
NATIONAL
QUALIFICATIONS
2010

ADMINISTRATION
STANDARD GRADE
PRACTICAL ABILITIES PROJECT
Foundation Level

GREEN ACRE HOLIDAY PARK

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.

GREEN ACRE

HOLIDAY PARK



You have been appointed as an Administrative Assistant for Green Acre Holiday Park located in Perthshire.

Green Acre Holiday Park was opened in July 2000 by the owner Martin Green and is celebrating 10 years of trading in July.

Task 1

Your first task is to create folders so that electronic files can be organised and managed easily.

- Create a folder called **GREEN ACRE**.
- In this folder create **4** sub-folders—WP (for word processing files), SS (for spreadsheet files), DB (for database files) and MISC (for other files).
- Print evidence to show that this file management system has been created.

4 marks

Task 2

Create headed paper for use by the holiday park. All the relevant information is noted below.

- Create the headed paper shown below.
- Save the file as **HEADowninitials** in the WP folder.
- Print one copy of **HEADowninitials**.
- Place the printout in your work folder.

3 marks

Underline Green Acre Holiday Park
Western Road
Auchterarder
PH3 1PH

E-mail: green.acre@altovisto.co.uk
Tel No: 01764610003
Fax No: 01764610004

Task 3

Martin wishes to find out information about some of the larger holiday camp operators.

- Use the Internet to access one of the websites shown below.
- Print one copy of the operator's homepage.
- Place the printout in your work folder.

2 marks

www.butlins.com
www.havenholidays.com
www.park-resorts.co.uk

Task 4

Please prepare the following letter to Mrs Kay Myres, a Guide Leader, who wrote enquiring about booking caravans.

- Recall the file **HEADowninitials**.
- Key in the letter shown below.
- Save the file as **GUIDEowninitials** in the WP folder.
- Print one copy of **GUIDEowninitials**.
- Place the printout in your work folder.

17 marks

MG/own initials

Today's date

Mrs K Myres
365a Hunter Street
Kirkcaldy
KY1 3HJ

Dear Mrs Myres

Bold ACCOMMODATION ENQUIRY – PARTY OF 30

Thank you for your recent enquiry. I am pleased to inform you that we have a selection of caravans available for booking which match your required dates (Monday 2 August – Friday 6 August 2010).

Underline We have 4 standards of caravan for hire: platinum, gold, silver and bronze. The bronze standard caravans are our budget range and are very popular with youth groups and other parties. All of our caravans cater for 6 persons, therefore you would need to book 5 caravans for your group of 30.

I have enclosed details of our prices, which also show some of our special rates. Please do not hesitate to contact me if I can be of further help.

We hope to see you in August.

Yours sincerely

Martin Green
Owner

Enc

Task 5

Create a database showing details of local children's entertainment acts. The information you need is listed below.

- Use the field names and field types given.
- Key in the details.
- Save the database as **ACTSowninitials** in the DB folder.
- Print one copy of **ACTSowninitials**.
- Place the printout in your work folder.

14 marks

Field Name	Field Type
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Act Name	Text
Act Type	Text
Contact Name	Text
Contact Tel No	Text
Booking Rate	Number
Equity Member	Text

Act Name	Act Type	Contact Name	Contact Tel No	Booking Rate	Equity Member
Mysterious	Magician	Paul	686597	2	Yes
The Terrible Tweenies	Clown	Alison	684236	4	Yes
Beat the Drum	Dance	Greg	649853	4	No
Dance to the Beat	Disco Dance	Paul	629910	3	No
Hot Air	Magician	Patryk	648663	2	No
Mr Fun	Comedian	Callum	641856	2	No
Hand in Glove	Puppeteer	James	643221	3	Yes
Space Pirate	DJ	Steve	671934	3	No
Mr Tumble	Clown	Matthew	675303	4	Yes
The Doodlebugs	Variety	Jack	624697	3	No
Dance Station	Disco Dance	James	640122	4	No
Watch my Lips	Ventriloquist	Ashleigh	613348	3	Yes

Task 6

You require a spreadsheet to show the current 2010 caravan bookings.

- Create a spreadsheet.
- Key in the text and data as shown below.
- Key in the formulae required to calculate row and column totals in those cells marked with a question mark (?).
- Save the spreadsheet as **BOOKowninitials** in the SS folder.
- Print one copy of **BOOKowninitials** showing figures.
- Print one copy of **BOOKowninitials** showing formulae.
- Place the printouts in your work folder.

11 marks

	A	B	C	D	E	F
1	GREEN ACRE HOLIDAY PARK					
2	2010 CARAVAN BOOKINGS					
3		Platinum	Gold	Silver	Bronze	TOTAL BOOKINGS
4	March	20	21	54	29	?
5	April	40	55	39	32	?
6	May	38	50	32	36	?
7	June	51	55	30	35	?
8	July	51	60	35	38	?
9	August	55	65	45	34	?
10	September	56	48	43	35	?
11	October	50	45	38	30	?
12	TOTAL BOOKINGS	?	?	?	?	?

Task 7

Prepare a poster to advertise a children's pirate fancy dress competition. All the information is noted below – key in text as shown, following all instructions given.

- Create the poster below, making good use of the page.
- All text should be centred.
- Add graphic(s) to enhance the poster.
- Save the file as **POSTERowninitials** in the WP folder.
- Print one copy of **POSTERowninitials**.
- Place the printout in your work folder.

9 marks

GREEN ACRE HOLIDAY PARK

PIRATE FANCY DRESS COMPETITION

Date: Saturday 10 July 2010

Time: 2.00 pm

Location: Activity Dome

Italics Entry Fee: FREE ENTRY

Entry Details: Children must be aged 10 and under

PRIZES

0–5 Age Group – Pirate treasure chest loaded with pirate goodies!

6–10 Age Group – Selection of chart CDs

Task 8

Some changes need to be made to the database.

- Recall the database **ACTSowninitials**.
- Make the changes detailed below.
- Sort the database in **alphabetical order of Act Name**.
- Save the database as **ACTS2owninitials** in the DB folder.
- Print one copy of **ACTS2owninitials** in list format.
- Place the printout in your work folder.

7 marks

- 1 Hand in Glove have informed us that they are no longer in business. Please delete their record.
- 2 The Doodlebugs are now Equity members and their booking rate should be changed to 4.
- 3 A new act has to be added to the database. Details are given below:

Act Name	Seaside Entertainments
Act Type	Puppeteer
Contact Name	Harry
Contact Tel No	622975
Booking Rate	3
Equity Member	No

- 4 Alison is no longer the contact for The Terrible Tweenies – please amend the contact details. The new contact is Steven and his telephone number is 634417.

Task 9

Some bookings have changed. You now need to update the 2010 caravan bookings spreadsheet.

- Recall the spreadsheet **BOOKowninitials**.
- Make the changes to the data shown below.
- Save the spreadsheet as **BOOK2owninitials** in the SS folder.
- Print one copy of **BOOK2owninitials** showing figures.
- Place the printouts in your work folder.

2 marks

	A	B	C	D	E
1	GREEN ACRE HOLIDAY PARK				
2	2010 CARAVAN BOOKINGS				
3		Platinum	Gold	Silver	Bronze
4	March	24 20	21	54	29
5	April	40	55	38 39	32
6	May	38	50	32	36
7	June	51	55	30	35
8	July	51	63 60	35	38
9	August	55	65	45	38 34
10	September	56	48	50 43	35
11	October	49 50	45	38	30

Task 10

Martin would like to be informed of acts which are Equity members.

- Recall the database **ACTS2owninitials**.
- Use the search facility to find any acts which are Equity members.
- Print one copy of any record(s) you find.
- Place the printout(s) in your work folder.

1 mark

Task 11

Martin wishes you to e-mail The Terrible Tweenies confirming their booking.

- Access your e-mail facility.
- Address the e-mail—you should already have a note of the e-mail address.
- Key in the message given below. You must decide on an appropriate subject for the e-mail and include it in the space provided by your e-mail facility.
- Send the e-mail.
- Print one copy of the e-mail.
- Print evidence to confirm that the e-mail has been sent.
- Place the printout(s) in your work folder.

6 marks

Steven

I am pleased to confirm your booking on Saturday 14 August 2010. Your act will be performing in the main Entertainment Tent from 2.00 pm – 4.30 pm.

Thanks

← Insert your name here

Task 12

Martin uses an electronic diary to schedule meetings and appointments.

- Access your electronic diary.
- Find the diary page for Tuesday 22 June 2010.
- Enter the details as shown below.
- Print one copy of the page in day format.
- Place the printout in your work folder.

3 marks

11.00 am – 12.30 pm

Audition “Act of Fire” in the main Entertainment Tent

Task 13A

Create a spreadsheet to show caravan bookings for 2009.

- Create a spreadsheet.
- Enter the data below.
- Save the spreadsheet as **2009owninitials** in the SS folder.
- Print one copy of **2009owninitials**.
- Place the printout in your work folder.

1 mark

	A	B
1	TYPE OF CARAVAN	NO OF BOOKINGS
2	Platinum	590
3	Gold	650
4	Silver	640
5	Bronze	570

Task 13B

Martin would like the information in the spreadsheet to be shown as a bar chart.

- Recall the spreadsheet **2009owninitials**.
- Create a bar chart.
- The bar chart should have a title and the X and Y axes should be labelled.
- Save the bar chart as **CHARTowninitials**.
- Print one copy of **CHARTowninitials**.
- Place the printout in your work folder.

7 marks

Task 14

Martin would like the following memorandum to be keyed-in and distributed to all Cleaning Staff.

- Key in the memo shown below.
- Save the file as **CLEANowninitials** in the WP folder.
- Print one copy of **CLEANowninitials**.
- Place the printout in your work folder.

13 marks

MEMORANDUM

To: All Cleaning Staff

From: Martin Green, Owner

Date: (Today's date)

Bold Subject: Cleaning Products' Supplier

Over the past year a number of staff members have contacted me to complain about our range of cleaning products.

The main concern is that the stock supplied by Sparkle Products, does not remove everyday grease and grime. I have also been told that some staff have developed a skin rash when using these products.

Following a meeting with the Manager of Sparkle Products I have decided not to renew our cleaning supplies contract when it ends in May 2010. Mr Jackson and I are now looking for a new supplier.

In the meantime, can I remind all staff to use the protective gloves provided.

[END OF PROJECT]