

X214/12/01

NATIONAL
QUALIFICATIONS 2013

FRIDAY, 24 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.

Meetings dominate the way in which we do business today. Although many of us complain about meetings, we can all expect to spend our careers attending them. Research indicates that over 50% of this meeting time is wasted. Considering these statistics, it's no surprise that meetings have such a bad reputation.

Some direct effects of unproductive meetings include:

- Meetings are longer and less efficient
- More meetings are needed
- Employees have less time to get their own work done
- Ineffective meetings create frustration
- Inefficient meetings cost organisations millions of pounds each year.

Although there is a general consensus among professionals today that meetings could be more productive, very few seem willing to make a commitment to improve them. Managers, in general, fail to consider the negative impact meetings have on the organisation's efficiency. Many managers have never experienced a truly effective meeting and, therefore, don't recognise the importance of having better meetings.

Most employees feel there's hardly enough time in a day to complete basic tasks. Who has the time or energy to commit to improving meetings?

If they are conducted properly, meetings can and will make you (and your organisation) function more efficiently.

QUESTIONS

Marks

Answer ALL the questions, 1–5.

1. Outline ways in which a chairperson can ensure that meetings are effective. **4**
2. Discuss the consequences of failing to plan and organise effectively for a meeting. **6**
3. Describe **3** software applications that can be used by an Administrative Assistant. **6**
4. Justify the need for employees to have good time management skills. **2**
5. Compare Action Minutes and Formal Minutes. **2**

(20)

SECTION 2

Answer any TWO questions.

1. (a) Outline **4** support systems that could be implemented to improve staff welfare. **4**
- (b) Describe **3** working practices that could be introduced to reduce staff turnover. **6**
- (c) Organisations interview applicants as part of the selection process.
Discuss additional methods of selection that may be used to help choose the best candidate. **8**
- (d) Justify the need for staff details to be held in a relational database. **2**
- (20)**
2. (a) Outline the benefits of dealing with customers face to face. **4**
- (b) Describe the following methods of research used by Customer Services:
- Mystery shopper
 - Loyalty cards
 - Customer focus group. **6**
- (c) Discuss the advantages and disadvantages of using the internet as a source of business information. **8**
- (d) Justify the importance of customer satisfaction to an organisation. **2**
- (20)**
3. (a) Outline **4** ways a team leader may monitor the progress of a project. **4**
- (b) Describe **3** factors that would influence the methods of communication used by a team leader. **6**
- (c) Discuss reasons why a team may be ineffective. **8**
- (d) Justify the importance of a mission statement to the organisation. **2**
- (20)**

[Turn over for Questions 4 and 5 on Page four

	<i>Marks</i>
4. (a) Outline 4 features of effective targets.	4
(b) Describe the implications of a manager failing to delegate effectively.	6
(c) Discuss how effective data management can be ensured within an organisation.	8
(d) Justify the introduction of a centralised IT department.	2
	(20)
5. (a) Outline 2 features of the following legislation:	
(i) The Data Protection Act;	
(ii) The Copyright, Designs and Patents Act.	4
(b) Describe the benefits of induction training.	6
(c) Discuss the strengths and weaknesses of primary and secondary information.	8
(d) Justify the need for a complaints policy.	2
	(20)

[END OF QUESTION PAPER]

X214/12/02

NATIONAL
QUALIFICATIONS 2013

FRIDAY, 24 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 are employed as an Administration Assistant for The Great Outdoors. The company organises a wide range of active, outdoor activities which are run by fully qualified instructors. Due to the nature of these activities there are many locations across Scotland where they take place.

You report directly to the Operations Manager, Jason Williams, who has asked you to complete a number of administrative tasks for him today.

The e-files that you will require to complete these tasks are stored in a folder called THE GREAT OUTDOORS.

Familiarise yourself with these files before starting the tasks.

Please ensure that your name appears on every printout.

MEMORANDUM

TO Administrative Assistant
FROM Jason Williams, Operations Manager
DATE 24 May 2013
SUBJECT Administrative Tasks

1. (a) Staff are finding it difficult to view the information for each activity. Create a form which displays all the information from the Activity Table. Also include in the form the instructor's name and the place.

Insert the logo and print this form showing the record for "Kiteboarding" only.

- (b) Scott Nesbitt, a youth group leader from Aberdeen, has phoned to enquire about the activities available for a Saturday in September.

The group's summer camp was at Loch Rannoch so they do not want to return there. None of the group will be older than 15 at the time of the visit.

Find and print all the activities the group could participate in showing price per person, age, place, day offered on and available until fields.

- (c) The company has decided to donate money to the Perthshire Big Tree Project. For every Perthshire activity 5% of the price per person will be donated to this Project.

For these activities, calculate how much will be donated per person and the maximum donation that could be raised if the activity is full.

Print this information in a report with the name of the activity, the donation per person and the maximum possible donation. Group your report by place, insert the company logo and an appropriate heading.

[Turn over

2. (a) Complete the worksheet entitled Activity Income. Print a value view on one page and a formulae view.
- (b) Use information from the Activity Income Sheet and the Instructor's table in the database to complete the Gross Pay sheet.
- All staff are to be given a 3% pay rise. For each employee show their New Hourly Rate and their Gross Pay.
- Print a value view and formulae view of this sheet. Do not include the hours worked for Sunday to Friday in your formulae printout.
- (c) The company offers each worker the chance to participate in a Pension Scheme. Employees have 3 different options with respect to the scheme as shown below.

<u>Pension Code</u>	<u>% of Gross Weekly Pay Contributed</u>
0	0
1	3
2	6

In the Pension sheet calculate the Pension Contribution for each employee.
Print a value view and a formulae view of this sheet.

3. Create and print a letter, for my signature, in response to the enquiry from Mr Scott Nesbitt.

Mr Nesbitt's address for correspondence is: 12 Finlay Street, Aberdeen, AB11 5HY.

Insert standard paragraphs 1, 7, 8, 5 and 9 and key in the following information at the appropriate point.

<i>Accommodation Type</i>	<i>Sleeps</i>	<i>Price per Night</i>
<i>Wigwam</i>	<i>4</i>	<i>£40</i>
<i>Large Wigwam</i>	<i>6</i>	<i>£55</i>
<i>Yurt</i>	<i>4</i>	<i>£60</i>
<i>Longhouse</i>	<i>20</i>	<i>£250</i>

← *Enhance table headings*

Replace the word sports with activities throughout the document.

Insert the following as a footnote after the information about risk assessment:

Participants involved in water-based activities do not need to be able to swim.

Create a final paragraph that asks Mr Nesbitt to contact us if he has any further queries and that we are looking forward to hearing from him in the near future.

Insert the company's logo as a watermark.

[END OF QUESTION PAPER]

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X214/12/12

NATIONAL
QUALIFICATIONS
2013

FRIDAY, 24 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 THE GREAT OUTDOORS.

ACTIVITIES — this is a relational database file with 3 tables: ACTIVITIES, LOCATION and INSTRUCTORS.

ACTIVITIES – 30 records

LOCATION – 13 records

INSTRUCTORS – 11 records

Primary Keys and relationships should be set as indicated.

LOGO — this is available as both a word processing file and a jpeg file and should be presented as shown.

FINANCE — this is a spreadsheet file with 4 separate sheets.

Main Headings – Arial 14

Column Headings – Arial 12

Data – Arial 10

Format cells as shown and as indicated below. Key in data as given.

ACTIVITY INCOME – COLUMN A – date format
COLUMN B and C – text format
COLUMN D and E – number format
COLUMN F and G – general format

GROSS PAY – COLUMN A – text format
COLUMN B–G – number format
COLUMN J – general format

PENSION – COLUMN A – text format
COLUMN B – number format
COLUMN C and D – general format

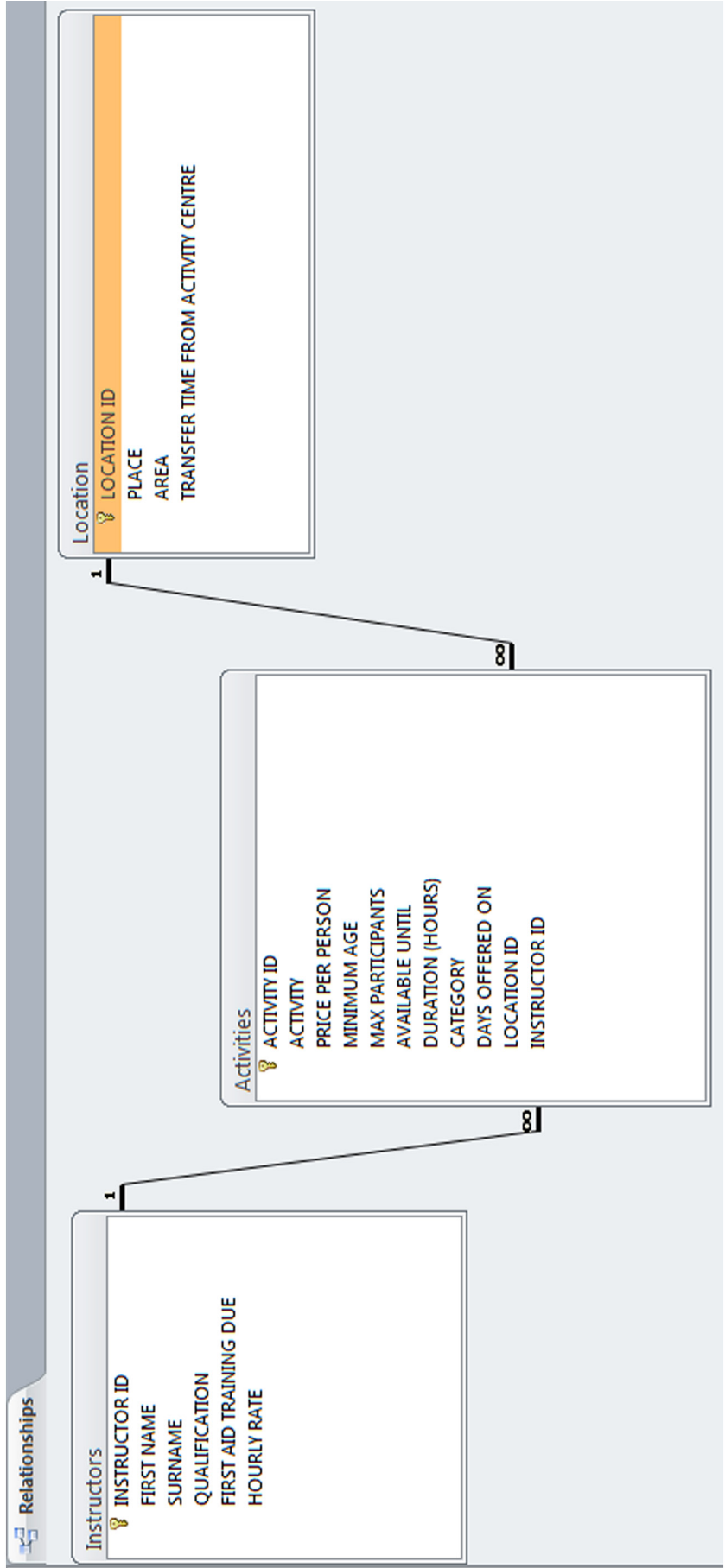
ACTIVITY PRICES – COLUMN A – text format
COLUMN B – currency format

LETTERHEAD — this is a word processing file and should be presented as shown.
Name of business in Arial Bold 14 point
Remainder of text Arial 12 point

STANDARD PARAGRAPHS — this is a word processing file and should be presented as shown in a word table with numbers.
Text is Tahoma 12 point

MICROSOFT ACCESS – RELATIONSHIPS

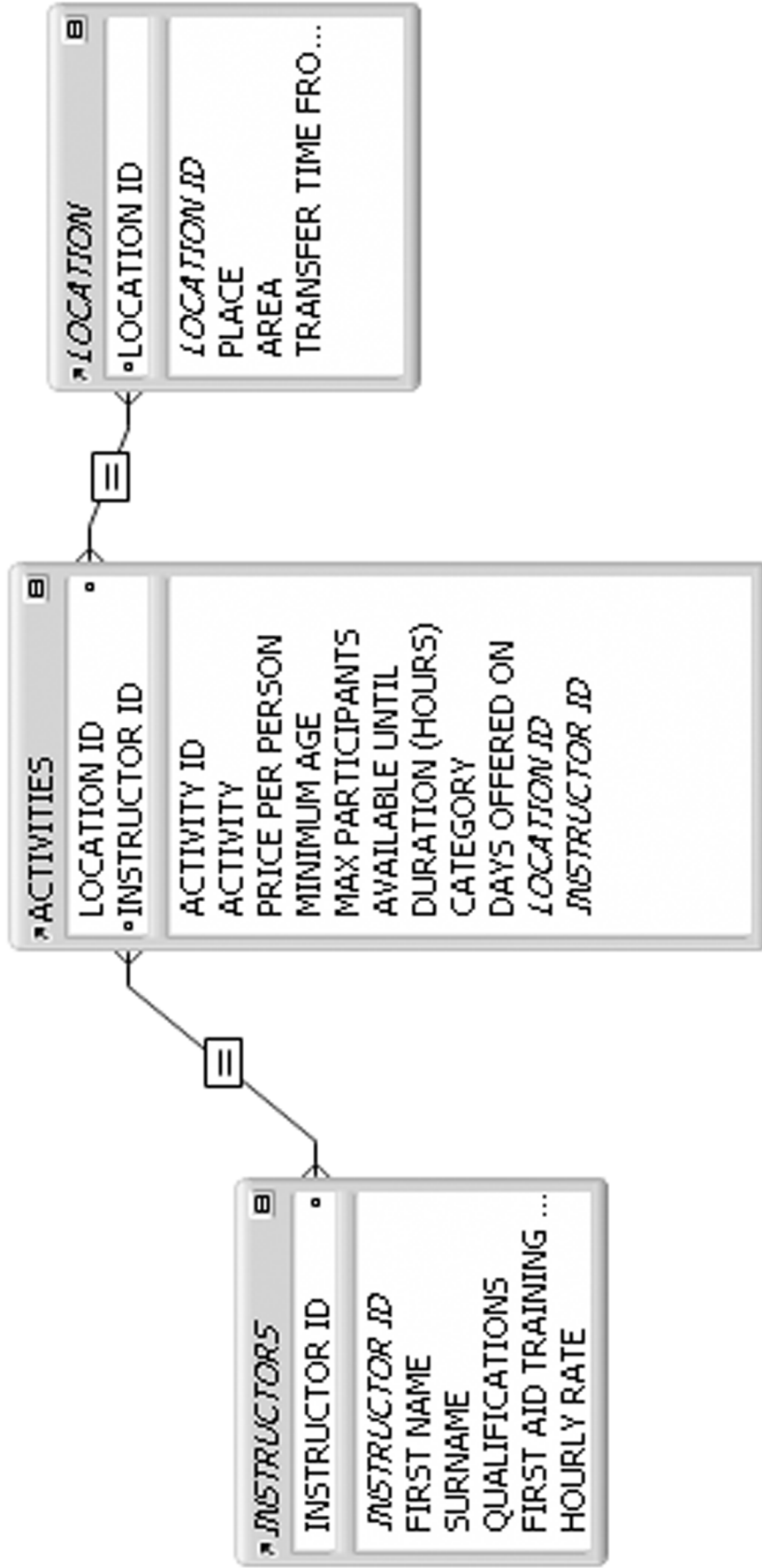
Filename: **ACTIVITIES**



FILEMAKER – RELATIONSHIPS

Filename: **Instructors, Activities, Location**

*Teachers/Lecturers must ensure that relationships are set up as shown.



Database Table: ACTIVITIES

ACTIVITY ID	ACTIVITY	PRICE PER PERSON	MINIMUM AGE	MAX PARTICIPANTS	AVAILABLE UNTIL	DURATION (HOURS)	CATEGORY	DAYS OFFERED ON	LOCATION ID	INSTRUCTOR ID
LA001	Abseiling	£37.50	12	6	30/09/2013	2 Land	2 Land	Wed, Sat, Sun	3	11
LA002	Bungee Jumping	£55.00	16	5	31/12/2013	2 Land	2 Land	Sat, Sun	11	8
LA003	Paintball	£65.00	12	20	31/12/2013	3 Land	3 Land	Mon, Tues, Thurs, Fri, Sat, Sun	7	4
LA004	Quad Biking	£50.00	16	4	31/12/2013	3 Land	3 Land	Mon, Tues, Thurs, Fri, Sat, Sun	7	4
LA005	Clay Pigeon Shooting	£52.50	12	8	31/12/2013	2 Land	2 Land	Mon, Tues, Wed, Fri, Sat	7	8
LA006	Mountain Bikes	£15.00	8	10	31/12/2013	4 Land	4 Land	Mon, Tues, Wed, Fri, Sat, Sun	10	5
LA007	Zorbing	£35.50	12	4	31/12/2013	2 Land	2 Land	Sat, Sun	7	5
LA008	Pony Trekking	£20.00	8	8	31/12/2013	2 Land	2 Land	Sat, Sun	8	4
LA009	Nighttime Bungee	£75.00	16	5	31/03/2013	2 Land	2 Land	Sat	11	8
LA010	Hill Walking	£40.00	8	10	30/09/2013	5 Land	5 Land	Sat, Sun	8	5
LA011	Orienteering	£37.50	12	12	30/09/2013	4 Land	4 Land	Mon, Tues, Wed, Fri, Sat, Sun	7	5
LA012	Ice Climbing	£75.00	16	8	31/03/2013	5 Land	5 Land	Sun	6	6
LA013	Rock Climbing	£65.00	16	8	30/09/2013	5 Land	5 Land	Sun	3	6
LA016	Archery	£25.00	16	4	31/12/2013	1 Land	1 Land	Mon, Tues, Wed, Fri, Sat, Sun	7	8
WA001	Cliff Jumping	£45.50	18	6	30/09/2013	2 Water	2 Water	Mon, Tues, Thurs, Fri, Sat, Sun	11	4
WA002	Family Rafting	£30.00	8	6	31/08/2013	2 Water	2 Water	Wed, Sat, Sun	11	3
WA003	Gorge Walking	£40.00	12	6	30/09/2013	2 Water	2 Water	Sat	11	10
WA004	White Water Rafting	£40.00	12	8	31/12/2013	5 Water	5 Water	Sat, Sun	5	2

Database Table: **ACTIVITIES (continued)**

ACTIVITY ID	ACTIVITY	PRICE PER PERSON	MINIMUM AGE	MAX PARTICIPANTS	AVAILABLE UNTIL	DURATION (HOURS)	CATEGORY	DAYS OFFERED ON	LOCATION ID	INSTRUCTOR ID
WA005	Adventure Kayaks	£47.50	14	8	30/09/2013	2	Water	Tues, Wed, Sat, Sun	5	10
WA006	White Water Tubing	£48.50	15	10	30/09/2013	2	Water	Tues, Wed, Thurs, Fri, Sat, Sun	5	7
WA007	Adventure Tubing	£45.00	12	8	30/09/2013	2	Water	Mon, Tues, Thurs, Fri, Sat, Sun	5	2
WA008	Canyoning	£50.00	15	6	30/09/2013	2	Water	Sun	2	9
WA009	White Water Kayaks	£45.00	16	8	20/10/2013	3	Water	Sat, Sun	5	7
WA010	Sea Kayaking	£75.00	16	8	31/08/2013	5	Water	Sat	9	1
WA011	River Fishing	£25.00	8	10	30/09/2013	5	Water	Mon, Tues, Wed, Fri, Sun	10	8
WA014	Kiteboarding	£52.50	8	14	31/12/2013	4	Water	Mon, Wed, Thurs, Fri, Sat, Sun	13	11
WA015	Windsurfing	£70.00	8	14	31/12/2013	3	Water	Mon, Wed, Thurs, Fri, Sat, Sun	12	1
WA016	Jet Skiing	£65.00	14	6	31/12/2013	1	Water	Sat, Sun	10	9
WA017	Sailing	£80.00	8	6	30/09/2013	2	Water	Mon, Tues, Thurs, Fri, Sat	10	6
WA018	Water Bugs	£52.50	16	6	30/09/2013	2	Water	Tues, Wed, Thurs, Fri, Sat, Sun	1	3

Database Table: **INSTRUCTORS**

INSTRUCTOR ID	FIRST NAME	SURNAME	QUALIFICATION	FIRST AID TRAINING DUE	HOURLY RATE
1	Jack	Milliband	BCU Open Water Navigation and Tidal Planning	02/09/2014	£20.00
2	Maria	Fyfe	BCU White Water Safety and Rescue	21/04/2014	£16.00
3	Keith	Osborne	BCU Moderate Water Training Endorsement	15/06/2013	£15.00
4	Edward	Heath	National Diploma in Adventure Sports	27/07/2013	£12.00
5	Donald	McConnell	National Diploma in Adventure Sports	15/02/2014	£12.00
6	Angela	Hewitt	Bsc Outdoor Adventure Leadership	14/08/2013	£17.50
7	Nicolas	Dalglish	BCU White Water Safety and Rescue	22/05/2014	£16.00
8	George	Stevenson	National Diploma in Adventure Sports	16/10/2013	£12.00
9	Stephanie	MacDonald	BCU Moderate Water Training Endorsement	11/03/2014	£15.00
10	Lee	Sung	BCU White Water Safety and Rescue	09/07/2013	£16.00
11	Arnold	Connor	Bsc Outdoor Adventure Leadership	05/05/2014	£17.50

Database Table: **LOCATION**

LOCATION ID	PLACE	AREA	TRANSFER TIME FROM ACTIVITY CENTRE
1	River Tummel	Perthshire	15 mins
2	Various Locations	Perthshire	30 mins
3	Drumglass	Perthshire	25 mins
4	Carrie Burn	Perthshire	25 mins
5	River Tay	Perthshire	50 mins
6	Caingorm Mountains	Highlands	60 mins
7	Outdoor Centre	Perthshire	5 mins
8	Schiehallion	Perthshire	40 mins
9	Arisaig	Highlands	90 mins
10	Loch Rannoch	Perthshire	25 mins
11	Killiecrankie	Perthshire	30 mins
12	Loch Ard	Strlingshire	60 mins
13	St Andrews	Fife	60 mins

Spreadsheet file: **FINANCE**

Worksheet: **ACTIVITY INCOME**

	A	B	C	D	E	F	G
1	ACTIVITY INCOME - SATURDAY 27 APRIL AND SUNDAY 28 APRIL						
2							
3	Date	Activity Name	Instructor	Hours Worked	No of People	Price per Person	Income
4	27 April 2013	Gorge Walking	Lee Sung	2	4		
5	27 April 2013	Mountain Bikes	Donald McConnell	4	10		
6	27 April 2013	White Water Kayaks	Nicolas Dagleish	3	6		
7	27 April 2013	Family Rafting	Keith Osborne	2	4		
8	27 April 2013	Paintball	Edward Heath	3	16		
9	27 April 2013	White Water Tubing	Nicolas Dagleish	2	8		
10	27 April 2013	Rock Climbing	Angela Hewitt	5	8		
11	27 April 2013	Zorbing	Donald McConnell	2	4		
12	27 April 2013	Quad Biking	Edward Heath	3	4		
13	27 April 2013	Jet Skiing	Stephanie MacDonald	1	6		
14	27 April 2013	Abseiling	Arnold Connor	2	8		
15	27 April 2013	Bungee Jumping	George Stevenson	2	5		
16	27 April 2013	Kiteboarding	Arnold Connor	4	10		
17	27 April 2013	Adventure Kayaks	Lee Sung	2	4		
18	27 April 2013	Nighttime Bungee	George Stevenson	2	5		
19	27 April 2013	Sea Kayaking	Jack Milliband	5	8		
20	27 April 2013	Jet Skiing	Stephanie MacDonald	1	3		
21	27 April 2013	White Water Rafting	Maria Fyfe	5	4		
22	28 April 2013	Rock Climbing	Angela Hewitt	5	8		
23	28 April 2013	Windsurfing	Jack Milliband	3	9		
24	28 April 2013	Canyoning	Stephanie MacDonald	2	5		
25	28 April 2013	Adventure Kayaks	Lee Sung	2	6		
26	28 April 2013	White Water Kayaks	Nicolas Dagleish	3	8		
27	28 April 2013	Archery	George Stevenson	1	4		
28	28 April 2013	Water Bugs	Keith Osborne	2	6		
29	28 April 2013	Orienteering	Donald McConnell	4	10		
30	28 April 2013	Zorbing	Donald McConnell	2	4		
31	28 April 2013	Quad Biking	Edward Heath	3	4		
32	28 April 2013	Family Rafting	Keith Osborne	2	5		
33	28 April 2013	Paintball	Edward Heath	3	18		
34	28 April 2013	Adventure Tubing	Maria Fyfe	2	6		
35	28 April 2013	River Fishing	George Stevenson	5	7		
36	28 April 2013	Kiteboarding	Arnold Connor	4	10		
37	28 April 2013	White Water Tubing	Nicolas Dagleish	2	6		

Spreadsheet file: **FINANCE**

Worksheet: **GROSS PAY**

	A	B	C	D	E	F	G	H	I	J	
1	GROSS PAY - WEEK ENDING SATURDAY 27 APRIL										
2											
3		Hours Worked									
4	Instructor	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total Hours	Hourly Rate	
5	Jack Milliband	5	5	0	6	5	3				
6	Maria Fyfe	4	2	5	0	7	7				
7	Keith Osborne	2	0	6	4	4	6				
8	Edward Heath	4	3	5	0	7	7				
9	Donald McConnell	8	5	5	5	0	5				
10	Angela Hewitt	3	0	0	0	0	0				
11	Nicolas Dagleish	5	0	5	5	3	5				
12	George Stevenson	6	7	7	5	0	7				
13	Stephanie MacDonald	4	0	0	0	0	0				
14	Lee Sung	4	0	2	6	0	6				
15	Arnold Connor	6	4	0	8	4	4				

Spreadsheet file: **FINANCE**

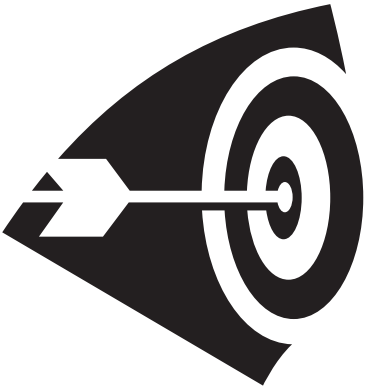
Worksheet: **PENSION**

	A	B	C	D	E	F
1	PENSION CONTRIBUTION FOR WEEK ENDING SATURDAY 27 APRIL					
2						
3	Instructor	Pension Code	Gross Pay	Pension Contribution		
4	Jack Milliband	1				
5	Maria Fyfe	2				
6	Keith Osborne	0				
7	Edward Heath	2				
8	Donald McConnell	1				
9	Angela Hewitt	1				
10	Nicolas Dagleish	0				
11	George Stevenson	1				
12	Stephanie MacDonald	1				
13	Lee Sung	2				
14	Arnold Connor	1				

Spreadsheet file: **FINANCE**

Worksheet: **ACTIVITY PRICES**

	A	B
1	ACTIVITY NAME	PRICE PER PERSON
2	Abseiling	£37.50
3	Bungee Jumping	£55.00
4	Paintball	£65.00
5	Quad Biking	£50.00
6	Clay Pigeon Shooting	£52.50
7	Mountain Bikes	£15.00
8	Zorbing	£35.50
9	Pony Trekking	£20.00
10	Nighttime Bungee	£75.00
11	Hill Walking	£40.00
12	Orienteering	£37.50
13	Ice Climbing	£75.00
14	Rock Climbing	£65.00
15	Kiteboarding	£52.50
16	Windsurfing	£70.00
17	Archery	£25.00
18	Cliff Jumping	£45.50
19	Family Rafting	£30.00
20	Gorge Walking	£40.00
21	White Water Rafting	£40.00
22	Adventure Kayaks	£47.50
23	White Water Tubing	£48.50
24	Adventure Tubing	£45.00
25	Canyoning	£50.00
26	White Water Kayaks	£45.00
27	Sea Kayaking	£75.00
28	River Fishing	£25.00
29	Jet Skiing	£65.00
30	Sailing	£80.00
31	Water Bugs	£52.50



The Great Outdoors

Auchterarder Steadings
Perthshire
PH3 5LP

T: 01783303930
E: enquiries@thegreatoutdoors.co.uk
www.thegreatoutdoors.co.uk

1	Thank you very much for your enquiry. I am delighted to say that there are a number of sports that meet your specific requirements, details of which are enclosed.
2	We have managed to secure some excellent deals with hotels which are local to our sports. Please see below for further details.
3	Why not treat someone to one of our Great Outdoors Gift Vouchers? You can purchase vouchers for individual sports or you can buy vouchers which enable the recipient to choose their own sports. Please see our website for more information.
4	Included in the price for all sports is a small charge for insurance. This covers damage to both property and person.
5	If you wish to stay for the weekend why not consider taking advantage of our accommodation? I have detailed some options below.
6	By their very nature some of the sports offered by the centre are located away from our main centre and therefore require transport. We can make the necessary arrangements for you at very competitive rates. Please complete the enclosed booking form.
7	The Great Outdoors will provide all the equipment you need to undertake our sports and the bonus is that it is all included in the price. You are, of course, also welcome to bring your own equipment. Modern changing facilities are available for all of our sports and for your added convenience every facility has towels and hairdryers – both of which are provided free of charge.
8	The Great Outdoors prides itself on its safety record and all of our instructors are fully qualified for the sports that they undertake. In addition, every instructor has an up-to-date first aid certificate. If necessary we can provide you with details of our own risk assessment information.
9	Many of our sports take place in the beautiful countryside of Perthshire. We would like to recognise the benefit received by the business from our environment and as such we have decided to donate 5% of our earnings from all sports to the "Big Tree" project in Perthshire.
10	Thinking of holding a team-building event? Then give us a call – we can organise a day to suit your specific requirements.
11	Some sports will require "Safety Briefing" prior to the event. Anyone due to participate in these sports who does not attend the briefing will unfortunately not be able to take part on health and safety grounds. It will not be possible to refund any monies paid. More detailed information regarding our sports can be found on our website.