This will enable the candidate to access the required information necessary to complete the tasks. All files may be adapted to suit your centre's housestyle provided no additional information is given to candidates. Margins should be in accordance with your centre's housestyle.

Note: Filenames need not be shown on master printouts.

Teachers/Lecturers should ensure that candidates **CANNOT** access files prior to the examination.

These files should be stored in a folder named **GLASGOW**.

ACTIVE SCOTLAND — this is a relational database file with 3 tables: ATHLETES, FEES and SPORT.

ATHLETES – 49 records

FEES – 3 records

SPORT – 17 records

Primary Keys and relationships should be set as indicated.

*Filemaker may require an additional ID field.

LOGO — this is a word processing file and should be presented as shown using the font Bookman Old Style 18 point.

This file can be created using a similar font and an appropriate graphic.

REPORT — this is a word processing file and should be presented as shown using the font Comic Sans MS (or similar) 12 point. Each page should be created in portrait.

MENTORING SCHEME — this is a word processing file and should be presented as shown using the font Comic Sans MS (or similar) 12 point. Information should be keyed into a table with 3 columns. Comments inserted as shown.

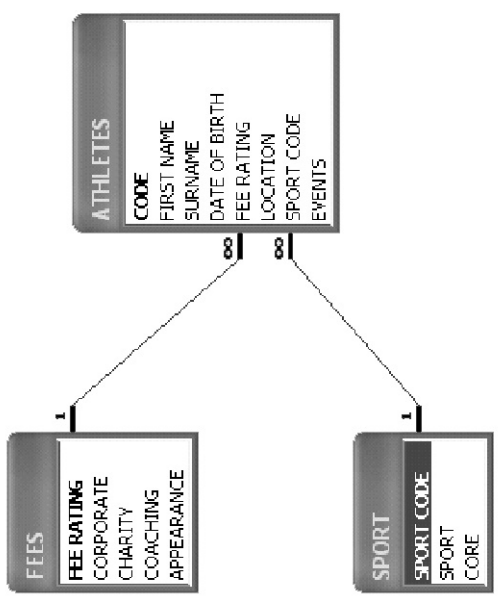
EXPENSES — this is a spreadsheet file with 3 separate sheets. Name these sheets: BOOKINGS, VAT RATES and SUMMARY SHEET.

Format cells as shown. Key in data as given.

Note: You are required to send printouts of the prepared files (including downloaded files) to the Scottish Qualifications Authority. These should be submitted, by the Invigilator, along with the candidates' printouts in **each** return envelope.

MICROSOFT ACCESS – RELATIONSHIPS

Filename: **ACTIVE SCOTLAND**



PRIMARY KEYS:

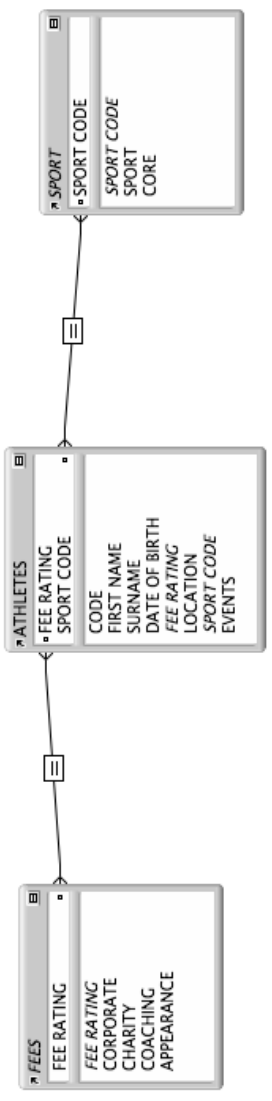
Fees: FEE RATING

Athletes: CODE

Sport: SPORT CODE

FILEMAKER – RELATIONSHIPS

Filename: **ACTIVE SCOTLAND**



Database Table: **ATHLETES**

CODE	FIRST NAME	SURNAME	DATE OF BIRTH	FEE RATING	LOCATION	SPORT CODE	EVENTS
1	Chris	Hunter	07/09/1982	A	Northern Ireland	SP005	World Championships, Junior Championships
2	Steve	Florence	03/07/1969	A	South	SP003	World Championships, Olympic Games, Commonwealth Games
3	Michael	Danson	12/07/1978	B	South	SP002	World Championships, Commonwealth Games
4	Michael	Gilchrist	19/07/1987	A	South West	SP001	Olympic Games, World Championships, European Championships, Commonwealth Games
5	Jo	Grainger	14/08/1983	B	Scotland	SP012	World Championships, Commonwealth Games
6	Michael	Casey	04/08/1978	C	London	SP001	European Championships, Junior Championships
7	Kerry	Fallon	05/08/1985	A	Yorkshire	SP002	Olympic Games, World Championships
8	Alistair	McMillan	26/07/1988	C	South East	SP008	World Youth Championships
9	Colin	Farah	04/05/1982	B	Midlands	SP005	Commonwealth Games
10	Alan	Pennie	24/07/1984	A	Scotland	SP002	European Youth Championships, Olympic Games
11	Chris	Brown	01/02/1987	A	London	SP002	European Youth Championships, Commonwealth Games, Olympic Games
12	Ally	Cooper	05/06/1978	C	Midlands	SP003	European Youth Championships, World Championships
13	Tanni	Grey	01/01/1986	B	South West	SP003	Commonwealth Games, World Championships
14	Denise	Clark	25/10/1980	B	Wales	SP005	World Championships, Commonwealth Games
15	Graeme	Burton	05/08/1987	A	Scotland	SP004	Olympic Games
16	Chris	Dale	19/05/1986	A	London	SP002	Olympic Games, Commonwealth Games, World Championships
17	Cameron	McClatchey	30/11/1987	C	South West	SP008	European Youth Championships
18	Ellen	McConnell	12/03/1978	C	Scotland	SP007	World Championships
19	Mark	Barlett	12/07/1981	A	North East	SP004	Olympic Games
20	Colin	Renwick	12/08/1981	B	Scotland	SP015	Commonwealth Games
21	Rae	Hoy	16/11/1982	C	South East	SP009	European Youth Championships
22	Carla	Scott	07/08/1983	C	Midlands	SP002	European Youth Championships, World Championships
23	Rich	Tucker	13/11/1991	A	South West	SP001	Olympic Games, Commonwealth Games, European Championships, World Championships
24	Nicola	Tait	12/12/1987	C	South East	SP013	World Championships, Junior Championships
25	Bryony	Simpson	04/07/1983	B	Scotland	SP001	Commonwealth Games, World Championships, Junior Championships

Database Table: **ATHLETES (continued)**

CODE	FIRST NAME	SURNAME	DATE OF BIRTH	FEE RATING	LOCATION	SPORT CODE	EVENTS
26	Jemma	Scott	09/09/1978	B	North East	SP007	European Youth Championships, Commonwealth Games
27	Lucilla	Walsh	26/08/1978	B	Scotland	SP006	European Youth Championships, Commonwealth Games
28	Elizabeth	Storry	28/08/1993	C	Wales	SP006	World Championships
29	Anthony	Hallam	09/08/1979	B	Midlands	SP008	Commonwealth Games, Rugby World Cup
30	Gail	Murray	01/01/1990	C	Scotland	SP007	European Youth Championships
31	Nathan	Smith	24/11/1989	A	South East	SP009	Olympic Games, Commonwealth Games
32	Roger	Hammond	03/06/1990	C	London	SP003	European Youth Championships, World Championships
33	Jon	Miley	03/09/1987	C	North East	SP010	European Championships, World Championships
34	Thomas	Haywood	03/04/1988	B	London	SP010	European Championships, Commonwealth Games
35	Emma	Lemoncello	12/11/1986	B	Wales	SP007	European Championships, Commonwealth Games
36	Jonny	Cooke	06/07/1985	B	Yorkshire	SP011	Commonwealth Games, World Championships, European Youth Championships
37	Nicole	Bellis	27/11/1979	B	Scotland	SP011	World Championships, Commonwealth Games
38	Sharon	Pooley	03/09/1978	A	Scotland	SP011	Olympic Games, Commonwealth Games
39	Imogen	Downie	26/12/1978	C	Scotland	SP012	European Youth Championships, World Championships
40	Marissa	Keatings	29/11/1986	B	Yorkshire	SP012	World Championships, Junior Championships, Commonwealth Games
41	Daniel	King	12/07/1981	B	Scotland	SP012	Commonwealth Games, European Championships
42	Euan	Burton	30/05/1985	A	Scotland	SP013	Olympic Games, Commonwealth Games
43	Karina	Bryant	27/08/1984	C	Scotland	SP013	World Championships, Junior Championships
44	Jon	Hamelink	01/03/1981	A	Northern Ireland	SP014	Olympic Games, Commonwealth Games
45	Hollie	Brownlie	07/10/1980	A	Wales	SP015	Olympic Games, Commonwealth Games
46	Will	Don	29/04/1988	B	South East	SP015	Commonwealth Games
47	Elena	Tucker	04/08/1982	B	Northern Ireland	SP015	Commonwealth Games
48	Michael	Bristol	12/10/1981	C	Northern Ireland	SP016	World Championships, Junior Championships
49	Liam	Beckingsdale	03/07/1982	C	Northern Ireland	SP011	European Youth Championships, World Championships

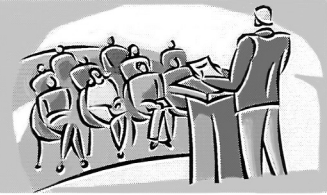
Database Table: FEES

FEE RATING	CORPORATE	CHARITY	COACHING	APPEARANCE
A	£120.00	£1,500.00	£1,800.00	£2,000.00
B	£100.00	£1,200.00	£1,350.00	£1,550.00
C	£90.00	£1,000.00	£1,200.00	£1,400.00

Database Table: SPORT

SPORT CODE	SPORT	CORE
SP001	Aquatics	Yes
SP002	Athletics	Yes
SP003	Badminton	Yes
SP004	Boxing	Yes
SP005	Hockey	Yes
SP006	Lawn Bowls	Yes
SP007	Netball	Yes
SP008	Rugby 7s	Yes
SP009	Squash	Yes
SP010	Weightlifting	Yes
SP011	Cycling	No
SP012	Gymnastics	No
SP013	Judo	No
SP014	Shooting	No
SP015	Triathlon	No
SP016	Wrestling	No
SP017	Table Tennis	No

CSP PROMOTIONS



CSP PROMOTIONS



COMMONWEALTH GAMES
ACTIVE SCOTLAND CONTRACT
MONTHLY REPORT
May 2010

MENTORING

We currently have recruited 50 Scottish athletes who are willing to participate in the mentoring programme that Active Scotland wish to implement. Kenny has approached a number of athletes but some are unable or unwilling to get involved. The reasons are varied but do tend to fall into 2 distinct categories:

- Other commitments – specifically the demands of their sport
- Location – there are a significant group who feel that they cannot make a commitment to the mentoring project as they are too distant from Scotland.

The number of athletes we have on our books for the core sports is shown below:

The first meeting between the young athletes and their mentors is to take place on 3 July. We have arranged that the meetings will take place in the venues to be used in 2014. The numbers participating are high – the following table shows the number of young athletes who have applied.

PARTICIPANTS

STAFFING

The previous 4 weeks have been extremely busy and the volume of work is steadily increasing. The organising committee is very impressed with our expertise in a wide range of areas and is in discussion with senior management to outsource more projects to us. Currently, we are understaffed and if the contracts from Active Scotland are forthcoming we would be looking to appoint at least 4 new members of staff on fixed term contracts. Karen has carried out an audit of our strengths and weaknesses and will use this to determine the kind of people we need to appoint.

UPCOMING EVENTS

The organising committee has outsourced the planning and organisation of the fund-raising dinner to our company. This is a massive contract for us and it is imperative that our events management is first class. The project will be led by Maura Carson and she will be allowed to pick her own team of 5 or 6 staff to work with her.

Maura has already achieved a major success in negotiating with the athletes of core sports to take a 20% cut in their charity appearance fee and not to claim expenses.

Word Processing: **MENTORING SCHEME**

SPORT	VENUE	NUMBERS
Athletics	Hampden	36
Boxing	SECC	12
Weightlifting	Clyde Auditorium	6
Gymnastics	Kelvin Hall	14
Netball	Kelvin Hall	18
Bowls	Kelvingrove Park	14
Wrestling	Kelvin Hall	4
Judo	Kelvin Hall	6
Table Tennis	Scotstoun	8
Squash	Scotstoun	2
Rugby Sevens	Ibrox Stadium	11
Shooting	Strathclyde Police Range at Jackton	8
Triathlon	Strathclyde Park	9
Mountain Biking	Cathkin Park	12
Hockey	Glasgow Green	14
Swimming	Tollcross	24
Diving	Commonwealth Pool, Edinburgh	6
Cycling	Velodrome, Edinburgh	8

Comment: INSERT A FOOTNOTE SAYING "New National Stadium will be the venue for Gymnastics 2014"

Comment: DELETE TABLE TENNIS AS UNABLE TO FIND ANYONE TO MENTOR

Comment: INSERT A FOOTNOTE SAYING "New Velodrome in Glasgow will be the venue for Cycling 2014"

Spreadsheet: **EXPENSES – BOOKINGS**

	A	B	C	D	E	F
1	FEE CLAIMS FOR APRIL					
2	CLAIM NUMBER	NAME	CODE	FEES		
3	A139	Alan	2	£ 11,987		
4	A123	Bryony	1	£ 12,690		
5	A130	Chris	2	£ 16,258		
6	A140	Chris	3	£ 12,369		
7	A142	Chris	1	£ 16,258		
8	A157	Colin	4	£ 12,369		
9	A161	Colin	1	£ 14,789		
10	A149	Daniel	2	£ 16,258		
11	A159	Denise	2	£ 16,258		
12	A151	Elena	3	£ 12,690		
13	A126	Euan	3	£ 11,987		
14	A141	Graeme	4	£ 19,852		
15	A129	Hollie	1	£ 19,852		
16	A164	Hollie	4	£ 3,789		
17	A155	Jo	2	£ 11,987		
18	A127	Jon	4	£ 12,369		
19	A163	Jon	3	£ 1,897		
20	A146	Jonny	2	£ 11,987		
21	A162	Karina	1	£ 2,890		
22	A138	Kerry	1	£ 22,360		
23	A148	Marissa	4	£ 19,852		
24	A143	Mark	2	£ 14,789		
25	A133	Michael	4	£ 12,690		
26	A154	Michael	1	£ 22,360		
27	A145	Nathan	1	£ 22,360		
28	A147	Nicole	2	£ 12,369		
29	A144	Rich	3	£ 12,690		
30	A124	Sharon	2	£ 22,360		
31	A131	Steve	3	£ 14,789		
32	A158	Tanni	3	£ 19,852		
33	A150	Will	3	£ 14,789		
34	A165	Will	4	£ 1,239		

Spreadsheet: **EXPENSES – VAT RATES**

	A	B	C
1	CODES FOR VAT RATE		
2			
3	Charity	1	0.0%
4	Appearance	2	17.5%
5	Coaching	3	10.0%
6	Corporate	4	17.5%

Spreadsheet: **EXPENSES – SUMMARY SHEET**

	A	B	C	D
1	SUMMARY DATA FOR APRIL			
2	APPEARANCES	CODE		
3	Charity	1		
4	Appearance	2		
5	Coaching	3		
6	Corporate	4		

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

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