

X214/11/01

NATIONAL
QUALIFICATIONS 2012

FRIDAY, 4 MAY
9.00 AM – 10.00 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 1

Instructions to candidates

This paper comprises **2** sections.

Section A consists of stimulus material followed by a series of questions. Candidates are required to answer **all** questions—**20 marks** are allocated to this section.

Section B requires candidates to answer **2** from **3** structured questions—**20 marks** are allocated to this section.

Candidates should write their answers in the **booklet** provided.



SECTION A

Marks

Read the following case study and answer the questions which follow.

Attempt **all** 5 questions.

Answers are to be written in the answer booklet provided.

Airline rolls out new business class as air travel recovers

Air France has unveiled its new business class cabin. It includes the new two-metre bed that is one of the longest on the market and is aimed at the long-distance business traveller.

The airline is investing €110 million in its business class cabins, which offer more privacy to passengers, along with simplified buttons to change seat positions.

Earlier this year Lufthansa and British Airways rolled out new business class cabins, trying to appeal to customers in this competitive industry.

Air France says that by investing in its business class cabins during the economic crisis, it's now in a perfect position to provide excellent customer service to premium passengers.

Adapted from *The Independent*, Wednesday, 22 September 2010

1. (a) Some organisations still choose to use a travel agent rather than the Internet to book their travel.
Describe **one** advantage of this choice for an organisation. 2
- (b) Describe **one** effect on an organisation of failing to provide good customer service. 2
2. (a) Identify **2** factors an Administrative Assistant must consider before booking travel. 2
- (b) Justify the choice of air travel for employees travelling on business. 2
3. (a) Justify the use of **2** pieces of mobile technology equipment used by employees while working away from the office. 2
- (b) Outline **2** methods of ensuring the security of electronic equipment. 2

	<i>Marks</i>
4. (a) Describe 2 flexible working practices which have become more common due to advances in mobile technology.	4
(b) Outline one advantage of electronic filing over manual filing.	1
5. (a) Identify one piece of hardware required to deliver a presentation.	1
(b) Justify the use of induction training.	2
	(20)

[Turn over for SECTION B on *Page four*

SECTION B

Marks

Candidates must attempt **2** from the following **3** questions.

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

1. (a) Identify **2** qualities an Administrative Assistant should have. **2**
- (b) Outline **one** advantage and **one** disadvantage to the Purchasing Department of using the Internet to research prices for materials. **2**
- (c) Describe the use of **2** documents completed by the Purchasing Department. **4**
- (d) Compare the benefits of written and oral communication. **2**
- (10)**
2. (a) Describe **2** features of the Health & Safety at Work Act 1974. **4**
- (b) State the meaning of the term “e-commerce” and outline **2** benefits to the organisation of its use. **3**
- (c) Identify **one** type of computer network and justify **2** uses of this network by an organisation. **3**
- (10)**
3. (a) (i) Identify **2** methods of payment used by employees travelling abroad on business. **4**
- (ii) Justify these methods of payment. **4**
- (b) Describe **2** activities carried out by the Finance Department. **4**
- (c) Compare the terms of a permanent contract and a temporary contract of employment. **2**
- (10)**

[END OF QUESTION PAPER]

ACKNOWLEDGEMENT

Paper 1 Section A—Article adapted from Airline rolls out new business class as air travel recovers, taken from *The Independent*, Wednesday 22 Sept 2010. Reproduced by permission of Independent Print Limited.

X214/11/02

NATIONAL
QUALIFICATIONS 2012

FRIDAY, 4 MAY
10.20 AM - 11.40 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 2

- 1 Attempt all 3 tasks.
- 2 Marks are allocated to tasks as follows:
 - Task 1—31 marks
 - Task 2—14 marks
 - Task 3—15 marks
- 3 At the end of the examination, place your printouts and answer book inside the clear envelope provided. Hand the envelope to the Invigilator.



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Instructions/Information for Candidates

You are the Administrative Assistant working for the Alevview Lawn Tennis Club. You are required to carry out a number of tasks given to you by Janet Johnston, Club Secretary.

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

You are allowed **1 hour 20 minutes** to complete all tasks. **Alterations to tasks must not be made after this time**. However if, for any reason, you have not printed during the 1 hour 20 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	PRINTOUTS REQUIRED	MARKS
1a	You are required to complete a spreadsheet.	1	13 marks
1b	You are required to complete a spreadsheet.	3	18 marks
2	You are required to update a database.	3	14 marks
3	You are required to prepare a letter for mail merge.	2	15 marks
Total			60 marks

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

ALTCSS — a spreadsheet file containing **2** worksheets—**MEMBERSHIP** for use in TASK 1a and **SUMMARY** for use in TASK 1b

ALTCDB — a database file for use in TASK 2

ALTCWP — a word processing file for use in TASK 3

ALTCLOGO — a word processing file for use in TASK 3

Your name **must** be displayed on all work submitted.

[Turn over

TASK 1a

*I have received some membership forms from new members. Please use them to complete the worksheet **MEMBERSHIP**. This worksheet is contained in the spreadsheet file **ALTCSS**.*

Janet

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

- Open the spreadsheet file **ALTCSS** and use the sheet **MEMBERSHIP**.
- From the new membership forms below, select and insert relevant data into columns A-C.

ALEVIEW LAWN TENNIS CLUB MEMBERSHIP APPLICATION

Name: *Ian Robertson* Senior/~~Junior~~* DOB: *23/12/66*

Address: *14 Caiystane Gardens, Edinburgh*

Telephone Number: *0131 3324179* Mobile Phone Number: *0778351235*

Email Address:

Other family members wishing to join		
Name	DOB:	Senior/Junior
<i>Douglas Robertson</i>	<i>20/07/03</i>	<i>Junior</i>
<i>Jenny Robertson</i>	<i>10/04/01</i>	<i>Junior</i>

TASK 1a (continued)

ALEVIEW LAWN TENNIS CLUB MEMBERSHIP APPLICATION

Name: *Linda Goodall* Senior/~~Junior~~* DOB: *01/06/54*
 Address: *102 West Crossway, Edinburgh*
 Telephone Number: *0131 552 2348* Mobile Phone Number: *07914 27494*
 Email Address: *lindagoodall5@hotmail.com*

Other family members wishing to join		
Name	DOB:	Senior/Junior

ALEVIEW LAWN TENNIS CLUB MEMBERSHIP APPLICATION

Name: *Jane Anderson* Senior/~~Junior~~* DOB: *15/06/70*
 Address: *14a Cramond Heights, Edinburgh*
 Telephone Number: *0131 339 2378* Mobile Phone Number: *0789253747*
 Email Address: *jane212@bt.co.uk*

Other family members wishing to join		
Name	DOB:	Senior/Junior
<i>Finn Anderson</i>	<i>03/02/03</i>	<i>Junior</i>

[Turn over

TASK 1a (continued)

Marks

- Sort the members' names into alphabetical order.
- Name the 2 cells containing the 2012 Subscription Rates—**Senior** and **Junior**.
- Complete column D by inserting the correct 2012 Subscription Rate for each new member.
- Insert formulae to show Lawn Tennis Association (LTA) Fees—if members are juniors they pay £7·50, otherwise they pay £15·00. As fees may vary use absolute cell references.
- In column F insert formulae to show the Total Charge Per Member.
- Add a new column **Total Charge Per Family**.
- Insert formulae to calculate the Anderson family total in cell G8, the Goodall family total in cell G10 and the Robertson family total in cell G11.
- Print** one copy of the sheet **MEMBERSHIP** on one page showing **formulae**. Include row and column headings and gridlines.

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Complete the sheet **SUMMARY** as instructed below. This sheet is contained in the spreadsheet file **ALTCSS**.

Janet

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

- Using the Number of Members (2012) details, insert formulae to calculate the 2012 income from subscriptions. (Link to the sheet **MEMBERSHIP** for up-to-date subscription rates for each type of membership.)
- Add 2 new columns:
 - in column D—**Percentage Change**—insert formulae to calculate the percentage increase in incomes from 2011 to 2012.
 - in column E—**2013 (Projected)**—insert formulae to calculate the projected incomes for 2013 based on the same percentage changes calculated for 2012.
- Enter a label **Total Income** in cell A6 and embolden.
- Insert formulae to calculate the Total Income for each year 2011–2013 (Projected).
- Expenditure for 2013 is projected to be £7,500. If the Club is to proceed with planned developments the total income must be greater than expenditure.
Insert a formula in cell E8 to indicate **YES** if the projected total income for 2013 exceeds expenditure, otherwise **NO**.
- Print** one copy of the sheet **SUMMARY** on one page showing **values**. Include gridlines only.
- Print** one copy of the sheet **SUMMARY** on one page showing **formulae**. Include row and column headings and gridlines.
- Create a bar chart to compare the Total Incomes for 2011–2013 (Projected).
- Print** the chart on a separate sheet.

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[Turn over

*Some changes need to be made to our membership database. Use the information below to update the database file **ALTCDB**. Thanks.
Janet*

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

- Open the database table **ALTCDB**.
- Insert a new field “**Fundraiser**”.
- The following members are fundraisers. Update the table appropriately.

Member
Gregor Innes
Sung Lee
Amanda Ferguson
Roddy Ferguson
Ashley MacIntyre
Campbell Chisholm
Janet Morrison
Hannah Turgoose

- Search the database for those members born before 31 May 1992.
- Print** a copy of this search on one page showing the First Name, Surname and DOB fields.
- Insert a new field “**Membership Category**” to the database table. Complete this field by indicating Senior or Junior for each member. (Seniors are those members born before 31 May 1992.)
Sort the records alphabetically by full name.
- Print** the completed database on one page.
- Search the database for all fundraising seniors.
- Create a report from this search showing all fields except DOB and Fundraiser.
- Insert a suitable report header.
- Print** a copy of the report on one page.

Using the information below, prepare a letter to be sent by post to thank all of our senior fundraisers. This is the result of the search in task 2. Use the files **ALTCWP** and **ALTCLOGO**.

Print one copy of the letter showing the merge fields and one copy to any one senior fundraiser for my signature.

Janet

Dear

Insert the Club logo in the letterhead

Loyalty and Fundraising

Loyal We would like to take this opportunity to thank you for renewing your membership. You have been a member since * and we hope that you will continue your membership for years to come!

* insert merge field to show year

You are a valued fundraiser - we want to thank you for your commitment and efforts. TRS We are very pleased with the fundraising figures and would like to ask our members how they would prefer the funds to be spent.

Please use the tear off slip below to indicate your preference and return to me before the end of June.

Yours _____

bold ALEVIEW LAWN TENNIS CLUB
italics Preferred Development - please circle as appropriate

- 2 LS { Floodlights
Speedserve and ball machine
Re-surfacing

Name _____ Date _____

The results of our consultation will be discussed at the AGM next month.

move this sentence to become paragraph 3

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X214/11/12

NATIONAL
QUALIFICATIONS 2012

FRIDAY, 4 MAY
10.20 AM - 11.40 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 2
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 information required to complete the tasks.

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

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.

Housestyle is acceptable for all documents – ensure all data is **accurate**.

ALTCSS — this is a spreadsheet file containing 2 worksheets for use in Task 1

ALTCDB — this is a database file for use in Task 2

ALTCWP — this is a word processing file for use in Task 3

ALTCLOGO — this is a word processing file for use in Task 3

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.

Worksheet for use in Task 1a—MEMBERSHIP

	A	B	C	D	E	F
1	Membership Details					
2	Membership Type	2012 Subscription Rates				
3	Senior	£75.00				
4	Junior	£35.00				
5						
6						
7	First Name	Surname	Membership Type	Subscription Rate	LTA Fees	Total Charge Per Member
8						
9						
10						
11						
12						

Instructions to Teachers/Lecturers

- Key in the above sheet.
- Name this sheet **MEMBERSHIP**.
- **Do not** enter any formula.
- Wrap headings as shown.
- Embolden cells as shown.
- Insert border around cells A1–B4.
- Save this file as **ALTCSS**.

NB Do **not** show row and column headings **or** gridlines.

[Turn over

Worksheet for use in Task 1b—SUMMARY

	A	B	C	D	E
1	Income	2011	2012		
2	Senior Subscriptions	£2,800.00			
3	Junior Subscriptions	£1,200.00			
4	Tennisathon/Fundraising	£1,080.00	£1,090.00		
5	Tournament Entries	£96.00	£112.00		
6					
7					
8				Proceed?	
9					
10					
11					
12	Number of Members (2012)				
13	Senior Members	43			
14	Junior Members	62			
15					

Instructions to Teachers/Lecturers

- Key in the above sheet.
- Name this sheet **SUMMARY**.
- **Do not** enter any formula.
- Embolden cells as shown.
- Insert border round cells A12–B14.
- Save this file as **ALTCS**.

NB Do **not** show row and column headings **or** gridlines.

Task 2

Title	First Name	Surname	Street	Town/City	Postcode	DOB	Year Joined
Mr	Gregor	Innes	61 Quality Street	Edinburgh	EH1 2WD	25/07/1996	2004
Miss	Sophie	Robertson	135 Urquhart Gardens	Edinburgh	EH1 5TL	17/12/1998	2003
Mrs	Rachel	Robertson	135 Urquhart Gardens	Edinburgh	EH1 5TL	06/11/1975	1995
Mr	Sung	Lee	33 Robinson Road	Dalkeith	EH13 4DJ	11/06/1991	2001
Miss	Kirsty	Lee	33 Robinson Road	Dalkeith	EH13 4DJ	24/08/1992	2001
Mr	Neil	Stewart	86 Waterloo Avenue	Dalkeith	EH13 7NJ	13/03/1997	2010
Mr	Christopher	Hamilton	28 Strudwick Close	Dalkeith	EH14 9ZF	15/09/1997	2010
Ms	Anne	Pirie	8 The Harrowgate	Linlithgow	EH19 3CD	27/04/1998	2011
Mr	Ahmet	Mukherjee	14 Falcon Walk	Edinburgh	EH2 4RS	30/09/1999	2011
Mr	Andy	Scott	48 Mount Pleasant	Musselburgh	EH23 7WS	05/04/1999	2010
Mrs	Amanda	Ferguson	18b Bank Street	Roslin	EH24 5TQ	31/01/1980	1989
Mr	Roddy	Ferguson	18b Bank Street	Roslin	EH24 5TQ	03/10/1979	1993
Ms	Hannah	Turgoose	124 Harley Road	Livingston	EH27 9RD	22/08/1988	1992
Miss	Ashley	MacIntyre	23 Ferguson Drive	Edinburgh	EH3 6TT	21/04/1998	2009
Mrs	Alie	Calvert	55 Aird Avenue	Bathgate	EH31 4WS	27/10/1968	1990
Ms	Jenny	Ho	55 Aird Avenue	Bathgate	EH31 4WS	05/05/1999	2010
Mr	Robin	Watt	11 Smith Terrace	Penicuik	EH34 7FY	08/07/1997	2008
Mr	Andrew	Douglas	9 Farrer Terrace	North Berwick	EH34 8ED	25/04/1997	2008
Dr	Ruth	Chalmers	22 Burton Road	Edinburgh	EH4 2ED	03/07/1988	2010
Miss	Seema	Singh	74 Dingwall Drive	Edinburgh	EH5 8ED	06/12/1999	2011
Ms	Liz	Ford	101 Macdonald Gardens	Edinburgh	EH6 3FK	26/08/1998	2008
Miss	Anna	Mackinnon	3 Mair Park	Edinburgh	EH6 6BG	16/07/1998	2008
Mrs	Janet	Morrison	25 Swanston Place	Edinburgh	EH7 4LW	19/01/1971	1989
Mr	Iain	Morrison	25 Swanston Place	Edinburgh	EH7 4LW	23/02/1972	1991
Mr	Campbell	Chisholm	32 Rankin Road	Edinburgh	EH7 8WM	18/01/1999	2011
Mr	Alasdair	Rankin	4 Clark Avenue	Edinburgh	EH8 3HY	14/06/1996	2006
Mr	Ian	Robertson	14 Caiystane Gardens	Edinburgh	EH7 2LY	23/12/1966	2012
Mr	Douglas	Robertson	14 Caiystane Gardens	Edinburgh	EH7 2LY	20/07/2003	2012
Ms	Jenny	Robertson	14 Caiystane Gardens	Edinburgh	EH7 2LY	10/04/2001	2012
Mrs	Linda	Goodall	102 West Crossway	Edinburgh	EH8 5RG	01/06/1954	2012
Mr	Robert	Goodall	102 West Crossway	Edinburgh	EH8 5RG	15/03/1960	2012
Mrs	Jane	Anderson	14a Cramond Heights	Edinburgh	EH7 8PT	15/06/1970	2012
Mr	Finn	Anderson	14a Cramond Heights	Edinburgh	EH7 8PT	03/02/2003	2012

Instructions to Teachers/Lecturers

- Create the above database.
- Format DOB field to date, Year Joined to number, all other fields should be text.
- Save this file as **ALTCDB**.

Task 3

Aleview Lawn Tennis Club
107 Ferry Road
EDINBURGH
EH5 7WA

Instructions to Teachers/Lecturers

- Create the above letterhead.
- Top and bottom margins of 1·5 cm.
- Left and right margins of 2·5 cm.
- Save this file as **ALTCWP**.

Task 3



Instructions to Teachers/Lecturers

- Create an appropriate logo as above.
- Save this file as **ALTCLOGO**.

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

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