

# X214/101

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NATIONAL  
QUALIFICATIONS  
2010

TUESDAY, 4 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—20 marks
  - Task 2—40 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 for Speyside Community High School. The school's Social Subjects Department is organising a trip to London.

The following tasks have been set by William McClelland, the Principal Teacher of Social Subjects. The department is arranging the trip to London during the October holiday. 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 amend a database.	1	9 marks
1b	This task requires you to further amend the database.	1	8 marks
1c	This task requires you to search the database.	1	3 marks
2a	This task requires you to create a spreadsheet.	1	19 marks
2b	This task requires you to amend the spreadsheet you created in Task 2a.	2	14 marks
2c	This task requires you to create and print a bar chart.	1	7 marks
3	This task requires you to key information into a form.	1	20 marks
4	This task requires you to provide a <b>written</b> response to questions. A <b>worksheet</b> 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.

**SCHSDB** — a database file

**SCHSWP** — a hotel booking form (a word processing document)

**Key in** your name on each printout.

[Turn over

Read the following memorandum and carry out the tasks.

## MEMORANDUM

**To:** Administrative Assistant  
**From:** William McClelland, Principal Teacher Social Subjects  
**Date:** 4 May 2010  
**Subject:** London Trip – Pupil Database

I have started to set up a database of the pupils who are going on the trip to London. Open the database file SCHSDB.

Make the following changes to the Contact Details table.

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

- Caitlin Hughes and Derek O'Brien have dropped out of the trip – delete their records.
- The following students have taken their places – add their details.

*Michelle Atkinson (DOB 24/08/94)*

*41 West End Gardens,  
Grantown on Spey, PH26 8YY*

*No special diet*

*Emergency contact: Tommy Ralston -  
07765193477*

*Ryan Campbell (DOB 29/03/95)*

*66 Castle Street,  
Craigellachie, AB38 7UN*

*Special diet required*

*Emergency contact: Fiona Gregory -  
01340817134*

- The wrong date of birth was entered for Paula Pilarska. It should be 28/01/1997.
- Jack Summers has changed his emergency contact details as follows: Robert Anderson 01479612509.
- Print** the whole database using landscape layout.

**TASK 1b**

- Hide the following fields:
  - Address
  - Town
  - Postcode
- Change the field heading **Emergency Contact** to **Contact**.
- Add a field to the database with the heading **Diet Details**.
- Complete this field using the following information

Name	Diet Details
Oliver Thomson	Vegan
Ryan Campbell	Vegetarian
Kathleen Mackie	Nut Allergy
Hilary Ferguson	Vegetarian

- Sort the database in alphabetical order by surname.
- Print** all the records on one page.

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**TASK 1c**

- Search the database for all students who have a special diet showing only the First Name, Surname and Diet Details.
- Save the result of this search so that it can be used in Task 3.
- Print** the result of this search on one page.

3

**Total (20)****[Turn over**

## TASK 2a

Read the following memorandum and carry out the tasks.

## MEMORANDUM

**To:** Administrative Assistant  
**From:** William McClelland, Principal Teacher Social Subjects  
**Date:** 4 May 2010  
**Subject:** Record of Payments

Please create and complete a spreadsheet using the instructions provided below. This spreadsheet is for keeping track of payments made by students.

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

Input the information as shown below:

Record of Payments				
<i>Pupil's Name</i>	<i>Year</i>	<i>Deposit Paid</i>	<i>First Payment</i>	<i>Second Payment</i>
Hilary Ferguson	S3	£20	£50	£100
Zaheer Raza	S3	£20	£100	£70
Paula Pilarska	S3	£20	£20	£110
Oliver Thomson	S3	£20	£25	£50
Amy Queen	S3	£20	£75	£75
Joseph Anderson	S3	£20	£50	£100
Alexander McNulty	S3	£20	£50	£100
Jack Summers	S3	£20	£40	£80
Kathleen Mackie	S3	£20	£100	£40
Kirsty Cheung	S3	£20	£50	£100
Michelle Atkinson	S5	£20	£100	£75
Ryan Campbell	S5	£20	£50	£100

- Increase the font size of the main heading to size 14 and embolden.
- Centre, italicise and wrap column headings as shown.
- Add a column after Second Payment headed **Total Paid**. Format this column heading appropriately.
- Enter a formula to calculate the total paid by each pupil.
- Format cells where necessary using currency with no decimal places.
- Print** one copy of the spreadsheet showing **values** on one page. Show gridlines only.

## TASK 2b

- Insert a sub heading below the main heading – **Trip to London**.
- Format this sub heading using font size 12 and embolden.
- Add a column after Total Paid headed **School's Contribution**. Format this column heading appropriately.
- Complete this column using the following information:  
The amount payable by pupils has been reduced due to recent fund raising events. The school has decided to fund each pupil as follows:
  - S3 pupils will receive a contribution of £95
  - S5 pupils will receive a contribution of £70
- Add a column after School's Contribution headed **Final Payment Due**. Format this column heading appropriately.

The total cost of the trip to London is **£325** per pupil.

- Enter a formula to calculate the final payment due from each pupil by subtracting both the total paid and the school's contribution from the total cost of the trip.
- Add a row under the last pupil. Insert the label **Total** and embolden this label.
- Use formulae to calculate:
  - total paid by all pupils
  - total of the school's contribution
  - total final payment due from all pupils.
- Format all cells appropriately.
- Print** one copy of the spreadsheet showing **values** on one page. Show gridlines only.
- Print** one copy of the spreadsheet showing **formulae** on one page. Show row and column headings and gridlines.

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[Turn over

## TASK 2c

*Thanks for your good work on the  
Record of Payments spreadsheet.  
Just a few more things ...*

*Bill*

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

- Hide columns B to G, so that only the Pupil's Name and Final Payment Due are displayed.
- Sort the spreadsheet in order of Final Payment Due with the highest first.
- Create a bar graph showing the final payment due from each pupil. Use the title **Trip to London – Final Payments**.
- Print** a copy of the chart and data on the same sheet.

7

**Total (40)**



**[Turn over for Task 3 on *Page ten***

### TASK 3

Please complete the Group Booking Form - file name SCHSWP. The form should be printed on one page.

Some of the information needed to complete this form can be found in the itinerary (next page). Additional notes are also given below.

Thanks, Bill

- \* Group Size - 12 pupils, 2 members of staff
- \* Board - Bed and Breakfast
- \* Room Type - 6 twin rooms, 2 single rooms
- \* Special Requests - please key in the following information at the end of the form:

NP  
stet  
Our group will be checking in at approximately 1830 hours on the date of arrival - please hold our rooms until this time. [Due to our late arrival we request that an evening meal be provided on the first day of our stay only.

trs  
Early breakfasts are required for the following times and dates:

Thursday 7 October 2010 at 0630 hours }  
Friday 8 October 2010 at 0600 hours }  
operator-use bullets

We would also like to request daily packed lunches. Please find below details of those in our party who have special dietary requirements:

Insert search results from Task 1c

## TASK 3 (continued)



SPEYSIDE COMMUNITY HIGH SCHOOL  
SOCIAL SUBJECTS DEPARTMENT

## ITINERARY - TRIP TO LONDON

### 4–8 October 2010

Contact Details: William McClelland Principal Teacher Social Subjects 07782349126	Timeout Hotel 146-152 Boston Road London, W7 2HJ 01218561524
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#### Monday 4 October 2010

0600 hours Depart Speyside Community High School  
1830 hours Arrive Timeout Hotel, London

#### Tuesday 5 October 2010

0930 hours Depart hotel for London Eye  
1330 hours Visit Tower of London  
1930 hours Meal booked at Westminster Carvery

#### Wednesday 6 October 2010

0930 hours Depart hotel for British Museum  
1900 hours Meal booked at Hard Rock Café

#### Thursday 7 October 2010

0800 hours Depart hotel for Thorpe Park  
2000 hours Meal booked at Thai Palace Restaurant

#### Friday 8 October 2010

0730 hours Depart Timeout Hotel  
2000 hours Arrive Speyside Community High School

**Total (20)**

**TASK 4**

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

**Question 1**

Study the visitors' book below and answer the questions which follow.

*Speyside Community High School*  
**VISITORS' BOOK**

All visitors are required to sign the Visitors' Book on entering and leaving the school building

<i>Date</i>	<i>Visitor's Name</i>	<i>Organisation</i>	<i>To See</i>	<i>Time In</i>	<i>Time Out</i>
4 May	Mrs Douglas	(Parent)	Deputy Head Teacher	0820	0900
4 May	Mrs Hope	Dept of Education	Head Teacher	0830	1015
4 May	Mr Hussain	Dept of Education	Head Teacher	0830	1015
4 May	Mrs Williamson	Plumbers 2U	Head Teacher	0845	
4 May	Mr Robertson	Big Stationery Ltd	Business Manager	0910	0930
4 May	Mr Karpova	(Parent)	Guidance Teacher	0930	1020
4 May	Mr Sneddon	Working Together	PSG Meeting	0955	

(a) State the names of any visitors who will need to be accounted for at 1030 hours when the fire alarm sounds. 2

(b) Outline the main purpose of the Fire Precautions (Places of Work) Regulations 1995. 1

(c) **The following tasks have to be completed by the Receptionist of Speyside Community High School.**

**(i) Protect maps of the building used by visitors.**

**(ii) Collate the school's handbook (100-page document).**

Suggest an item of equipment which could be used to complete each task. Use a **different** item of equipment for each. 2

**TASK 4 (continued)****Question 2**

Study the job advert below and answer the questions which follow.

**Speyside Community High School  
has a vacancy for an  
*ADMINISTRATIVE ASSISTANT*  
(Fixed-term contract of employment)**

You will join the administration team, working in a busy school office.

Your duties will include:

- dealing with incoming and outgoing mail, filing and petty cash
- organising school trips
- ordering supplies and equipment
- covering reception and switchboard
- preparing and amending electronic files

36 hours per week – flexible working practices available.

Application forms to be returned no later than 11 June 2010 to the Business Manager, Speyside Community High School, Speyside Drive, Grantown on Spey, PH26 2DN.

- |  |          |
|--|----------|
| (a) State <b>3</b> qualities required of a suitable candidate for this job.              | <b>3</b> |
| (b) Outline <b>one</b> benefit of a ‘fixed-term contract of employment’ to the employee. | <b>1</b> |
| (c) Suggest <b>one</b> benefit to the employee of job sharing.                           | <b>1</b> |

**[Turn over**

**TASK 4 (continued)**

**Question 3**

Study the picture below and answer the questions which follow.



(a) Outline **2** ways the following pieces of legislation are being breached in the picture above:

(i) Health and Safety at Work Act, 1974;

2

(ii) Health and Safety (Display Screen Equipment) Regulations, 1992.

2

(b) Electronic filing has many advantages over paper-based systems. Describe **2** of these advantages.

2

**TASK 4 (continued)**

**Question 4**

- (a) Suggest **2** uses the school administrative assistant could make of the Internet when organising the school trip to London. 2
  
- (b) Describe **2** uses William McClelland (the group leader) could make of electronic communication during the school trip to London. 2

**Total (20)**

[END OF QUESTION PAPER]

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FOR OFFICIAL USE

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## X214/102

NATIONAL  
QUALIFICATIONS  
2010

TUESDAY, 4 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.



**WORKSHEET—TASK 4**

Read the following and answer the questions which follow.

**Question 1**

Study the visitors' book below and answer the questions which follow.

*Speyside Community High School*  
**VISITORS' BOOK**

All visitors are required to sign the Visitors' Book on entering and leaving the school building

<i>Date</i>	<i>Visitor's Name</i>	<i>Organisation</i>	<i>To See</i>	<i>Time In</i>	<i>Time Out</i>
4 May	Mrs Douglas	(Parent)	Deputy Head Teacher	0820	0900
4 May	Mrs Hope	Dept of Education	Head Teacher	0830	1015
4 May	Mr Hussain	Dept of Education	Head Teacher	0830	1015
4 May	Mrs Williamson	Plumbers 2U	Head Teacher	0845	
4 May	Mr Robertson	Big Stationery Ltd	Business Manager	0910	0930
4 May	Mr Karpova	(Parent)	Guidance Teacher	0930	1020
4 May	Mr Sneddon	Working Together	PSG Meeting	0955	

(a) State the names of any visitors who will need to be accounted for at 1030 hours when the fire alarm sounds.

\_\_\_\_\_

\_\_\_\_\_

2

(b) Outline the main purpose of the Fire Precautions (Places of Work) Regulations 1995.

\_\_\_\_\_

\_\_\_\_\_

1

**TASK 4 (continued)**

**Question 1 (continued)**

(c) **The following tasks have to be completed by the Receptionist of Speyside Community High School.**

**(i) Protect maps of the building used by visitors.**

**(ii) Collate the school's handbook (100-page document).**

Suggest an item of equipment which could be used to complete each task. Use a **different** item of equipment for each.

(i) \_\_\_\_\_

(ii) \_\_\_\_\_

2

**[Turn over**

**TASK 4 (continued)**

**Question 2**

Study the job advert below and answer the questions which follow.

**Speyside Community High School  
has a vacancy for an  
*ADMINISTRATIVE ASSISTANT*  
(Fixed-term contract of employment)**

You will join the administration team, working in a busy school office.

Your duties will include:

- dealing with incoming and outgoing mail, filing and petty cash
- organising school trips
- ordering supplies and equipment
- covering reception and switchboard
- preparing and amending electronic files

36 hours per week – flexible working practices available.

Application forms to be returned no later than 11 June 2010 to the Business Manager, Speyside Community High School, Speyside Drive, Grantown on Spey, PH26 2DN.

(a) State **3** qualities required of a suitable candidate for this job.

1 \_\_\_\_\_

2 \_\_\_\_\_

3 \_\_\_\_\_

**3**

(b) Outline **one** benefit of a ‘fixed-term contract of employment’ to the employee.

\_\_\_\_\_

\_\_\_\_\_

**1**

(c) Suggest **one** benefit to the employee of job sharing.

\_\_\_\_\_

\_\_\_\_\_

**1**

**TASK 4 (continued)**

**Question 3**

Study the picture below and answer the questions which follow.



(a) Outline 2 ways the following pieces of legislation are being breached in the picture above:

(i) Health and Safety at Work Act, 1974;

- 1 \_\_\_\_\_  
\_\_\_\_\_
- 2 \_\_\_\_\_  
\_\_\_\_\_

**TASK 4 (continued)**

**Question 3 (continued)**

(ii) Health and Safety (Display Screen Equipment) Regulations, 1992.

1 \_\_\_\_\_  
\_\_\_\_\_

2 \_\_\_\_\_  
\_\_\_\_\_

2

(b) Electronic filing has many advantages over paper-based systems. Describe 2 of these advantages.

1 \_\_\_\_\_  
\_\_\_\_\_

2 \_\_\_\_\_  
\_\_\_\_\_

2

**TASK 4 (continued)**

**Question 4**

(a) Suggest **2** uses the school administrative assistant could make of the Internet when organising the school trip to London.

1 \_\_\_\_\_  
\_\_\_\_\_

2 \_\_\_\_\_  
\_\_\_\_\_

**2**

(b) Describe **2** uses William McClelland (the group leader) could make of electronic communication during the school trip to London.

1 \_\_\_\_\_  
\_\_\_\_\_

2 \_\_\_\_\_  
\_\_\_\_\_

**2**

**Total (20)**

[END OF WORKSHEET]

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# **X214/103**

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NATIONAL  
QUALIFICATIONS  
2010

TUESDAY, 4 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.

**SCHSWP** — a hotel booking form (a word processing document)

**SCHSDB** — a database file

**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: SCHSWP**

Key in the following word processing document taking account of the following instructions.

- Row height – at least 0.25” or 0.63 cm.
- Main heading font size 16; last line of text size 10; all other text 12.



## Group Booking Form

<b>Name of Group/Organisation</b>	
<b>Contact Name</b>	
<b>Job Title</b>	
<b>Contact Tel No</b>	
<b>Group Size</b>	No of adults - No of children -
<b>Board</b> (Please underline as appropriate)	Room Only Bed and Breakfast Dinner, Bed and Breakfast
<b>Room Type</b>	No of single rooms - No of twin rooms - No of double rooms -
<b>Date of Arrival</b>	
<b>Date of Departure</b>	
<b>No of Nights</b>	

### Special Requests

*Please use the space below to provide any additional information.*

**FILENAME: SCHSDB**

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

- Name the table Contact Details.
- Date of Birth field to be formatted as Short Date.
- Special Diet field to be formatted as Yes/No.

First Name	Surname	Address	Town	Postcode	Date of Birth	Emergency Contact	Telephone No	Special Diet
Derek	O'Brien	8 Montgomery Crescent	Dufftown	AB37 1FN	26/06/1996	Anne O'Brien	01340319912	No
Zaher	Raza	5B St Andrews Avenue	Dufftown	AB37 4FG	12/02/1996	Iqbal Raza	01340314012	No
Paula	Piarska	4 Seafield Grove	Dufftown	AB37 5TK	08/01/1997	Kristoph Piarska	01340718122	No
Oliver	Thomson	15 Everard Street	Dufftown	AB37 5WB	12/06/1996	Harry Thomson	07781240193	Yes
Caitlin	Hughes	6 Bridge View	Dufftown	AB37 8RS	28/01/1997	Frank Hughes	07798123455	No
Joseph	Anderson	145 George Square	Craigellachie	AB38 6MH	05/06/1996	Karen Livingstone	01340114509	No
Alexander	McNulty	12 Castle Street	Craigellachie	AB38 7UN	16/07/1996	Joe McNulty	01340511293	No
Amy	Queen	9 High Street	Grantown on Spey	PH26 2RG	01/01/1997	Fergus Queen	07789123400	No
Kathleen	Mackie	41 Woodlands Drive	Grantown on Spey	PH26 2ZT	16/04/1996	Gordon Mackie	01479411204	Yes
Kirsty	Cheung	Riverview Cottage	Grantown on Spey	PH26 6BX	15/05/1996	Kin Cheung	01479817120	No
Hilary	Ferguson	Tomnavoulin	Grantown on Spey	PH26 7YH	21/03/1997	Sean Ferguson	07779812345	Yes
Jack	Summers	21 Woodlands Terrace	Grantown on Spey	PH26 9AS	19/11/1996	Margaret McKay	01479511490	No

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]