
NATIONAL
QUALIFICATIONS
2010

ADMINISTRATION
STANDARD GRADE
PRACTICAL ABILITIES PROJECT
Credit Level

GoSport plc

Instructions to Candidates

1. This project is part of your assessment for Administration.

The solution to the project **must** be your own work. You are allowed to look at books and at work you have done before. You may ask your teacher questions, however your teacher is not permitted to help you with the project, but may provide you with clarification.

2. You **must not** take any of the project work or material out of school. Before you begin work on your project, please check that the project is at the level—Foundation, General or Credit—that you wish to undertake.
3. You should complete the tasks in the order presented in the paper.
4. The project should take approximately 15 hours.
5. **Your name, school and task number must be entered on each item submitted.**
6. Follow all instructions regarding the tasks carefully (eg with regard to stapling sheets together). Place all items for marking inside form **Ex5 (External Assessment Flyleaf)** in order of task number.

Declaration

Prior to submitting your project to SQA for marking, you will be asked to sign a Declaration that the Project is your own work.

You are advised that if it is established that the work of another candidate, whether in part or in whole, has been submitted as your own, SQA may cancel an award in this subject or in all your subjects.

GoSport plc



GoSport plc is a company which sells sportswear.

You work as an assistant in the Administrative Support Department of Head Office and have been given several tasks to complete.

Task 1

At the moment the company headed paper includes the following information.

GoSport plc
Head Office
Westfarm Business Park
Westfarm Avenue
EDINBURGH
EH6 7TR
01318433482

The headed paper needs to be improved and the e-mail and web addresses should be included.

gosport@westfarm.co.uk
www.gosport.com

Display the above effectively using a variety of fonts, styles and include **one** graphic.

The following should be centred on a single line as a footer.

Branches in Aberdeen, Edinburgh, Inverness
and Perth

- Complete the task.
- Save the file as **HEADowninitials**.
- Print one copy of **HEADowninitials**.

9 marks

Task 2

The management of GoSport are considering introducing a flexible working arrangement for all employees in head office.

The Human Resources Manager, Phyllis Cameron, has asked you to key in a first draft of the following information.

FLEXIBLE WORKING - Centre and bold

During the last part of the 20th century the relationship which existed between work, family and leisure changed significantly. During the 1970s a large number of women entered the workforce for the first time - taking up part-time work to fit around family commitments. [As work has become less central to people's lives, many have become concerned with what is termed the 'work-life' balance. This balance is something that affects all of us to some extent.

Getting the balance right between work and other things in life, eg caring for children or elderly relatives, can sometimes be difficult to achieve.

Run on (Getting it wrong can lead to employee stress and unease with costs to the business in terms of low staff morale and absence rates.

Common types of flexible working are:

Task 2 (continued)

Arrange side headings in order indicated. Omit numbers.

- ⑤ Compressed hours The agreed hours are worked over fewer days.
- ② Flexitime The employee chooses when to work provided they are in the workplace during core time.
- ④ Homeworking The majority of work takes place at home. Private networks enable home PCs to work in the same way as they would in an office, without sacrificing security.
- ③ Job sharing
uc A job is shared with someone else. ~~Hours~~, pay and holidays are split according to how many hours each employee works.
- ① Part-time Where an employee works fewer hours than a full-time worker who usually works 35 hours a week.

Italics Anyone can ask their employer for flexible work arrangements. You have the right to ask for flexible working but not the right to have it.

Task 2 (continued)

CAPS Advantages of flexible working

Better health.

Less stress

Less absenteeism

Lower staff turnover

Skill retention

Better productivity

Less traffic congestion

Insert
bullet
points
at each
item.

CAPS Disadvantages of flexible working

Possibility of lower wages

Possible isolation from work ~~colleagues~~ ^{friends}

Difficulties of isolation, adapting and planning

Flexible working could be an obstacle to promotion in some industries

stat

OBSTACLE

- Complete the task.
- Ensure the document fits on **one page**.
- Save the file as **FLEXIowninitials**.
- Print one copy of **FLEXIowninitials**.

17 marks

Task 3

The Training and Development Manager, Jack Healey, is organising training for staff in the 4 branches of the company. The training courses are:

- MANAGING A TEAM
- CUSTOMER CARE
- EPOS
- HEALTH AND SAFETY

He has asked you to prepare a database of employees' training needs.

Jack has been in touch with all the branch managers and, to date, only some have sent the information you require.

Peter Rosol, the Manager of the Perth Branch, has sent in the following details.

Name	Date Started	Job Title	Managing a Team	Health and Safety	Customer Care	EPOS	Contract
Ms Freya Thom	12.10.08	Assistant Manager	✓	–	–	✓	Full-time
Steven Beattie	17.09.08	Sales Assistant	–	✓	✓	–	Part-time
Peter Rosol	17.09.08	Manager	✓	–	–	✓	Full-time
Mrs Ann Black	16.10.08	Sales Assistant	–	✓	✓	–	Part-time

MEMO

FROM: *Colin Wiggins, Manager, Aberdeen*

TO: *Jack Healey*

DATE: *1 October 2009*

SUBJECT: *TRAINING REQUIREMENTS*

Jamie Morrison is the Assistant Manager. He started work in the branch on 11 January 2009 and requires training in all areas except Customer Care. He is on a full-time contract.

Mr Karim Khalid and Ms Sam Smythe are sales assistants, employed on a part-time contract since 8 February 2009. They both require Health and Safety and Customer Care training.

Regards

Colin

PS I have been employed on a full-time contract since 13 April 2009 and require both EPOS training and Managing a Team training.

Task 3 (continued)

Below is the information received from the Edinburgh branch. The following employees (except Marianne) all started working for the company on 8 June 2008. They all have full-time contracts apart from Marianne who is temporary.

Mr Alex Knox is Assistant Manager.
Peter Benchley is Manager.

They both require EPOS and Managing a Team training. Alex also requires training in Customer Care.

Miss Christine Blakely is a sales assistant. She requires training in Customer Care.

Miss Marianne Graham was appointed as a sales assistant on 20 July 2008. She requires Health and Safety and Customer Care training.

The following contact telephone numbers should be included in the database.

Steven	07884321768
Peter	07965123455
Ann	07942468800
Christine	07812357911
Marianne	07980448448
Karim	07884246888
Alex	07975747869
Jamie	07977554663
Peter	07989662351
Sam	07351667445
Freya	07889246135
Colin	07134676811

- Complete the task.
- Save the database as **TRAINowninitials**.
- Sort the database in alphabetical order of branch and contract.
- Print one copy (landscape) of the database in list format.

18 marks

Task 4

The Finance Manager has asked you to prepare a spreadsheet of projected income from sales. The spreadsheet will show the effect on income of a reduction in prices and is based on sales of selected stock.

Open the spreadsheet saved as **PROINC**. The shop managers have provided the following sales information required to complete the spreadsheet.

BRANCH	RUNNING VESTS			RUNNING SHORTS			TRAINERS		
	Jasper Junior	Jasper Ladies	Jasper Men	Felix Junior	Felix Ladies	Felix Men	Bolt 11-2.5	Bolt 3-4.5	Bolt 5-12
Aberdeen	80	65	90	55	58	76	28	58	76
Edinburgh	145	38	80	120	25	68	72	28	72
Inverness	30	46	54	24	40	47	22	41	45
Perth	65	48	37	48	42	35	49	37	39
Retail Price	£24.99	£34.50	£42.99	£9.99	£12.99	£16.50	£42.50	£60	£69.99

The discount (22%) should be shown as an absolute reference as the percentage may be changed.

Insert a main heading for the spreadsheet - Projected Sales Income May to July.

Shade the rows Running Vests, Running Shorts and Trainers.

Calculate the total loss in income. Increase the font size, embolden and insert a border around the total. Label this cell.

- Complete the task.
- Save the spreadsheet as **PROINCowninitials**.
- Print one copy of **PROINCowninitials** in landscape showing formulae (showing gridlines and row and column headings).
- Print one copy of **PROINCowninitials** showing figures (excluding gridlines, row and column headings).

26 marks

Task 5

The following messages have just arrived on your desk. Update the database.

MEMORANDUM

To: Jack Healey
From: Emily Lalova
Date: 28 September 2009
Subject: Training Requirements

I started working for the company on 14 September 2009 as Manager of the Inverness branch. I am on a full-time contract and require training in Managing a Team and EPOS.

Mrs Jo Campbell and Mr Saroosh Singhevar started work as sales assistants on 7 January 2009. They have a Job Share contract and both require Health and Safety training and Customer Care training.

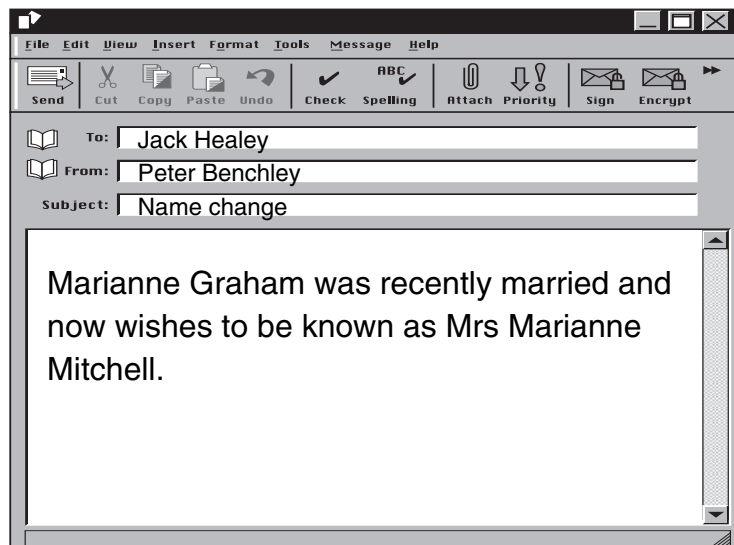
Contact numbers are as follows – Saroosh 07832631922 and Jo 07987369246 and mine is 07986243179. I look forward to meeting you at the first training meeting.

TELEPHONE MESSAGE

TO: Admin Assistant
FROM: Jack Healey

Just heard from Peter Rosol that Ann has left the Perth branch.

Thanks
Jack



- Complete the task.
- Save the database as **TRAIN2owninitials**.
- Print one copy in list format of the amended database in alphabetical order of branch and date started (earliest first).

10 marks

Task 6

The Human Resources Manager wants the following added as a **second page** to the document you saved earlier as **FLEXIowninitials**.

LOCATION

NP An important part of flexible working is location. The expense of business premises, commuting difficulties and developments in ICT mean that many organisations are making changes with regard to where employees carry out their work. [Three options are outlined below.

Change the following paragraph headings to shoulder headings, using initials caps and italics

HOT-DESKING When workers only need a desk occasionally, some employers have overcome space requirements by introducing hot-desking, ie allocating a desk only when workers are actually in the office.

HOMEWORKING One of the easiest ways to free up office space and save on hectic commuting time and costs is homeworking. Staff are equipped to work from home most of the time, apart from meetings, supervision and training. Working from home requires discipline on the part of the employee because of the inevitable distractions, as well as trust on the part of the employer.

Task 6 (continued)

MOBILE WORKING Work is no longer defined in terms of time and space but can happen anywhere and at any time with the use of technology. For example, travel time was not previously treated as work time as it was unproductive. Now, with the arrival of laptops and sophisticated mobile phones, travel time is no longer down time.

The following chart illustrates UK employee working patterns for June 2009.

Part-time	12%	} Use this information to produce a pie chart, showing percentages, and insert it at the end of the document.
Job share	10%	
Homeworking	15%	
Flexitime	21%	
Compressed hours	14%	
Traditional 9-5	28%	

OPERATOR - Justify the entire document.

In the footer of the second page only, insert the page number at the left margin and the Human Resources Manager's initials followed by May 2010 at the right margin.

- Complete the task.
- Save the document as **FLEXI2owninitials**.
- Print out one copy of the document.
- Staple the 2 sheets together.

20 marks

Task 7A

Employees must be informed of training details.

Search the database for those staff members who require training in **both** Health and Safety and Customer Care.

- Recall the database **TRAIN2owninitials**.
- Print the search results in alphabetical order of surname excluding **all** training fields.

5 marks

Task 7B

Using mail merge, prepare a memo to be sent by Jack Healey to each employee who requires both Health and Safety and Customer Care training.

The following memo has been drafted for you. Use today's date and a subject heading Training.

MEMORANDUM

Our records show that you have been employed in our _____ branch as _____ since _____ and that you now require Health and Safety and Customer Care training.

This is due to take place in Head Office on ~~Wednesday~~ 7 April 2010 as follows:

Health and Safety	morning session
Customer Care	afternoon session

When confirmation of timings has been received from our trainers we will text you on _____ to confirm lunch arrangements. If any of these details ^{is} ~~are~~ incorrect please let me know asap.

^{in full} NP [I look forward to seeing you at Head Office.

- Complete the task.
- Save the master memo as **TDATE\$owninitials**.
- Print one copy of **TDATE\$owninitials** showing the merge fields.
- Print a copy of **one** merged memo.

12 marks

Task 8

The Admin Manager has asked you to prepare a double-sided flyer advertising an "Activities Afternoon" for staff.

One side of the flyer should show the following information and be attractively displayed on **one sheet of A4 paper – landscape – using the full width of the page**. Make use of different fonts and styles to enhance the document.

ACTIVITIES AFTERNOON

←
2 pm onwards

Insert the date of the last
Wednesday in August

Golf at Fairways
Oasis Spa
Kartaway
Wellbeing

Places are limited and will be allocated on a first-come first-served basis so don't delay in putting your name forward.

Employees who are unsuccessful on this occasion will be given priority at the next activities afternoon to be held in November.

These events are fully supported by the management team and provide employees with an opportunity to get to know one another on an informal basis.

See over for more information.

The reverse side of the flyer should contain details of the 4 activities on offer with a graphic to illustrate each of the activities – details on the following page. The activities should be displayed – 2 on the left-hand side and 2 on the right-hand side of the paper (as shown on page 18).

Task 8 (continued)

GOLF AT FAIRWAYS 18 glorious greens and fabulous fairways should entice the golfers amongst you to play a round on the fabulous 'fairways' course.

Tee times have been booked - 2.00, 2.10, 2.20 and 2.30 pm.

High tea is available in the Clubhouse from 5.30 pm.

OASIS SPA Come and enjoy some rest and relaxation at the Oasis Beauty Centre in Braeside, Edinburgh.

Treatment rooms have been booked from 2 pm until 5 pm. They include manicure (20 mins), pedicure (30 mins), hot-stone massage (1 hour), aromatherapy facial (45 mins) and make-up (30 mins).

You may select up to 3 treatments. Coffee and cake is also on the menu!

KARTAWAY If you like speed and excitement why not test your skills at this indoor track - featuring terrifying tunnels, crazy corners, baffling bends and bumpy bridges.

You will be given full safety guidelines and lots of practice laps culminating in a Grand Final!

All protective ~~eqp~~ equipment is provided.

Task 8 (continued)

WELLBEING How about an afternoon at this newly-opened health club?

You will be given the services of a personal trainer for one hour. Join in some classes - body pump, salsacise, spinning, aerobics or legs, bums and tums.

If you don't fancy any of these why not have a swim in the 25-metre pool.

Meet for an hour of personal training at 2 pm then strut your stuff at the classes!

NOTE: The finished document should be laid out as follows —

<p>ACTIVITY _____</p> <p>GRAPHIC _____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>ACTIVITY _____</p> <p>GRAPHIC _____</p> <p>_____</p> <p>ACTIVITY _____</p> <p>_____</p> <p>GRAPHIC _____</p> <p>_____</p>
---	--

- Complete the task.
- Save the task as **ACTIVITIESowninitials**.
- Print one copy of the leaflet.

23 marks

Task 9

The Admin Manager is out of the office for 2 days at a Conference but wants to see the flyer you have keyed in about the Activities Afternoon.

E-mail the document to her as an attachment – you should have a note of her e-mail address. Let her know you will be on holiday on Monday 12 April for one week. Ask her to let you know before then if she would like any changes to be made to the flyer.

- Complete the task.
- Print one copy of the e-mail.
- Print evidence to confirm that the e-mail with attachment has been sent.

7 marks

Task 10

It has been decided to add some more items to the spreadsheet you prepared earlier.

Recall the spreadsheet **PROINCowninitials** and include the following items. These should appear between the “RUNNING SHORTS” and “TRAINERS” sections.

SUNDRIES

<i>Bottle and Carrier</i>	£7.99
<i>Sweatbands with Pocket</i>	£3.29
<i>Shoe Wallet</i>	£2.99
<i>Hydro-Pack</i>	£14.99
<i>Skull Cap</i>	£4.99
<i>Heart Monitor</i>	£54.99

Sundries are subject to a discount of 18%. This should be shown as an absolute reference.

The Inverness and Perth branches are withdrawing from the sale. Remove their details.

The sales figures are as follows.

	<i>Bottle and Carrier</i>	<i>Sweatbands with Pocket</i>	<i>Shoe Wallet</i>	<i>Hydro-Pack</i>	<i>Heart Monitor</i>	<i>Skull Cap</i>
<i>Aberdeen</i>	22	36	12	56	28	47
<i>Edinburgh</i>	31	22	17	78	32	39

The discount rate of the original items should be changed to 20%.

- Complete the task.
- Save the spreadsheet as **PROINC2owninitials**.
- Print one copy of **PROINC2owninitials** in landscape showing formulae (showing gridlines and row and column headings).
- Print one copy of **PROINC2owninitials** showing figures (excluding gridlines, row and column headings).

15 marks

Task 11

The Sales Manager, Claire Thomas, has asked you to make arrangements for her to visit the Perth and Inverness branches next Monday and Tuesday. She wishes to travel by train.

Claire has a half-hour meeting in Head Office on Monday at 9 am with the Finance Manager to discuss new pricing and she must stay at Head Office for a conference call booked for 9.45 am with the Aberdeen and Edinburgh Branch Managers. She is getting a lift to Perth and will arrive at the Perth branch at 12 o'clock. She wants you to use the Internet to research the other travel arrangements for use in an Itinerary.

Claire would like to spend around 2 hours in the Perth branch and then travel to Inverness. She wants to stay in a 3-star hotel (with leisure facilities). Include a dinner reservation for Claire and Emily (the Branch Manager) for 8.30 pm at the hotel.

Inverness is the newest of the branches and Claire wants a general look around the shop as well as having a brief meeting with the 2 sales assistants. Emily has arranged for them both to be available – one at 9.30 am and one at 9.45 am – you will find their names in the database. She will then be assisting Emily to interview candidates for the post of Assistant Manager. The interviews will start at 11 am and be over by 1 pm (Emily has all the necessary info). Claire would like to get the next available train back to Edinburgh.

Don't worry about taxis to and from the railway stations – Claire will organise these herself. Do not book anything.

- Complete the task.
- Prepare an Itinerary for Claire which should include details of all appointments.
- Save the document as **ITINowninitials**.
- Print a copy of the travel times clearly indicating times selected.
- Print a copy of the accommodation clearly indicating hotel selected.
- Print one copy of **ITINowninitials** and attach internet printouts.

23 marks

Task 12

During the week beginning Monday 5 April the Marketing Manager is to be involved at various meetings etc regarding a new advertising campaign the company is launching.

He has asked you to provide admin support at all these appointments/interviews etc.

Update your electronic diary with all the following information he has given you.

Monday 5 April

9 - 9.30 am Meeting with HR Manager, Head Office

12 - 2 pm Lunch with advertising agency staff, Central Hotel, Edinburgh

3.45 pm Conference call - Bingham Marketing Consultants

Wednesday, Thursday and Friday, 7-9 April

Meeting with team to work on the new advertising campaign - 3-5 pm.

- Complete the task.
- Print a copy of the diary in week format.

8 marks

Task 13

Kirsty Duncan, the Admin Manager, has asked you to prepare a letter, for her signature, to be sent to Alan Spence, the Manager of Kartaway. The address is Harbour Way, Edinburgh, EH8 2JR.

Recall the file HEADowninitials to prepare the letter.

Alan would like to know how many will be attending the Kartaway activity so that he can supply sufficient protective equipment on the day. You are now able to confirm that 8 of our employees have selected the activity. Please also confirm the date and time.

- Complete the task.
- Save the file as **HEADLETowninitials**.
- Print one copy of **HEADLETowninitials**.

7 marks

[END OF PROJECT]