

X214/10/01

NATIONAL
QUALIFICATIONS
2013

WEDNESDAY, 8 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—27 marks
 - Task 2—33 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.



Instructions/Information for Candidates

You are an Administrative Assistant working for Solway Cycles. Solway Cycles is a company which organises cycling tours for cyclists of all abilities in the Dumfries and Galloway area.

The following tasks have been set by Douglas Jamieson, Administration 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	14 marks
1b	This task requires you to amend the database you created in Task 1a.	1	9 marks
1c	This task requires you to search the database you created in Task 1a.	1	4 marks
2a	This task requires you to update a spreadsheet.	1	21 marks
2b	This task requires you to amend the spreadsheet.	2	6 marks
2c	This task requires you to create and print a pie chart.	1	6 marks
3	This task requires you to key in a memorandum.	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.

SCSS — a spreadsheet file

SCMEMO — a memorandum (a word processing document)

Key in your name on each printout.

TASK 1a

Read the following memorandum and carry out the tasks.

MEMORANDUM

To: Administrative Assistant
From: Douglas Jamieson, Administration Manager
Date: 8 May 2013
Subject: Cycle Tours—Database

Please create a database to hold details of 4 and 5 day cycle tours. The information you need is given below.

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

- Create 6 fields only; use the following field names:

Tour Ref

Tour Name

Miles

Days

Cost per Person

Tour Guide

- Format the fields appropriately.
- Extract the information you need for the database from the records below and on Pages four and five:

Tour Ref:
4CRG
Tour Name:
Cream o' Galloway
Miles:
95
Days:
4
Cost per Person:
£210
Grading:
Moderate
Tour Guide:
Kenny Armstrong

Tour Ref:
5NVT
Tour Name:
Nith Valley
Miles:
104
Days:
5
Cost per Person:
£275
Grading:
Difficult
Tour Guide:
Louis Kinsey

TASK 1a (continued)

Tour Ref:

4SCC

Tour Name:

Solway Coast

Miles:

65

Days:

4

Cost per Person:

£180

Grading:

Easy

Tour Guide:

Shareen Richards

Tour Ref:

4SL5

Tour Name:

Solway Sands

Miles:

85

Days:

4

Cost per Person:

£230

Grading:

Moderate

Tour Guide:

Kenny Armstrong

Tour Ref:

5TAS

Tour Name:

The Abbeys

Miles:

100

Days:

5

Cost per Person:

£245

Grading:

Moderate

Tour Guide:

Anwar Azam

Tour Ref:

4SCR

Tour Name:

Scottish Riviera

Miles:

75

Days:

4

Cost per Person:

£180

Grading:

Easy

Tour Guide:

Shareen Richards

TASK 1a

Tour Ref:
5TMS
Tour Name:
The Machars
Miles:
131
Days:
5
Cost per Person:
£265
Grading:
Moderate
Tour Guide:
Louis Kinsey

Tour Ref:
4GKN
Tour Name:
Glenkens
Miles:
101
Days:
4
Cost per Person:
£220
Grading:
Easy
Tour Guide:
Anwar Azam

- Sort the database in alphabetical order of Tour Name.
- Print** the complete database table using landscape orientation on one page.

14

[Turn over

TASK 1b

- The Solway Coast tour was extended and is now 78 miles long. Amend this record.
- The Scottish Riviera tour cost has been increased. Amend this record to be £195.
- Add a field to the database, use the following field name: **Star Rating**. Format this field appropriately.
- Complete this field using the following information.

Tour Name	Star Rating
Cream o' Galloway	4
Glenkens	4
Nith Valley	4
Scottish Riviera	5
Solway Coast	3
Solway Sands	4
The Abbeys	3
The Machars	4

- Sort the database in order of Cost per Person, with the lowest first.
- Print** the complete database table using landscape orientation.

TASK 1c

- Search the database for all tours which cost less than £265 per person. Show only Days, Tour Ref and Tour Name (in that order).
- Save the result of this search.
- Print** this search.

4

Total (27)

[Turn over

TASK 2a

Read the following memorandum and carry out the tasks.

MEMORANDUM

To: Administrative Assistant
From: Douglas Jamieson, Administration Manager
Date: 8 May 2013
Subject: Profits from Spring Season

Please update the spreadsheet **SCSS** using the instructions provided below.

This spreadsheet will be used to compare the total profit received from each cycle tour from the Spring Season.

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

- The main heading is in cell A1. Increase the font of the main heading to size 14 and embolden.
- The sub heading is in cell A2. Amend the sub heading to Cycle Tour Income and Profit — Spring Season. Embolden the sub heading.
- Delete the column headed **Stewartry Discovery Tour**.
- A new 4 day tour was added to replace the Stewartry Discovery Tour. Insert a column after Scottish Riviera headed **Solway Sands**.
The heading should be formatted appropriately.
- Complete this column using the following information:

Basic Tour per Person	£230
Accommodation per Person	£160
Luggage/Insurance per Person	£40
Number of Tours Sold	27

- Insert a row under Luggage/Insurance per Person labelled **Income per Person**.
- Enter formulae to calculate the Income per Person for each 4 and 5 day tour.
- Add a row under Number of Tours Sold labelled **Total Income per Tour**.
- Enter formulae to calculate the Total Income per Tour for each 4 and 5 day tour.

TASK 2a (continued)

- Add a row under Total Income per Tour labelled **Total Tour Cost**.

Below are details of the tour costs. Enter the correct cost for each tour.

Tour Name	Total Tour Cost
Glenkens	£5,360
Solway Coast	£4,590
Cream o' Galloway	£7,320
Scottish Riviera	£8,600
Solway Sands	£6,620
The Machars	£9,000
Nith Valley	£7,000
The Abbeys	£10,220

- Add a row under Total Tour Cost headed **Profit per Tour**.
- Enter formulae to calculate the Profit per Tour for each 4 and 5 day tour by subtracting Total Tour Cost from the Total Income per Tour.
- Ensure all figures are formatted appropriately.
- Print** one copy of the spreadsheet on one page in formula view using landscape orientation. Include gridlines and row and column headings.

21

[Turn over

TASK 2b

- There was an error made in calculating the number of tours sold for The Machars. The number of tours sold was 32. Amend the appropriate cell.
- Add a column after the last tour, The Abbeys, and enter the label **Average**.
- Use formulae to calculate the average of:
 - Number of Tours Sold
 - Total Income per Tour
 - Profit per Tour
- Format these cells appropriately.
- Print** one copy of the completed spreadsheet on one page in value view. Include gridlines only.
- Print** one copy of the completed spreadsheet on one page in formula view. Include gridlines and row and column headings.

6

TASK 2c

Thanks for your work on the spreadsheet so far. I would now like your help in preparing a pie chart.

Thanks, Douglas

- Hide rows 5, 6, 7 and 8.
- Create a pie chart showing the **Number of Tours Sold** for each 4 and 5 day tour.
 - use the title **Spring Season – Number of Tours Sold**
 - include suitable data labels
- Print** a copy of the chart and data on the same sheet.
- Save** the pie chart. You will be required to insert it into the memo in Task 3.

6

Total (33)

[Turn over

Use the template SCMEMO and key in the following memo to all tour guides. Use today's date. The memo should be printed on one page.

Thanks, Douglas

Use the staff newsletter on the next page to complete the missing information marked with *

Use subject heading: Customer Feedback

uc All cyclists participating in guided tours during our spring season have been asked to give feedback.

The results are shown in the Summer Staff Newsletter. Stars have been awarded on the basis of feedback regarding the tour route, accommodation provided, tour guide and advice provided by staff. Star ratings range from one (poor) to 5 (excellent). [A total of * cycle tours received 4 stars. To acknowledge the contribution of all staff in achieving these results we would like to invite you to a celebration dinner at the Castle Douglas Hotel on Sunday 26 May 2013.

One tour received a 5 star rating. Congratulations to * on leading this tour.

Finally, you will see from the pie chart below, how ~~popular~~ ^{successful} our spring tour programme was.

Insert the pie chart from Task 2c.

Thank you for your contribution!

TASK 3 (continued)



Solway Cycles

"I thought of that while riding my bike."

Albert Einstein

Summer 2013 — Staff Newsletter

During our spring season we asked those participating in our "guided cycle tours" to give feedback. This feedback was reviewed and star ratings were added to our cycle tour database and shown on our website.

The table below shows the star ratings for each tour.

Tour Guide	Tour Name	Star Rating
Louis Kinsey	The Machars	4
	Nith Valley	4
Kenny Armstrong	Cream o'Galloway	4
	Solway Sands	4
Anwar Azam	The Abbeys	3
	Glenkens	4
Shareen Richards	Scottish Riviera	5
	Solway Coast	3

Simply a beautiful area - lasting and good memories.

John W, Norfolk

Your cycling tours are solace for both mind and soul.

Bill and Ben, St Albans

Our recent customer comments

The tour was everything we had hoped for!

The Andrews Family, Carnoustie

Your attention to detail and very clear presentation of maps ensured a completely carefree time.

Pat and Pam, Arizona

Total (20)

TASK 4

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

Question 1

Study the organisation chart for Solway Cycles opposite.

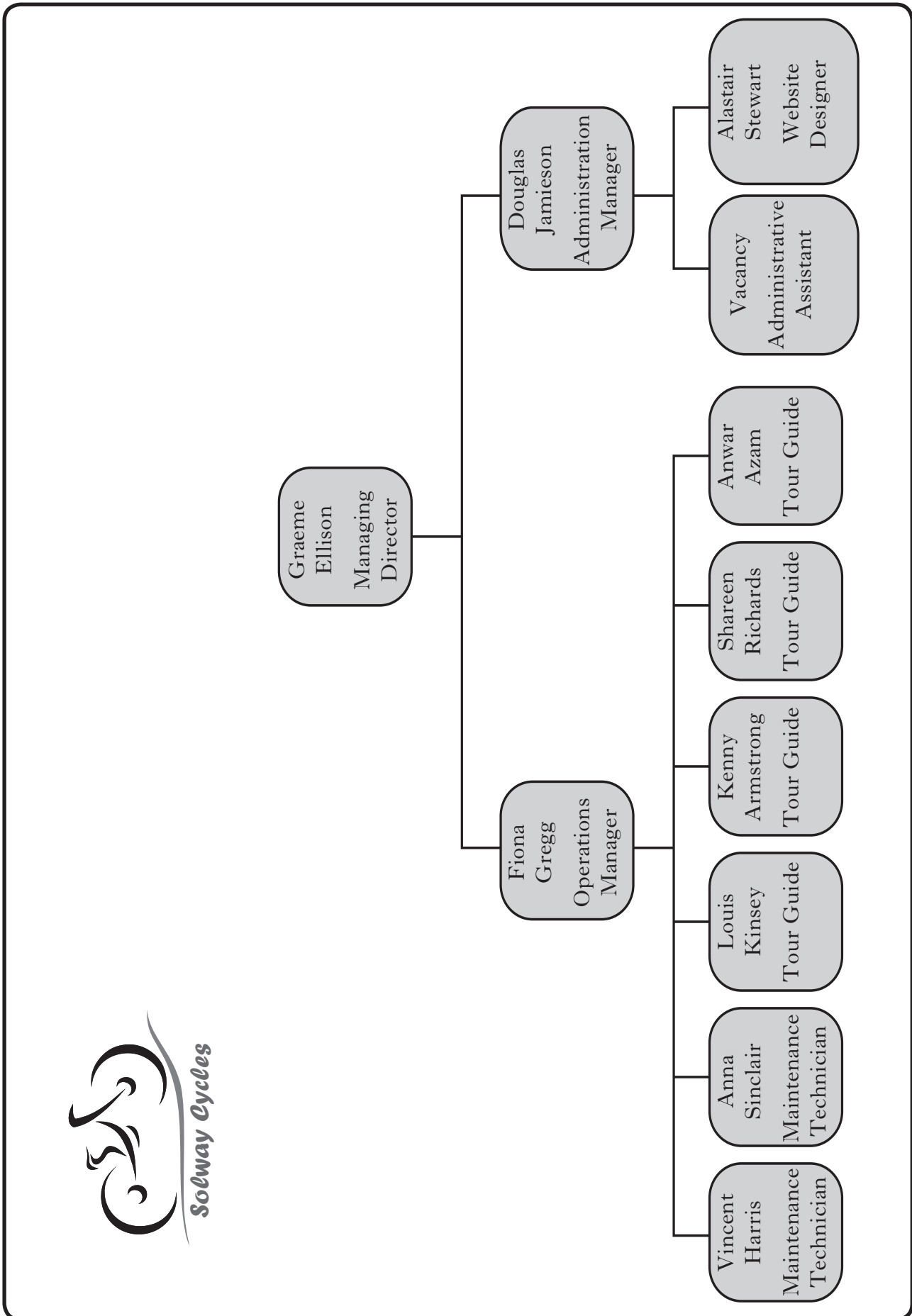
- (a) Identify **2** members of staff who have a line relationship. **1**

- (b) Name the person the Maintenance Technicians would report to in the absence of Fiona Gregg. **1**

- (c) State **one** item of information that could be added to the organisation chart to make it more useful to staff and visitors. **1**

TASK 4 (continued)

Question 1 (continued)



TASK 4 (continued)**Question 2**

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



has a vacancy for a full time

ADMINISTRATIVE ASSISTANT

We welcome applications from those who wish to job share.

Application forms to be returned no later than 14 June 2013 to:

Douglas Jamieson, Administration Manager,
Solway Cycles, 100 Victoria Street,
Newton Stewart, DG8 6NL

- | | |
|-------------------------------------------------------------------------------------------------------------------------------|----------|
| (a) Outline one benefit of job sharing to the employee. | 1 |
| (b) State 2 tasks that an Administrative Assistant at Solway Cycles may be asked to do as part of the job. | 2 |
| The new Administrative Assistant has been appointed and has completed a skill scan. | |
| (c) Outline 2 health and safety areas that would be covered in the Induction Training of the Administrative Assistant. | 2 |
| (d) Describe 2 pieces of information that can be identified from the skill scan. | 2 |

TASK 4 (continued)

Question 3

Solway Cycles is passing on customers' personal details to insurance companies without permission.

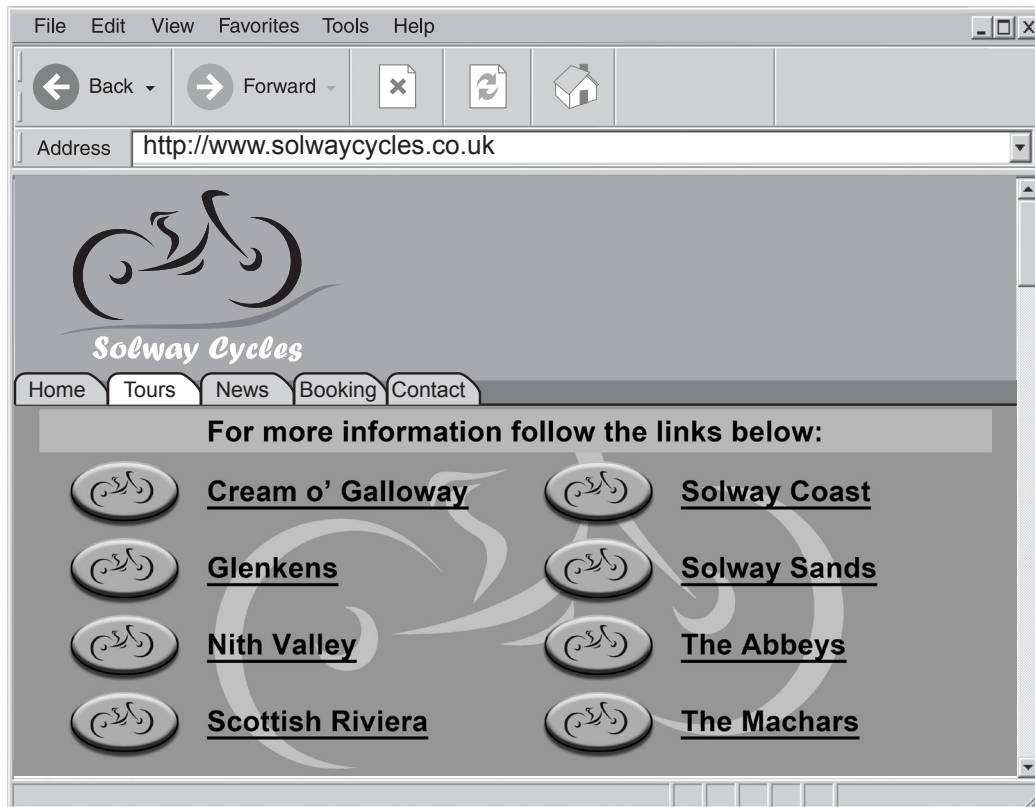
- (a) State the legislation which exists to prevent this.
- (b) Outline **one** security measure that could be taken to protect customer information.

1

1

[Turn over

TASK 4 (continued)



Question 4

- (a) The Website Designer has been asked to update the website of Solway Cycles. Outline **2** features that the Website Graphic Designer could add to make the website more “user friendly”.
- (b) Describe **one** type of technology that the Administrative Assistant could use to keep in touch with each of the following. (Use a different type of technology for each).
- (i) Cycle Tour Guides
- (ii) Customers of Solway Cycles.

2

1

1

TASK 4 (continued)

Question 5

- (a) The Administrative Assistant has to produce a brochure of Cycle Tours available. Describe **2** pieces of equipment that could be used to produce the brochure. 2

- (b) Douglas Jamieson, the Administration Manager, has asked you to complete the Petty Cash Voucher below with the details from the receipt for refreshments you bought today. 2

PETTY CASH VOUCHER							
Date:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; text-align: center; padding: 2px;">£</td> <td style="width: 50%; text-align: center; padding: 2px;">p</td> </tr> <tr> <td style="height: 100px;"></td> <td></td> </tr> <tr> <td style="text-align: right; padding: 2px;">Total</td> <td></td> </tr> </table>	£	p			Total	
£	p						
Total							
Description of requirements:							
Signature							
Passed by							

Coffee	£3.65
Choc Chip Cookies	£1.25
Milk	£1.30
Total	£6.20

Total (20)

[END OF QUESTION PAPER]

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FOR OFFICIAL USE

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X214/10/11

NATIONAL
QUALIFICATIONS
2013

WEDNESDAY, 8 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 organisation chart for Solway Cycles opposite.

- (a) Identify **2** members of staff who have a line relationship.

1

- (b) Name the person the Maintenance Technicians would report to in the absence of Fiona Gregg.

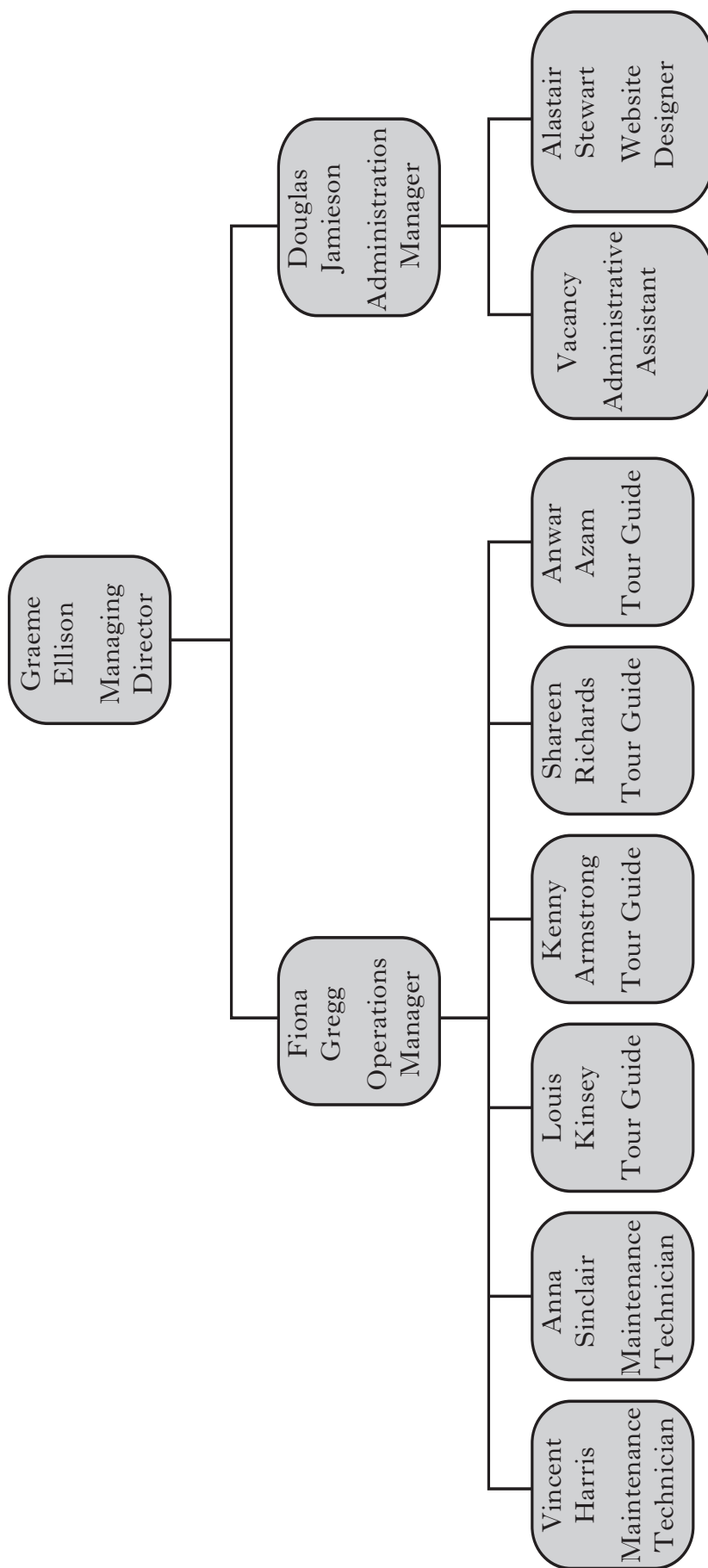
1

- (c) State **one** item of information that could be added to the organisation chart to make it more useful to staff and visitors.

1

TASK 4 (continued)

Question 1 (continued)



Question 2

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



has a vacancy for a full time
ADMINISTRATIVE ASSISTANT

We welcome applications from those
who wish to job share.

Application forms to be returned
no later than 14 June 2013 to:

Douglas Jamieson, Administration Manager,
Solway Cycles, 100 Victoria Street,
Newton Stewart, DG8 6NL

(a) Outline **one** benefit of job sharing to the employee.

1

(b) State **2** tasks that an Administrative Assistant at Solway Cycles may be asked to do as part of the job.

2

TASK 4 (continued)

Question 2 (continued)

The new Administrative Assistant has been appointed and has completed a skill scan.

- (c) Outline **2** health and safety areas that would be covered in the Induction Training of the Administrative Assistant.

2

- (d) Describe **2** pieces of information that can be identified from the skill scan.

2

Question 3

Solway Cycles is passing on customers' personal details to insurance companies without permission.

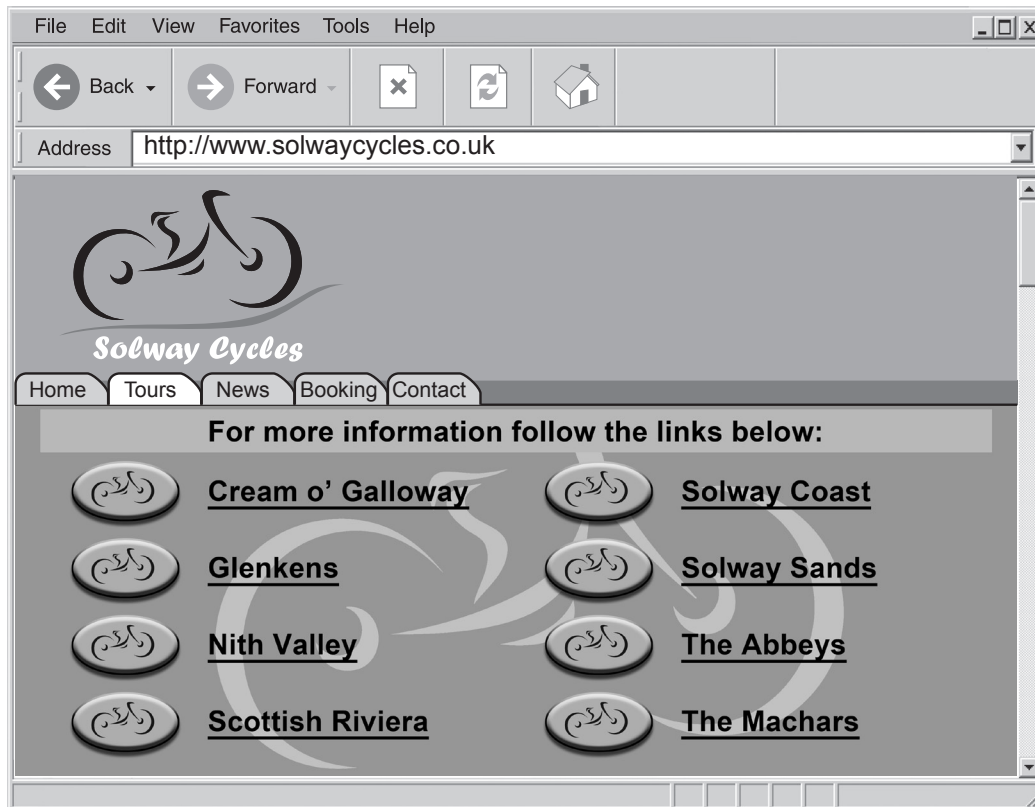
- (a) State the legislation which exists to prevent this.

1

- (b) Outline **one** security measure that could be taken to protect customer information.

1

[Turn over



Question 4

(a) The Website Designer has been asked to update the website of Solway Cycles. Outline **2** features that the Website Graphic Designer could add to make the website more “user friendly”.

2

(b) Describe **one** type of technology that the Administrative Assistant could use to keep in touch with each of the following. (Use a different type of technology for each).

(i) Cycle Tour Guides

1

(ii) Customers of Solway Cycles.

1

TASK 4 (continued)

Question 5

(a) The Administrative Assistant has to produce a brochure of Cycle Tours available. Describe **2** pieces of equipment that could be used to produce the brochure.

2

(b) Douglas Jamieson, the Administration Manager, has asked you to complete the Petty Cash Voucher below with the details from the receipt for refreshments you bought today.

2

PETTY CASH VOUCHER

Date: _____

Description of requirements: _____

£	p
Total	

Signature

Passed by

Coffee	£3.65
Choc Chip Cookies	£1.25
Milk	£1.30
Total	£6.20

Total (20)

[END OF WORKSHEET]

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