

X214/11/01

NATIONAL
QUALIFICATIONS 2013

WEDNESDAY, 8 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.

How the iPad Revolution has Transformed Working Lives

Margaret Manning, the founder and chief executive of a web development agency, takes her iPad with her to client meetings and presentations. “It’s got a wow factor” says Margaret. “I realised I could comfortably use my iPad on the go. I can carry it in my bag when visiting clients, check work e-mails in a coffee shop or train, and spend some time playing a game. It’s become my laptop, TV screen, iPod and iPhone. It’s the screen size that is so useful and allows businesses to start using it in a way they couldn’t with the iPhone.”

Adapted from *The Observer*, Sunday, 27 March 2011

1. (a) Describe **one** flexible working practice which could benefit from the use of mobile technologies. 2
(b) Outline the purpose of the Computer Misuse Act 1990. 1

2. (a) Outline **2** strengths of written communication such as e-mail. 2
(b) Describe **one** impact on staff of poor communication. 2

3. (a) Outline the use of each of the following business documents in the Human Resources department:
(i) Person Specification
(ii) Staff Rota
(iii) Accident Report Form. 3
(b) Describe the use of mailing lists by an organisation. 2

4. (a) Describe **one** advantage to a customer of e-commerce. 2
(b) Outline **2** ways an employer can ensure staff workstations meet the requirements of the Health & Safety at Work (Display Screen Equipment) Regulations 1992. 2

5. (a) Outline **one** advantage to an employee travelling abroad of using:

(i) Local currency

(ii) Travellers' cheques.

2

(b) Justify the use of an expenses claim form by:

(i) an employee

(ii) an organisation.

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) Outline **2** responsibilities of an employee to avoid health and safety hazards in the workplace. 2
- (b) Describe **2** factors an Administrative Assistant must consider prior to arranging travel for a business trip. 4
- (c) Compare a debit card and a credit card. 2
- (d) Outline an organisation's use of a Mission Statement to improve customer service. 2
- (10)**

2. (a) Outline **2** methods of keeping electronic information secure. 2
- (b) Outline **2** documents used in the Purchases Department. 2
- (c) Justify the introduction of hot desking by an organisation. 2
- (d) Describe **2** benefits to an organisation of replacing face-to-face meetings with Internet meetings. 4
- (10)**

3. (a) Outline **2** tasks carried out by an Administrative Assistant in the Sales Department. 2
- (b) Outline **2** features of presentation software. 2
- (c) Compare a permanent and a fixed term contract. 2
- (d) Describe **2** advantages of oral communication. 4
- (10)**

[END OF QUESTION PAPER]

X214/11/02

NATIONAL
QUALIFICATIONS 2013

WEDNESDAY, 8 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—15 marks
 - Task 2—30 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.



[BLANK PAGE]

Instructions/Information for Candidates

You are the Administrative Assistant working for Auchenweem High School. You are required to carry out a number of tasks given to you by Iain Murray, 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	PRINTOUTS REQUIRED	MARKS
1	You are required to update a database.	2	15 marks
2a	You are required to complete a spreadsheet.	3	20 marks
2b	You are required to complete a spreadsheet.	2	10 marks
3	You are required to prepare a letter.	1	15 marks
Total			60 marks

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

AHSDB — a database file for use in TASK 1

AHSSS — a spreadsheet file containing 3 worksheets—**CENTRES** and **PRICES** for use in TASK 2a and **PUPIL COST** for use in TASK 2b

AHSWP — a word processing file for use in TASK 3

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

[Turn over

TASK 1

*I have started to organise next term's outdoor education residential trip for the 104 pupils in our S5 year group. We have a database file AHSDB containing details of Outdoor Education Centres, but it is incomplete. Update the database file **AHSDB** using the information provided below.*

Iain

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

- A new Centre has opened 140 miles away in Ayrshire—it can accommodate groups of up to 115. Add its details to the database.

ARDNAIR CENTRE Ayrshire

**NEW for
2013!**

Top quality Instructors and brand new accommodation



We offer:

**kayaking,
canyoning,
bouldering,
white water
rafting, and
gold panning**

- The Lagganloe Centre has added kayaking to its Activities. Amend the database to show this.

TASK 1 (continued)

- We have calculated the return distance to each Centre from the school and back. Create a new field **Return Mileage**. Format appropriately and complete using the following data.

Centre	Return Mileage
Ardgowan	180
Auchenfeldy	96
Belmains	184
Benfar	320
Broomloan	200
Cragfeld	254
Dunoan	198
Glengoyne	248
Lagganloe	267
Loanadder	266
Lochanloe	288
Lochgarvil	320

- Sort the database in ascending order of Capacity and ascending order of Return Mileage.
- Print** the database on one page.
- Search the database to find the closest Centres (those less than 100 miles from the school) which can accommodate our group. One teacher will be needed for every 10 pupils.
- Create a report from the results of this search, showing only Centre Name and Activities.
- Add the title **Shortlist of Centres**.
 - Insert **Closest Centres** in the report footer.
 - **Print** a copy of the report on one page.

15

[Turn over

TASK 2a

To help choose which Centre we will use, and estimate the cost of the trip, complete the sheet **CENTRES** using the information below. This sheet is contained in the spreadsheet file **AHSSS**.

Iain

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

- Open the spreadsheet file **AHSSS** and use the sheet **CENTRES**.
- Increase the font size and embolden the main heading.
- Insert a row after the main heading.
- Insert the names of the 3 Centres with the lowest Return Mileage in alphabetical order into Cells B2-D2.

Using the Additional Information in rows 10–22 and in the sheet **PRICES**:

- Use formulae to insert the cost of accommodation for our 104 pupils for all 3 Centres.
- Daily catering will be used—use formulae to calculate the cost of Catering for each Centre. (The residential lasts 5 days). As the Daily Catering Costs may change an absolute cell reference should be used.
- Transport costs include coach hire of £275 and a cost per mile. Use formulae to calculate the Transport cost for each Centre.
- Use formulae to show the Total Cost for each Centre.
- Enter a label **Cheapest** in cell A7 and embolden.
- Insert a formula in cell B7 to find the lowest Total Cost.
 - Name this cell “**Cheapest**”—it will be used in the sheet **PUPIL COST**.
 - Border the cell containing the name of the cheapest Centre.
- Print** one copy of the sheet **CENTRES** on one page showing values. Include gridlines only.
- Print** one copy of the sheet **CENTRES** on one page showing formulae. Include row and column headings and gridlines.
- Create an exploded pie chart to display the Total Cost for each Centre.
- Print** the chart on a separate sheet.

TASK 2b

Complete the sheet **PUPIL COST** using the information below. This sheet is contained in the spreadsheet file **AHSSS**.

Iain

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

- Insert a new row showing a main heading **S5 Residential 2013**. Embolden and increase the size of the heading.
- In cell B2 insert the name of the cheapest Outdoor Education Centre identified in task 2a. Embolden this name.
- Insert the Total Cost figure by linking to the named cell in the sheet **CENTRES**.
- To reduce the cost per pupil, we will receive a grant from the Community Trust Fund. If the Total Cost is greater than £15000 we will receive £2500, if not we will receive £500. Insert a formula to calculate the amount of the grant.
- Insert a formula in cell B5 to reduce the Total Cost by the amount of the grant. This is the Net Cost.
- Insert a formula to calculate the Cost per Pupil.
- A 35% deposit is required from pupils, the remainder to be paid in 3 equal instalments. Insert formulae to calculate:
 - The Deposit in cell B7.
 - The Instalment Amount in cell B8.
- Print** one copy of the sheet **PUPIL COST** showing values. Include row and column headings and gridlines.
- Print** one copy of the sheet **PUPIL COST** on one page showing formulae. Include row and column headings and gridlines.

10

[Turn over

TASK 3

Marks

Using the information below, prepare a letter to tell parents about the proposed trip and ask if their child will be attending.

Use the school letterhead in file **AHSWP** and insert an appropriate reference and date.

Print one copy of the letter for the Headteacher's signature.

Iain

Dear Parent/Carer

OUTDOOR EDUCATION TRIP 2013

UC As an S5 pupil at Auchencree high school, your child is invited to attend our annual Outdoor Education trip to (insert centre). This is a fantastic opportunity for fun but we also aim to develop characteristics in our young people that will equip them for the year ahead as they work towards their examinations. They will be participating in tasks that will require

trs problem solving and team work.

stet This year we are ^{happy} ~~delighted~~ to have been successful in our application for a grant from the Community Trust Fund to help with the cost of the trip. An initial deposit of * is due by the end of the month. This amount will be followed by 3 equal instalments of *. [Please complete and return the tear off slip to confirm your child's attendance. The deposit is also required at this time.

*insert relevant details from task 2b

Yours _____

justify all text

Headteacher

.....

OUTDOOR EDUCATION TRIP 2013

Name of pupil _____ will attend the S5 Residential 2013 Trip.

I enclose the deposit of *.

Signature _____ Date _____