X214/201

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.

SQA
©

SECTION A

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.

Staff Management

To some people it may appear obvious that if you treat your staff well, you will enjoy the following benefits: higher motivation and morale, lower staff turnover and employees who respect their employers. Treating people well equals good business.

However, the opposing school of thought—and it's still common across management in many sectors today—is that employees are simply workers you are paying to do a job. They must be ruled with a rod of iron if they are to be kept in line.

Many modern managers believe business is business. Business means being tough on poor performers and casting off the weakest link. This is better than putting time, effort and money into training and development.

Adapted from *The Scotsman*, 7th September 2007

---

1. Many businesses invest in "training and development".

    (*a*) Name the department responsible for such activities. **1**

    (*b*) Outline **2** responsibilities of this department, other than training and development. **2**

    (*c*) Identify **2** flexible working practices which can help employees gain "higher motivation and morale". **2**

2. A training request form may be completed by employees.

    (*a*) State **2** pieces of information, other than employee details, which would be contained in this document. **2**

    Visual and oral communication may be used to deliver a training course.

    (*b*) Describe **one** advantage of **each** of these methods of communication. **2**

3. Legislation affects all organisations and their employees.

    (*a*) Describe **2** responsibilities of **employees** under the Health and Safety at Work Act 1974. **2**

    (*b*) State **one** other piece of workplace legislation. **1**

4. Organisations must communicate effectively with customers.

    (*a*) Identify **one** benefit to the organisation of good customer service. **1**

    (*b*) Justify the use of mailing lists to improve customer service. **2**

5. Various methods of payment can be used to meet business expenses when travelling abroad.

    (*a*) Outline **one** advantage of using:

        (i)   foreign currency;

        (ii) a credit card.   **2**

    (*b*) Describe the process of ensuring that business expenses are met by the employer and not the employee.   **3**

        (20)

SECTION B

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

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

Marks

1. E-mail has changed the way businesses communicate.

(*a*) Describe **2** advantages and **2** disadvantages to an organisation of using e-mail for communication. **4**

(*b*) Explain **2** ways in which a business can use the Internet to its advantage. **2**

(*c*) Describe how an organisation can ensure the security of its:

(i) employees; **2**

(ii) equipment. **2**

(10)

2. An Administrative Assistant must ensure that electronic files are not misplaced.

(*a*) Describe **3** features of an effective electronic file management system. **3**

(*b*) Justify the use of spreadsheets in the Finance Department. **3**

(*c*) Identify and explain the use of **2** business documents used in the Purchases Department. **4**

(10)

3. Staff may be employed on a fixed term contract basis.

(*a*) Describe **one** advantage and **one** disadvantage of this type of contract for:

(i) the organisation;

(ii) the employee. **4**

(*b*) Outline **3** factors an Administrative Assistant should consider **prior to** making travel arrangements for a business trip. **3**

(*c*) Describe **3** barriers to effective communication. **3**

(10)

[*END OF QUESTION PAPER*]

ACKNOWLEDGEMENTS

X214/202

ADMINISTRATION
INTERMEDIATE 2
Paper 2

1 Attempt all 3 tasks.

2 Marks are allocated to tasks as follows:

Task 1—34 marks
Task 2—11 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.

SQA ©

Instructions/Information for Candidates

You are the Administrative Assistant working for the Borders Sport and Leisure Group. The Group has just organised a triathlon (a swimming, cycling and running race). You are required to carry out a number of administrative tasks given to you by Carl Hill, the Senior Administrative Assistant.

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	MARKS
1a	You are required to complete a spreadsheet, and produce **2** printouts.	**20 marks**
1b	You are required to complete a spreadsheet, create a bar chart and produce **3** printouts.	**14 marks**
2	You are required to update a database and produce **2** printouts.	**11 marks**
3	You are required to complete a letter and produce **2** printouts.	**15 marks**

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

BTSS — a spreadsheet file containing **2** worksheets — **JUNIORS** for use in TASK 1a and **COMPETITORS** for use in TASK 1b

BTDB — a database file for use in TASK 2

BTLETTER — a word processing file for use in TASK 3

Your name should be displayed on all work submitted.

TASK 1a

> *I have started to key in the competitors' points, but haven't quite finished the worksheet for the junior competitors. Complete the sheet JUNIORS as instructed below.*
>
> *Carl*

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

❏ Open the spreadsheet file **BTSS** and use the sheet **JUNIORS**.

❏ Insert a row at the top of the worksheet, and key in the heading **Borders Triathlon—Junior Points Total**. Embolden, and increase the font size of this heading.

❏ Change the orientation of the column headings to 45 degrees.

❏ Gillian O'Rourke and Aileen Stewart were awarded each other's points for the run—please correct this error.

❏ Insert formulae to calculate the total points for each competitor.

❏ Enter a label **Junior Competitors** in cell A17 and embolden.

❏ Insert a formula in cell A18 to count the total number of junior entrants. Name this cell **Junior_Competitors**.

❏ Females started the swim 30 seconds after the males. In column G, insert a heading **Adjusted Points**. Insert formulae, adding 1 point to the Total Points if a competitor is female, and for males add no points. Ensure consistency in formatting of column heading. Shade the data in this column.

❏ Sort the sheet to show males first then females in descending order of Adjusted Points.

❏ **Print** one copy of the sheet **JUNIORS** on one page showing values. Include gridlines but not row and column headings.

❏ **Print** one copy of the sheet **JUNIORS** on one page showing formulae. Include row and column headings and gridlines on the printout.   **20**

[Turn over

TASK 1b

> *Targets were set for the number of competitors this year. Please check if we met our targets. Complete the sheet* **COMPETITORS** *as instructed below. This sheet is contained in the spreadsheet file* **BTSS Carl**

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

❏ Insert the figure for Total Juniors by using the named cell in the sheet **JUNIORS**.

❏ Enter the following target figures:

Juniors	15
Seniors	80
Veterans	46
Supervets	13
Vintage	4

❏ Add **2** new columns.

    ❏ **ON TARGET**—insert formulae to indicate "Yes" if the 2009 figure is greater than or equal to the target figure, otherwise "No".

    ❏ **CHANGE**—insert formulae to calculate the percentage increase (to 2 decimal places) in entries from 2008 to 2009 in each category.

❏ **Print** one copy of the sheet **COMPETITORS** on one page showing values. Include gridlines but not row and column headings.

❏ **Print** one landscape copy of the sheet **COMPETITORS** displaying formulae. Include row and column headings and gridlines on the printout.

❏ Create a bar chart to compare entries for 2008, 2009 and the target figures.

❏ **Print** the chart on a separate sheet. **14**

TASK 2

> *The database **BTDB** contains details of the junior entrants. Please update the database with the information given below.*
>
> *Carl*

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

❏ Add a field **Entry Fee** and format appropriately. Local entrants pay £15·00 and all others pay £20·00. Update the table appropriately.

❏ Eleanor Smith's date of birth is incorrect. Her date of birth is 1 October 1992. Amend her details.

❏ Sort the table in alphabetical order of surname.

❏ **Print** the table on one page.

❏ All competitors who were born after 31 December 1993 can enter our next event—the Aquathon. Search the database to identify these competitors. Sort in ascending order of town and ascending order of date of birth. Show all fields except Gender, Local and Entry Fee.

❏ **Print** a copy of this search.   **11**

[Turn over

TASK 3

> *Please complete the letter I have started. The letter should be sent to all entrants born after 31 December 1993 (those identified in your search in Task 2). Include a suitable reference and use today's date. Insert a page break at a suitable point and number page 2 only. Print one copy of the letter showing "merge fields" and one copy of a merged letter. The letter is saved as BTLETTER.*
>
> *Carl*

Dear

TRIATHLON 2009

STET

N.P.

Congratulations on your successful completion of the 2009 Borders Triathlon – well done! We hope you enjoyed the race and that it has given you the taste for further competition. [The race results for your category are shown below.

Insert only the Name and Adjusted Points from the sheet JUNIORS here.

u.c.

Another event is coming up which may be of interest to you. In August we are hosting an aquathon for under 16s. Our records show that you are eligible. Competitors will be set the challenge of a 300m swim followed by a 5km run.

We hope you will be interested – just get in touch on the above phone number or visit our website at www.bslg.co.uk for further information.

∧Constantly We at Borders Sport and Leisure Group are ∧trying to improve the quality of our customer service, so please take a moment to help us change for the better by filling in the online questionnaire on our website.

Good luck with your training and hope to see you in August.

Yours

Sarah Mitchell
Activities Manager

Change margins to
2·54cm (1 inch)

15

[END OF QUESTION PAPER]

[BLANK PAGE]

X214/203

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 SQA. These should be submitted, by the invigilator, along with the candidates' printouts in **each** return envelope.

House style is acceptable for all documents—ensure all data is **accurate**.

BTSS — This is a spreadsheet file containing 2 sheets for use in Task 1. Do not show row and column headings or gridlines. This spreadsheet file should be set up to suit the requirements of your software.

BTDB — This is a database file for use in Task 2. Field names should be keyed in using initial capitals and all fields should be formatted appropriately.

BTLETTER — This is a word processing file for use in Task 3.

House style is acceptable for all documents – ensure all data is **accurate**.

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—JUNIORS

	A	B	C	D	E	F	G
1	Name	Gender	Swim	Cycle	Run	Total Points	
2	Joe Marshall	M	13	9	11		
3	Duncan Mills	M	11	5	12		
4	Eleanor Smith	F	12	10	10		
5	Keelie Hughes	F	8	2	4		
6	Ahmet Agarwal	M	9	8	9		
7	Douglas Anderson	M	10	6	3		
8	Aileen Stewart	F	3	11	7		
9	Jenny Ho	F	4	12	8		
10	Fraser McFarlane	M	5	1	13		
11	Fiona Brown	F	6	13	5		
12	Gillian O'Rourke	F	7	3	2		
13	Brian Kellington	M	2	7	1		
14	Shareen Sumal	F	1	4	6		

Instructions to Teachers/Lecturers

- Key in the above sheet.
- Name this sheet **JUNIORS**.
- **Do not** enter any formulae.
- Format cells **C2–F14** for numbers with **no decimal places.**
- Embolden the column headings.
- **Do not** wrap any column headings.
- Save this file as **BTSS**.

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

[Turn over

Worksheet for use in Task 1b—COMPETITORS

	A	B	C	D
1	BORDERS TRIATHLON COMPETITORS			
2		2008	2009	TARGET
3	Juniors	8		
4	Seniors	65	72	
5	Veterans	43	44	
6	Supervets	12	14	
7	Vintage	3	4	

Instructions to Teachers/Lecturers

- Key in the above as the second sheet.
- Name this sheet **COMPETITORS**.
- Format cells **B3–D7** for numbers with **no decimal places**.
- Save this file.

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

Task 2

Title	First Name	Surname	Date of Birth	Gender	Street	Town	Postcode	Local
Miss	Jenny	Ho	14 February 1991	F	5 Corbet Close	Edinburgh	EH14 7RM	No
Miss	Aileen	Stewart	23 August 1991	F	21 Abbot's Court	Kelso	TD5 5DG	Yes
Miss	Eleanor	Smith	01 October 1991	F	52 Seaview Terrace	North Berwick	EH54 3PT	No
Miss	Gillian	O'Rourke	16 January 1992	F	14 Tweed Street	Selkirk	TD7 9DF	Yes
Mr	Brian	Kellington	16 March 1992	M	7 Polwarth Drive	Edinburgh	EH10 2LM	No
Mr	Douglas	Anderson	18 March 1992	M	3 Broomfield Avenue	Hawick	TD9 3JL	Yes
Mr	Joe	Marshall	15 January 1993	M	14 Cumbria Way	Dumfries	DG5 6JU	No
Mr	Ahmet	Agarwal	25 April 1993	M	14a Torwood House	Edinburgh	EH6 1TL	No
Miss	Shareen	Sumal	02 September 1993	F	16 Abbotsford Close	Melrose	TD6 6DG	Yes
Miss	Fiona	Brown	24 October 1993	F	18 Berryfield Way	Edinburgh	EH13 3TP	No
Miss	Keelie	Hughes	29 January 1994	F	6 The Friars	Hawick	TD9 8SF	Yes
Mr	Duncan	Mills	08 June 1994	M	14d Eglinton Terrace	Edinburgh	EH4 3NM	No
Mr	Fraser	McFarlane	30 November 1994	M	6c The Wynd	Edinburgh	EH2 4GB	No

Instructions to Teachers/Lecturers

- All fields text apart from:

  Date of Birth: format field for **Date**

  Local: format field for **Yes/No**.

- Sort records in ascending order of Date of Birth.

- Save this file as **BTDB**.

[Turn over for TASK 3 on *Page six*

Task 3

Instructions to Teachers/Lecturers

Key in the following using your organisation's house style. Use left and right margins of 3·8cm. Insert a suitable graphic.

<div align="center">

BORDERS SPORT AND LEISURE GROUP

NEWBRIDGE HOUSE
GALASHIELS
TD1 4EY

Tel: 01896 278938
Fax: 01896 276294

</div>

Dear

TRIATHLON 2009

Congratulations on your successful completion of the 2009 Borders Triathlon – well done! We hope you enjoyed the race and that it has given you the taste for further competition. The race results for your category are shown below.

<div align="center">

[*END OF INSTRUCTIONS TO TEACHERS/LECTURERS*]

</div>

[BLANK PAGE]

[BLANK PAGE]