

X214/201

NATIONAL
QUALIFICATIONS
2010

TUESDAY, 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

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.

Effective Communication

Although they might not know it, when people are at work they engage in the process of communication all the time. For example, they may be contacting others by sending an e-mail or talking to a colleague next to the photocopier. They might be answering a phone or putting forward ideas and thoughts at a meeting.

Communication is at the very heart of all business activity. It is essential that people in a company look at such practices to ensure they are working well. Communication helps employees work towards the same goals, giving them a similar direction and purpose.

Adapted from *www.thetimes100.co.uk*

- | | | |
|----|---|---|
| 1. | (a) Identify 2 strengths of written communication. | 2 |
| | (b) Describe one impact on an organisation of poor communication among staff. | 2 |
| 2. | (a) List 3 pieces of information contained in a contract of employment, other than the personal details of the employee. | 3 |
| | (b) Outline one advantage to an organisation of issuing a temporary contract of employment. | 1 |
| 3. | (a) Describe 2 activities carried out in the Sales Department. | 4 |
| | (b) Suggest how the Purchases Department would use one of the following business documents. | |
| | (i) Quotation | |
| | (ii) Delivery note | |
| | (iii) Invoice | 1 |

4. (a) The Purchases Department must communicate regularly with suppliers.
Compare the use of e-mail and fax for such communications. **2**
- (b) Outline **one** restriction imposed by the Copyright, Designs and Patents Act. **1**
5. (a) Justify **2** uses of an itinerary by staff travelling on business. **2**
- (b) Teleworkers use audio conferencing and video conferencing to maintain communication links when working away from the office.
Compare audio conferencing and video conferencing. **2**
- (20)**

[Turn over for SECTION B on *Page four*

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.

- | | | |
|-----------|---|-------------|
| 1. | (a) Outline what is meant by “hot desking” and justify its use within an organisation. | 2 |
| | (b) Describe the role of 2 functional departments in an organisation. | 4 |
| | (c) Describe the impact on an organisation of poor customer service. | 4 |
| | | (10) |
| 2. | (a) Outline the responsibilities of the employer under the Health and Safety at Work Act. | 4 |
| | (b) A Sales Manager is travelling abroad. Describe one advantage and one disadvantage to an organisation of using a company credit card to pay for business expenses. | 4 |
| | (c) Justify the use of electronic diaries in the Sales Department. | 2 |
| | | (10) |
| 3. | (a) Describe 2 issues which could be covered during induction training. | 4 |
| | (b) The Internet is an example of a Wide Area Network (WAN).
Justify 2 uses of a WAN to an organisation. | 2 |
| | (c) Describe the use of the following documents when arranging and paying for business travel and accommodation. | |
| | (i) Expense Claim Form | |
| | (ii) Travel and Accommodation Request Form | 4 |
| | | (10) |

[END OF QUESTION PAPER]

ACKNOWLEDGEMENTS

Section A—Extract is adapted from “Unison Case Study” taken from *The Times 100, Edition 12*. Reproduced by kind permission of The Times 100.

X214/202

NATIONAL
QUALIFICATIONS
2010

TUESDAY, 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—32 marks
 - Task 2—13 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.



Instructions/Information for Candidates

You are the Administrative Assistant working for the Murray Community High School. You are required to carry out a number of tasks given to you by Stuart Cooper, 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.	17 marks
1b	You are required to complete a spreadsheet, create a chart and produce 2 printouts.	15 marks
2	You are required to update a database and produce 3 printouts.	13 marks
3	You are required to prepare a letter for mail merge and produce 2 printouts.	15 marks
Total		60 marks

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

MCHSSS — a spreadsheet file containing **2** worksheets — **AWARDS** for use in TASK 1a and **COSTINGS** for use in TASK 1b

MCHSDB — a database file for use in TASK 2

MCHSWP — a word processing file for use in TASK 3

Your name should be displayed on all work submitted.

TASK 1a

Marks

*I have started to record information relating to the school's Awards Ceremony. Complete the sheet **AWARDS** using the following information. This sheet is contained in the spreadsheet file **MCHSSS**.*

Stuart

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

- Open the spreadsheet file **MCHSSS** and use the sheet **AWARDS**.
- Additional students are to be added to the sheet. Enter the data below.

Rebecca Yule	B
Robert Mather	B
Sarah Brown	A
Stella Muir	B
Tracey Tonner	A

- Increase the font size of the main heading.
- Embolden the headings in Rows 1–3.
- Add a final column **VALUE OF BOOK TOKEN** – wrap this heading.
- Cells F2–H5 show Book Token information. Using this information insert a formula to calculate the value of Book Tokens for each student. As the Award Amount may change next year use an absolute cell reference.
- Use formulae to show the:
 - Total Value of Book Tokens
 - Number of Award Winners.
- Border the Total Value of Book Tokens cell.
- Name the cell containing the Total Value of Book Tokens – use the name **“BOOK”**. This will be used in the sheet **COSTINGS**.
- Each award winner may invite a maximum of 2 guests. Use formulae to show the:
 - Maximum Number of Guests
 - Total Number Attending.
- Name the cell containing the Total Number Attending – use the name **“CATER”**. This will be used in the sheet **COSTINGS**.
- Sort the sheet in alphabetical order of Last Name.
- Print** one copy of the sheet **AWARDS** on one page showing **values**. Include gridlines only.
- Print** one copy of the sheet **AWARDS** on one page showing **formulae**. Include row and column headings and gridlines.

*Complete the sheet **COSTINGS** as instructed below. This sheet is contained in the spreadsheet file **MCHSSS**.*

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

- Key in the following data for 2010.

ITEM	COST
Trophies	£575·00
Medals	£300·00
Engraving	£125·90

- Insert the figure for Book Tokens by linking to the cell named in the sheet **AWARDS**.
- The cost of catering is currently £2·50 per person. Use a formula to calculate the figure for catering – use the appropriate named cell in the sheet **AWARDS**.
- Insert a final column **2011**.
- Costs are predicted to increase by 10% from 2010–2011. Complete this column using an absolute cell reference.
- Starting in 2011 we intend to present the guest of honour with a gift, valued at £25. Update the sheet to include this item.
- Print** one copy of the sheet **COSTINGS** on one page showing **formulae**. Include row and column headings and gridlines.
- Create a chart to compare the costs for 2010 and the predicted costs for 2011.
- Print** the chart on a separate sheet.

[Turn over for TASK 2 on *Page six*

TASK 2*Marks*

I have been checking our database of this year's award winners and their main contacts. Use the information provided below to update the database file MCHSDB.

Stuart

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

- Create a new field **2010 Leaver**. Format appropriately and complete using the following data.

Pupil Name	2010 Leaver
Jorgen Svensson	No
Krystyna Kaleba	No
Anouska Jarosz	Yes
Caroline Baldacci	Yes
Molly Crane	No
Stella Muir	No
Mhairi McMullen	Yes
Dorothy Thomson	Yes
Gavin Leishman	Yes
Alan Dunsmuir	Yes
David Bryden	Yes
Lynsey McCallum	Yes
Rebecca Yule	Yes
Tracey Tonner	Yes
Murray Charters	Yes
Faria Shafik	Yes
Claire Butler	Yes
Robert Mather	No
Lee Cowan	Yes
Iain Hastie	No
Ben Sharratt	Yes
David McGuigan	Yes
Sarah Brown	Yes
Neil Henderson	Yes
Ashley Dodds	Yes

- Robert Mather's mother has remarried. Amend the database to show that her surname is now Talbot.

TASK 2 (continued)

Marks

- A new trophy has been presented to the school by a local businesswoman. Another leaver, Julia Smith in 6K2, has been awarded this award for Enterprise. Add Julia and her father John Smith to the database.
- Print** the database on one page.
- We need to send a list of relevant names to the engravers. Search the database for all the medal winners and trophy winners.
- Create a report from the results of this search, showing only Pupil Name, Pupil Surname, Subject and Award fields.
- Print** a copy of the report on one page.
- A letter to the parents of those pupils still at school will be handed out at registration. Search the database for those pupils who are not leaving. **Sort** the records in ascending order of Reg Class and Pupil Surname.
- Print** a copy of the search showing all fields.

13

[Turn over

Using the information below, prepare a letter for the parents/guardians of those award winners remaining at school. (Leavers will be contacted by post at a later date). Use the file MCHSWP. Insert a reference and today's date.

Print one copy of the letter showing the merge fields, and one copy to any one parent/guardian.

Stuart

Dear *

Please use margins of 2.5 cm

87 Our Prizegiving Ceremony is fast approaching and we are starting to make preparations to ensure the evening is as successful as in the previous years. We are pleased to inform you that * has won an award for * . This is an excellent achievement and we would like to invite * and a maximum of 2 guests to the Prizegiving Ceremony to recognise this success.

k prompt The evening will commence at 7.00 pm k in the assembly hall with a performance by the school orchestra. Refreshments will be served afterwards in the gym at 8.30 pm where examples of NP pupils' work will be on display. [Our guest of honour will be local entrepreneur and former pupil Mrs Joan Alexander. She has kindly agreed to present the awards and has donated a new award for UC enterprise to the school.

Yours

Change Prizegiving to Awards throughout

J Robertson
Depute Head Teacher

[END OF QUESTION PAPER]

X214/203

NATIONAL
QUALIFICATIONS
2010

TUESDAY, 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 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**.

MCHSSS — This is a spreadsheet file containing 2 worksheets for use in Task 1.

MCHSDB — This is a database file for use in Task 2.

MCHSWP — 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—AWARDS

	A	B	C	D	E	F	G	H
1	MURRAY COMMUNITY HIGH SCHOOL							
2	AWARD WINNERS 2010					BOOK TOKEN INFORMATION		
3	FIRST NAME	LAST NAME	CODE			AWARD	CODE	AMOUNT
4	Alan	Dunsmuir	B			Trophy	A	£ 20.00
5	Ashley	Dodds	B			Medal/Book Token only	B	£ 10.00
6	Ben	Sharratt	A					
7	Caroline	Baldacci	A					
8	Claire	Butler	B					
9	David	Bryden	A					
10	David	McGuigan	B					
11	Dorothy	Thomson	B					
12	Faria	Shafik	B					
13	Gavin	Leishman	B					
14	Iain	Hastie	A					
15	Jorgen	Svensson	A					
16	Krystyna	Kaleba	B					
17	Lee	Cowan	A					
18	Lynsey	McCallum	B					
19	Mhairi	McMullen	B					
20	Molly	Crane	B					
21	Murray	Charters	B					
22	Neil	Henderson	B					
23	Anouska	Jarosz	B					
24	Total Value of Book Tokens							
25	Number of Award Winners							
26	Maximum Number of Guests							
27	Total Number Attending							
28								
29								
30								
31								

Instructions to Teachers/Lecturers

- Key in the above sheet.
- Name this sheet **AWARDS**.
- **Do not** enter any formulae.
- Format cells **D4** to **D29** as currency—**2 decimal places**.
- Format cells **H4** and **H5** for currency—**2 decimal places**.
- Embolden cells **F2 – H3**.
- Border cells **F2 – H5**.
- Save this file as **MCHSSS**.

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

[Turn over

Worksheet for use in Task 1b—COSTINGS

	A	B	C	D	E	F
1	MURRAY COMMUNITY HIGH SCHOOL					
2	COST OF AWARDS CEREMONY					
3	ITEM	2009	2010			
4	Trophies	£ 550.00				
5	Medals	£ 250.00				
6	Book Tokens	£ 300.00				
7	Catering	£ 202.50				
8	Engraving	£ 105.50				
9						
10						
11						

Instructions to Teachers/Lecturers

- Key in the above as the second sheet.
- Name this sheet **COSTINGS**.
- **Do not** enter any formula.
- Embolden rows 1–3.
- Save this file.

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

Task 2

Pupil Name	Pupil Surname	Reg Class	Subject	Parent/Guardian Title	Initial	Surname	Award
Jorgen	Svensson	5K1	English	Mr and Mrs	J	Svensson	Trophy
Krystyna	Kaleba	5K2	Maths	Ms	P	Kaleba	Medal
Anouska	Jarosz	6B1	English	Mr and Mrs	D	Jarosz	Token
Caroline	Baldacci	6K2	Modern Languages	Mr and Mrs	R	Baldacci	Trophy
Molly	Crane	5T1	Modern Languages	Mr	F	Crane	Medal
Stella	Muir	5T1	Maths	Miss	G	Anderson	Token
Mhairi	McMullen	5T2	Social Subjects	Dr and Mrs	G	McMullen	Medal
Dorothy	Thomson	6T1	Social Subjects	Mrs	S	Thomson	Token
Gavin	Leishman	6T2	Technologies	Mrs	W	Peterson	Medal
Alan	Dunsmuir	6K1	Science	Mr and Mrs	N	Dunsmuir	Medal
David	Bryden	6K2	Technologies	Mr	M	Bryden	Trophy
Lynsey	McCallum	6B1	Service to School	Mr and Mrs	A	McCallum	Medal
Rebecca	Yule	6B1	Science	Ms	S	Yule	Token
Tracey	Tonner	6B2	Expressive Arts	Mr and Mrs	W	Tonner	Trophy
Murray	Charters	5T1	Expressive Arts	Mr and Mrs	P	Charters	Medal
Faria	Shafik	6T2	Technologies	Mr and Mrs	L	Shafik	Token
Claire	Butler	6B1	Expressive Arts	Mr and Mrs	O	Waters	Token
Robert	Mather	5T2	English	Mrs	E	Mather	Medal
Lee	Cowan	5K1	Maths	Mr and Mrs	R	Cowan	Trophy
Iain	Hastie	5K2	Social Subjects	Mr and Mrs	T	Hastie	Trophy
Ben	Sharratt	6K1	Dux	Mr and Mrs	C	Sharratt	Trophy
David	McGuigan	6K2	Citizenship	Mr and Mrs	Z	McGuigan	Medal
Sarah	Brown	5T1	Science	Mr	C	Brown	Trophy
Neil	Henderson	6B2	Service to School	Mr and Mrs	B	Henderson	Medal
Ashley	Dodds	5B2	Modern Languages	Mrs	N	Dodds	Token

Instructions to Teachers/Lecturers

- Create the above database.
- Headings need not be wrapped.
- Save this file as **MCHSDB**.

[Turn over

Task 3

Instructions to Teachers/Lecturers

- Use font Times New Roman, size 12, or similar
- Embolden first 4 lines—the name and address
- Use margins of 5 cm



Murray Community High School
Broadfield Road
KILMARNOCK
KA3 3PY

Tel: 01563225876
www.mchs@kilmarnock.sch.uk

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

[BLANK PAGE]

[BLANK PAGE]