

X214/101

NATIONAL
QUALIFICATIONS
2009

TUESDAY, 5 MAY
9.00 AM – 10.45 AM

ADMINISTRATION
INTERMEDIATE 1

- 1 Attempt all 4 tasks.
- 2 Marks are allocated to tasks as follows:
 - Task 1—34 marks
 - Task 2—26 marks
 - Task 3—20 marks
 - Task 4—20 marks
- 3 At the end of the examination, place your printouts and Worksheet for Task 4 inside the envelope provided. Hand the envelope to the invigilator.



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Instructions/Information for Candidates

You are an Administrative Assistant working at Bruce College in Stirling. The college offers courses for adults. Students and staff are encouraged to be environmentally friendly by using recycled materials.

The following tasks have been set by Shazia Tariq, Business Manager. You are required to read the instructions and carry out the tasks.

All tasks are **closed book tasks**. No reference may be made to notes, books, manuals or any other source of information while carrying out these tasks.

You are allowed **1 hour 45 minutes** to complete all tasks. **Alterations must not be made to tasks after this time**. However if, for any reason, you have not printed during the 1 hour 45 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	PRINTOUTS REQUIRED	MARKS
1a	This task requires you to create a database.	1	20 marks
1b	This task requires you to amend the database you created in Task 1a and carry out a search.	2	14 marks
2a	This task requires you to amend a spreadsheet.	1	13 marks
2b	This task requires you to further amend the spreadsheet from Task 2a.	1	8 marks
2c	This task requires you to create a bar chart from the information in Task 2b.	1	5 marks
3	This task requires you to key in a letter.	1	20 marks
4	This task requires you to provide a written response to questions. A worksheet is provided for this. If you prefer you may key in your answers—these must be numbered correctly. You must produce a printout of this work.		20 marks

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

BCSS — a spreadsheet file

BCLH — a letterhead (a word processing document)

BCWEB — an information page downloaded from the Internet

Key in your name on each printout.

[Turn over

TASK 1a

Read the following memorandum and carry out the task.

MEMORANDUM

To: Administrative Assistant
From: Shazia Tariq, Business Manager
Date: 5 May 2009
Subject: Suppliers' Contact Information

Please create a database to hold all our supplier contact information. The information you need is given below.

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

- The field names are
 - Ref No**
 - Organisation Name**
 - First Name**
 - Surname**
 - E-mail Address**
 - Price List Updated**
- Format the fields appropriately.
- Extract the information you need for the database.

Supplier Information

Ref No: 1
Organisation Name: Zerox Paper Ltd
Address:
76 Byres Road, Glasgow G2 6YH
E-mail Address:
john.brown@zerox.co.uk
Name: John Brown
Telephone No: 01141 769 0021
Price List Updated: 14/01/09

Supplier Information

Ref No: 2
Organisation Name: PenzRus
Address:
4A Clark Street, Stirling FK3 8LK
E-mail Address:
annie.jack@penzrus.com
Name: Annie Jack
Telephone No: 011786 34091
Price List Updated: 23/06/08

Supplier Information

Ref No: 3
 Organisation Name:
 Harringate Paper Products
 Address:
 South Bunnies Park, Leeds,
 LS7 4DD
 E-mail Address:
 edward.xu@harringatepaper.co.uk
 Name: Edward Xu
 Telephone No: 01114 65123
 Price List Updated: 10/04/09

Supplier Information

Ref No: 4
 Organisation Name:
 Natural Collection.
 Address:
 26 High Street, Edinburgh, EH1 4TR
 E-mail Address:
 r.mclaughlan@naturalcoll.co.uk
 Name: Richard McLaughlan
 Telephone No: 01131 671 2109
 Price List Updated: 26/04/09

Supplier Information

Ref No: 5
 Organisation Name: Peter Boyd Ltd
 Address:
 110 Columba Road, Edinburgh
 EH4 5UP
 E-mail Address:
 eve.boyd@pboyd.co.uk
 Name: Eve Boyd
 Telephone No: 01131 421 7544
 Price List Updated: 16/04/09

Supplier Information

Ref No: 6
 Organisation Name: Green Office
 Supplies
 Address:
 33 Millburn Road, Inverness
 IV2 4RF
 E-mail Address:
 sally@greenofficesupplies.co.uk
 Name: Sally Choi
 Telephone No: 011463 41256
 Price List Updated: 20/04/09

Supplier Information

Ref No: 7
 Organisation Name:
 Northern Stationery
 Address:
 90 The Esplanade, Dunoon, PA23 8DS
 E-mail Address:
 j.davidson@northernstationery.co.uk
 Name: Joe Davidson
 Telephone No: 011369 110032
 Price List Updated: 21/02/09

- Sort the database into alphabetical order of organisation name.
- Print** the completed database on one page.

TASK 1b

- Add a field to the database. This field should be named **Recycled Products** and formatted as Yes/No.
- Complete this field using the following information.

Organisation Name	Recycled Products
Northern Stationery	N
Zerox Paper Ltd	Y
PenzRus	N
Harringate Paper Products	N
Natural Collection	Y
Green Office Supplies	Y
Peter Boyd Ltd	Y

- PenzRus updated their price list on 3 May 2009. Please amend this record.
- Our new contact at the Natural Collection is Philip Gregory. Please amend the contact details and the e-mail address.
- Sort the database to show the most recently updated price list first.
- Print** the completed database on one page.
- Search the database for those suppliers who sell recycled products. Show only the organisation name and date the price list was updated.
- Print** the result of this search.

14

Total (34)

Read the following memorandum and carry out the tasks.

MEMORANDUM

To: Administrative Assistant
From: Shazia Tariq, Business Manager
Date: 5 May 2009
Subject: Price Comparison

Please update the spreadsheet **BCSS**. This spreadsheet compares the costs of non recycled products purchased in March with recycled products purchased in April.

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

- Change the font of the main heading to Comic Sans.
- Centre the last 3 column headings.
- In the column headed **Total Cost April** enter a formula to calculate the total cost of each product.
- In the column headed **Extra Cost** enter a formula to calculate the extra cost of purchasing recycled products in April.
- Add a row under the envelopes and enter the label **Total Cost of Products**. Embolden this label.
- Enter a formula to calculate the Total Cost for April and March.
- In cell A14 enter a label **Total Extra Cost of Recycling**.
- In cell F14 enter a formula to show the total extra cost of buying recycled products.
- Embolden this label and figure and increase the font to 14pt.
- Format the figures in both columns and rows correctly.
- Print** one copy of the spreadsheet on one page in formula view. Include gridlines and row and column headings.

13

[Turn over

TASK 2b*Marks*

- We no longer need flipchart paper. Delete the information for this product.
- The cost of a recycled ruler has decreased to 45p and an A4 Notebook to £3.25. Amend this information.
- Sort the information into ascending order of extra cost.
- Print** one copy of the completed spreadsheet on one page in value view. Include gridlines but exclude row and column headings.

8**TASK 2c**

- Hide columns B and C.
- Create a bar chart comparing the **Total Cost March** and **Total Cost April** for each item.
- Use the heading **Recycling – Price Comparison**.
- Print** a copy of the bar chart on a separate sheet.
- Save** the bar chart. You will be required to insert it into the letter in Task 3.

5**Total (26)**

Use the template BCLH and key in the following circular letter which will be sent to all students. Insert a suitable reference and use today's date. Use the subject heading Green Purchasing Policy. Please print the letter on one page.
Thanks.

Dear Student

Did you know that recycled paper produces $\%$ less air pollution than if it was made from raw materials?

Open the file BCWEB and insert the correct figure

As you are aware, the college changed their purchasing policy in March to buy only recycled products. The chart below shows the price comparison for April [and] March 2009.

trs

Insert the chart you created in task 2C

There is an increased financial cost in 'going green', however some of this can be offset by selling our used paper to mail order companies for packaging material.

Paper recycle bins will be available in each room. It is essential that waste paper is placed in the recycle bin to facilitate the shredding of the paper at a later date. [Thank you for your co-operation - we will keep you updated with the progress of this initiative.

only

NP

Yours faithfully

Shazia Tariq
Business Manager

Total (20)

Read the following and answer the questions **ON THE WORKSHEET PROVIDED.**

Question 1

MEMORANDUM

To: Administrative Assistant
From: Shazia Tariq, Business Manager
Date: 5 May 2009
Subject: Permanent Staff

Please send out the attached information pack to the 2 new permanent members of staff who will be working with you in the Administration Department. Contracts of Employment will be issued within the next fortnight.

The induction of these new members of staff will take place in the Boardroom with the Human Resources Manager next Monday.

- (a) State **2** pieces of information included in a Contract of Employment, apart from the employee's personal details. 2
- (b) List **2** areas of health and safety covered during induction training. 2

Both a Job Description and Person Specification will be produced for any vacant positions.

- (c) Describe the information contained in each of these documents. 2

Question 2

Bruce College is having a new network installed so that all staff will have access to a networked computer.

- (a) Describe **2** advantages of using a network. 2
- (b) State **2** main points of the Display Screen Equipment Regulations 1992. 2

Question 3

Shazia is concerned that students are deliberately introducing viruses into the college computer system.

(a) State the name of the legislation that is being breached. **1**

(b) Suggest a possible solution to overcome this problem. **1**

One of the administrative assistants has been copying software from her computer to pass onto her friend.

(c) State **2** areas, other than software, protected by copyright legislation. **2**

(d) Explain how the user is aware that information is protected by copyright. **1**

[Turn over for Task 4 (continued) on Page twelve

Question 4

Study the following Petty Cash Statement and update it by using the information on the vouchers shown below.

PETTY CASH STATEMENT									
CASH RECEIVED		CASH PAID				ANALYSIS			
Date	Amount	Date	Details	PCV No	Amount	Travel	Stationery	Postage	Other
	£				£	£	£	£	£
01-April	50.00								
		02-April	Stamps	31	2.57			2.57	
		04-April	Batteries	32	2.45				2.45

PCV No 33
 Date: *6 April*
 Details: *Taxi £7.90*
 Signature: *J Anderson*
 Authorised by: *P Black*

PCV No 34
 Date: *8 April*
 Details: *Stamps £3.23*
 Signature: *F Wood*
 Authorised by: *P Black*

2

Question 5

As Administrative Assistant you are often required to work in the Mail Room. Outline the procedures for dealing with each of the following.

- (a) You have received a letter which contains a cheque. 1
- (b) On checking an envelope you find an enclosure is missing. 1
- (c) A catalogue received has to be seen by several employees. 1

[END OF QUESTION PAPER]

Total (20)

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X214/102

NATIONAL
QUALIFICATIONS
2009

TUESDAY, 5 MAY
9.00 AM – 10.45 AM

ADMINISTRATION
INTERMEDIATE 1
Worksheet for Task 4

Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Date of birth

Day Month Year

--	--	--	--	--	--	--	--

Scottish candidate number

--	--	--	--	--	--	--	--	--	--	--	--

Number of seat

To be inserted with candidate's printouts and returned with them.



Read the following and answer the questions which follow.

Question 1

MEMORANDUM

To: Administrative Assistant
From: Shazia Tariq, Business Manager
Date: 5 May 2009
Subject: Permanent Staff

Please send out the attached information pack to the 2 new permanent members of staff who will be working with you in the Administration Department. Contracts of Employment will be issued within the next fortnight.

The induction of these new members of staff will take place in the Boardroom with the Human Resources Manager next Monday.

(a) State **2** pieces of information included in a Contract of Employment, apart from the employee’s personal details.

1 _____

2 _____

2

(b) List **2** areas of health and safety covered during induction training.

1 _____

2 _____

2

Both a Job Description and Person Specification will be produced for any vacant positions.

(c) Describe the information contained in each of these documents.

2

TASK 4 (continued)

Marks

Question 2

Bruce College is having a new network installed so that all staff will have access to a networked computer.

(a) Describe **2** advantages of using a network.

1 _____

2 _____

2

(b) State **2** main points of the Display Screen Equipment Regulations 1992.

1 _____

2 _____

2

[Turn over

TASK 4 (continued)

Marks

Question 3

Shazia is concerned that students are deliberately introducing viruses into the college computer system.

(a) State the name of the legislation that is being breached.

1

(b) Suggest a possible solution to overcome this problem.

1

One of the administrative assistants has been copying software from her computer to pass onto her friend.

(c) State **2** areas, other than software, protected by copyright legislation.

1 _____

2 _____

2

(d) Explain how the user is aware that information is protected by copyright.

1

TASK 4 (continued)

Marks

Question 4

Study the following Petty Cash Statement and update it by using the information on the vouchers shown below.

PETTY CASH STATEMENT									
CASH RECEIVED		CASH PAID				ANALYSIS			
Date	Amount	Date	Details	PCV No	Amount	Travel	Stationery	Postage	Other
	£				£	£	£	£	£
01-April	50.00								
		02-April	Stamps	31	2.57			2.57	
		04-April	Batteries	32	2.45				2.45

PCV No 33
 Date: *6 April*
 Details: *Taxi £7.90*
 Signature: *J Anderson*
 Authorised by: *P Black*

PCV No 34
 Date: *8 April*
 Details: *Stamps £3.23*
 Signature: *F Wood*
 Authorised by: *P Black*

2

[Turn over

TASK 4 (continued)

Marks

Question 5

As Administrative Assistant you are often required to work in the Mail Room. Outline the procedures for dealing with each of the following.

(a) You have received a letter which contains a cheque.

1

(b) On checking an envelope you find an enclosure is missing.

1

(c) A catalogue received has to be seen by several employees.

1

Total (20)

[END OF WORKSHEET]

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X214/103

NATIONAL
QUALIFICATIONS
2009

TUESDAY, 5 MAY
9.00 AM – 10.45 AM

ADMINISTRATION
INTERMEDIATE 1
Instructions to Teachers/
Lecturers



Instructions to Teachers/Lecturers

Prior to the examination the following files require to be created and saved using the file names indicated. This will enable the candidate to access the required information to complete the tasks.

Teachers and lecturers should ensure that candidates CANNOT access files prior to the examination.

Housestyle is acceptable for all documents. Ensure all data is **accurate**.

Any suitable font may be used. Margins should be set as per housestyle unless otherwise indicated.

BCSS — a spreadsheet file

BCLH — a word processing document

BCWEB — a word processing document

Note 1: Candidates may use the calculator function on their PC if they are familiar with it, or a hand-held calculator. The hand-held calculator must conform to Scottish Qualifications Authority guidelines.

Note 2: If the question paper necessitates, candidates may have access to a calendar, either an electronic or paper copy.

Note 3: On the date of the examination you are required to send printouts of the prepared files to the Scottish Qualifications Authority. These should be submitted, by the invigilator, along with the candidates' printouts in **each** return envelope.

FILENAME: BCSS

Key in the following spreadsheet taking account of the following instructions.

- Increase the font size of the main heading.
- Embolden the column headings as shown.
- Format the cells in **columns C4–C11** and **E4–E11** for currency with 2 decimal places.
- Exclude gridlines and row and column headings.
- Use portrait orientation.

	A	B	C	D	E	F
1	Price Comparison					
2						
3	Type of Product	Quantity	Recycled Price	Total Cost April	Total Cost March	Extra Cost
4	A4 Notebook	2	£3.50		£6.00	
5	A4 Plain Paper	4	£3.99		£10.36	
6	Flipchart Paper	3	£39.95		£107.70	
7	Marker Pens	2	£5.30		£9.90	
8	Post-it Notes	4	£9.40		£19.96	
9	Erasers	1	£0.45		£0.20	
10	Rulers	3	£0.65		£0.90	
11	Envelopes	2	£4.95		£7.90	

FILENAME: BCLH

Key in the following word processing document using the organisational housestyle.

- Use margins of 1.5 cm top and bottom and 2.5 cm left and right
- Insert any suitable graphic

Bruce College
Kings Buildings
Stirling
FK3 9DH



Web: www.brucecollege.ac.uk

Tel No: 01214 574464
E-mail: admin@brucecollege.ac.uk

FILENAME: BCWEB

Key in the following document which has been a downloaded file from the Internet.

- Use margins of 1.5 cm top and bottom and 2.5 cm left and right
- Insert any suitable graphics

Recycling Facts

<http://www.recycling-guide.org.uk/facts.html>

Aluminium



- 24 million tonnes of aluminium is produced annually, 51,000 tonnes of which ends up as packaging in the UK.
- If all cans in the UK were recycled, we would need 14 million fewer dustbins.
- £36,000,000 worth of aluminium is thrown away each year.
- Aluminium cans can be recycled and ready to use in just 6 weeks.

Glass

- Each UK family uses an average of 500 glass bottles and jars annually.
- The largest glass furnace produces over 1 million glass bottles and jars per day.
- Glass is 100% recyclable and can be used again and again.
- Glass that is thrown away and ends up in landfills will never decompose.



Paper



- Recycled paper produces 73% less air pollution than if it was made from raw materials.
- 12.5 million tonnes of paper and cardboard are used annually in the UK.
- The average person in the UK gets through 38kg of newspapers per year.
- It takes 24 trees to make 1 ton of newspaper.

Plastic

- 275,000 tonnes of plastic are used each year in the UK, that's about 15 million bottles per day.
- Most families throw away about 40kg of plastic per year, which could otherwise be recycled.
- The use of plastic in Western Europe is growing by about 4% each year.
- Plastic can take up to 500 years to decompose.



[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]