
NATIONAL
QUALIFICATIONS
2011

ADMINISTRATION
STANDARD GRADE
PRACTICAL ABILITIES PROJECT
Foundation Level

ROSEBANK RIDING SCHOOL

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.

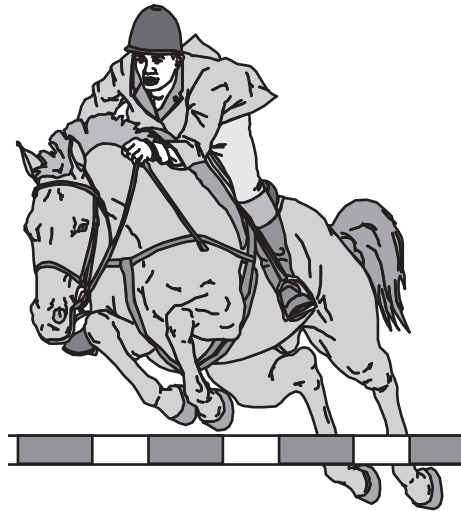
2. You **must not** take any of the project work or material out of school. Before you begin work on your project, please check that the project is at the level—Foundation, General or Credit—that you wish to undertake.
3. You should complete the tasks in the order presented in the paper.
4. The project 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.

Rosebank Riding School



You have been appointed as an Administrative Assistant for Rosebank Riding School and stables based in Moodiesburn near Glasgow.

The riding school opened in October 2005 and is managed by the owner, Natalie Lee. The school offers riding lessons and stabling.

Task 1

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

- Create a folder called **RRS**.
- 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.
- Place the printout in your work folder.

4 marks

Task 2

Create a letterhead for use by the riding school. All the relevant information is noted below.

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

3 marks

Italics Rosebank Riding School
Rosebank Farm
Moodiesburn
G69 7NH

Tel No: 01415883081
E-mail: enquiries@rrs.co.uk
Fax No: 01415883082

Task 3

Create a database of rider details. The information you need is listed below.

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

14 marks

Field Name Field Type

First Name	Text
Surname	Text
Address	Text
Town	Text
Postcode	Text
Grade	Number

First Name	Surname	Address	Town	Postcode	Grade
Claire	Healy	21 Dunellon Road	Moodiesburn	G69 1GR	2
Rachel	Gorman	36 Hillside Grove	Bishopbriggs	G64 9HB	1
Charlie	Price	775 Westfield Way	Cumbernauld	G68 6DA	1
Shannon	Walker	88 Kinloch Street	Glasgow	G34 2EL	3
Piotr	Kempinska	27 Luggiebank	Kirkintilloch	G66 7TP	3
Anna	Senior	61 Stoneyetts Road	Moodiesburn	G69 2RT	1
Eilish	Lowe	43 Blair Road	Coatbridge	ML5 3NT	3
Courtney	Sullivan	15 Jackson Crescent	Stepps	G33 4HG	2
Nicole	Robertson	49 Hillhead Avenue	Cumbernauld	G68 8SK	2
Juliette	Johnson	2 Canal Cottages	Kirkintilloch	G66 5DX	3
Sean	Kennedy	3 Lindsaybeg Road	Muirhead	G69 4BP	2
Carla	Mazzucco	Woodhead Farm	Muirhead	G69 9YD	1

Task 4A

Create a spreadsheet to show the income from the classes and stabling available at Rosebank Riding School for October.

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

1 mark

	A	B
1	INCOME FOR OCTOBER	
2	CLASS	INCOME (£)
3	Group Lessons	1,500
4	Private Lessons	3,000
5	Jump Academy	1,500
6	Stabling	6,000

Task 4B

Natalie would like the information in the spreadsheet to be shown as a pie chart.

- Recall the spreadsheet **INCOMEowninitials**.
- Create a pie chart.
- The pie chart should have a suitable title.
- Save the pie chart as **CHARTowninitials** in the SS folder.
- Print one copy of **CHARTowninitials**.
- Place the printout in your work folder.

5 marks

Task 5

The riding school uses an electronic diary for vet appointments.

- Access your electronic diary.
- Find the diary page for Thursday 12 May 2011.
- Enter the details as shown below.
- Print one copy of the page in day format.
- Place the printout in your work folder.

4 marks

10.00 am – 11.00 am

Vet to shoe Max and Jimi

Task 6

Natalie would like you to create a spreadsheet to show the number of riders in each class over the week.

- 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 **CLASSowninitials** in the SS folder.
- Print one copy of **CLASSowninitials** showing figures.
- Print one copy of **CLASSowninitials** showing formulae.
- Place the printouts in your work folder.

8 marks

	A	B	C	D	E	F	G	H	I
1	ROSEBANK RIDING SCHOOL								
2	Class Numbers								
3	Week 1								
4		Mon	Tue	Wed	Thu	Fri	Sat	Sun	TOTAL
5	Grade 1	2	3	3	0	4	8	6	?
6	Grade 2	7	6	0	3	5	5	4	?
7	Grade 3	0	3	4	4	3	6	8	?
8	Jump Academy	6	5	4	4	5	0	0	?
9	TOTAL	?	?	?	?	?	?	?	?

Task 7

A staff job sheet is required for each day. Natalie would like you to prepare tomorrow's sheet.

- Key in the staff job sheet shown below.
- Save the file as **JOBowninitials** in the WP folder.
- Print one copy of **JOBowninitials**.
- Place the printout in your work folder.

10 marks

ROSEBANK RIDING SCHOOL

STAFF JOB SHEET

(INSERT TOMORROW'S DATE)

0730 hours Muck out stalls, refill hay nets and water buckets

0930 hours Groom all horses and turn out into Fields 1 and 2

1100 hours Polish all saddles and bridles

1315 hours Prepare for Grade 1 class

1330 hours Grade 1 class

1430 hours Private lesson — Eilish Lowe on Max

1500 hours Muck out yard

1600 hours Private lesson — Claire Healy on Florida

1745 hours Prepare for Jump Academy

1800 hours Jump Academy

1900 hours Settle all horses for the night and lock up

Task 8

Please prepare the following letter to The British Horse Society.

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

12 marks

NL/own initials

Today's date

The British Horse Society
Stoneleigh Deer Park
Kenilworth
Warwickshire
CV8 2XZ

Dear Sirs

Bold ROSEBANK RIDING SCHOOL OPEN DAY

We are holding an Open Day on Saturday 25 June and would like to display information from The British Horse Society.

We would be pleased if you would send us booklets on Riding and Road Safety and any leaflets advising on the purchase and fitting of safety equipment. Please also send us copies of the "Be Seen — Be Safe" poster.

If you have any other items such as keyrings, pens, etc we would be delighted to receive these.

Yours faithfully

Natalie Lee
Owner

Task 9

Natalie wishes you to contact the Kirkintilloch Agricultural Show asking them for entry forms for this year's show.

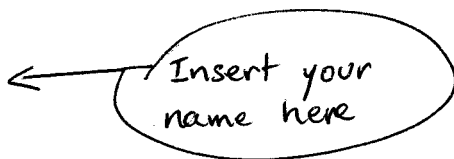
- Access your e-mail facility.
- Address the e-mail—you should already have a note of the e-mail address.
- Key in the message given below.
- Insert an appropriate subject.
- Send the e-mail.
- Print one copy of the e-mail.
- Print evidence to confirm that the e-mail has been sent.
- Place the printout(s) in your work folder.

5 marks

Janice

Please send us 10 entry forms for the gymkhana events and 5 for the cross country events.

Thanks



← Insert your name here

Task 10

Some changes need to be made to the database.

- Recall the database **RIDERowninitials**.
- Make the changes detailed below.
- Sort the database in **alphabetical order of Surname**.
- Save the database as **RIDER2owninitials** in the DB folder.
- Print one copy of **RIDER2owninitials** in list format.
- Place the printout in your work folder.

6 marks

1 Rachel Gorman has been moved up to Grade 2 and Claire Healy to Grade 3. Change their records accordingly.

2 A new rider has to be added to the database. Details are given below:

First Name	Jamie
Surname	Harrison
Address	8 Fifth Avenue
Town	Stepps
Postcode	G33 4WR
Grade	1

3 Charlie Price has left the riding school. Delete his record.

Task 11

Natalie would like you to prepare a memo to all staff regarding the recent British Horse Society (BHS) inspection.

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

12 marks

MEMORANDUM

To: All Staff
From: Natalie Lee
Date: (Today's date)
Subject: BHS Inspection

I have just received the written report following our BHS inspection and am pleased to say that we have passed. However, there are some areas where we need to take more care.

All instructors and helpers, in both the indoor and outdoor schools, must wear riding helmets and high-visibility vests during lessons.

Underline

Field 4 shows a low risk for ragwort. This means that it is present and flowering/seeding more than 100m from land used for grazing. In this case no immediate action to control the ragwort needs to be taken but we must ensure that ragwort plants are disposed of in an appropriate manner.

Task 12

Natalie would like you to update the class numbers spreadsheet with the numbers for Week 2.

- Recall the spreadsheet **CLASSowninitials**.
- Make changes to the data shown below.
- Save the spreadsheet as **CLASS2owninitials** in the SS folder.
- Print one copy of **CLASS2owninitials** showing figures.
- Place the printout in your work folder.

2 marks

	A	B	C	D	E	F	G	H
1	ROSEBANK RIDING SCHOOL							
2	Class Numbers							
3	Week 1 2							
4		Mon	Tue	Wed	Thu	Fri	Sat	Sun
5	Grade 1	3 /	3	3	0	4	7 /	6
6	Grade 2	7	6	0	3	4 /	5	6 /
7	Grade 3	0	2 /	4	4	3	6	8
8	Jump Academy	6	5	4	5 /	5	0	0

Task 13

Natalie would like to know which riders are at Grade 3.

- Recall the database **RIDER2owninitials**.
- Use the search facility to find any riders who are at Grade 3.
- Print one copy of any record(s) you find.
- Place the printout(s) in your work folder.

1 mark

Task 14

Natalie is thinking about advertising online for an Assistant Stable Manager.

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

2 marks

www.s1jobs.com
www.monster.co.uk
www.totaljobs.com

Task 15

The riding school is holding an Open Day in June. All the relevant information is noted below.

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

11 marks

ROSEBANK RIDING SCHOOL
Rosebank Farm
Moodiesburn

Bold { OPEN DAY
SATURDAY 25 JUNE 2011

From 10 am until 5 pm

Come along and join the fun!

Tombola
Bouncy Castle
Face Painting
Cake and Candy Stall
Barbeque
Pony Rides
Equipment and Accessories Stalls

Book 6 lessons for the price of 5!

Italics Raffle with grand prize of free riding lessons!

[END OF PROJECT]

STANDARD GRADE ADMINISTRATION
FOUNDATION PRACTICAL ABILITIES—2011

Candidate Name _____

Scottish Candidate Number _____

Centre _____

TASK	KEYBOARDING/ ACCURACY		FUNCTIONS/OTHER SKILLS		TOTAL	
	Awarded	Available	Awarded	Available	Awarded	Available
1		1		3		4
2		2		1		3
3		9		5		14
4A		1		0		1
4B		1		4		5
5		1		3		4
6		3		5		8
7		9		1		10
8		10		2		12
9		2		3		5
10		2		4		6
11		11		1		12
12		2		0		2
13		0		1		1
14		0		2		2
15		6		5		11
TOTALS		60		40		100

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NATIONAL
QUALIFICATIONS
2011

ADMINISTRATION
STANDARD GRADE
PRACTICAL ABILITIES PROJECT

INSTRUCTIONS TO TEACHERS

Standard Grade Administration Practical Abilities Project

Instructions to Teachers

Issue and completion of projects

1. Issue a project, at the appropriate level, to each candidate.
2. Instruct the candidates to:
 - (a) check that the project is at the level they wish to undertake;
 - (b) enter details of their centre, name, date of birth and candidate number on the front cover of **Form Ex5 (Flyleaf)** (issued in February of examination year).
3. Remind candidates that:
 - (a) the project **must** be their own work and that they will be required to sign a Declaration to this effect. If it is established that the work of another candidate has been submitted as their own, SQA may cancel an award in this subject or all their subjects;
 - (b) no work or materials may be taken out of the centre;
 - (c) they should do the tasks in the order presented in the paper;
 - (d) whilst they are permitted to ask teachers questions, the teacher may provide clarification only. Teachers must not assist candidates with their projects.

Preparation of materials by the teacher

1. Certain materials for the projects require to be keyed in and stored on disc by the teacher in advance of the projects being issued to candidates. These materials are found on the following pages.
2. The text of these materials should be keyed in exactly as they appear.

The style of the text (font, pitch size, any highlighting, etc) should be entered in the same style as the house style with which the candidates are familiar.

Further information can be found in Standard Grade Administration—Practical Abilities Projects, General Guidance to Teachers, issued to all centres in September 2002.

PRACTICAL ABILITIES PROJECT—FOUNDATION

Task 5

Teachers should ensure that candidates have access to an electronic diary for use in **Task 5**.

Task 9

Teachers should provide candidates with an e-mail address for use in **Task 9**.

Task 14

Teachers should check that the website addresses given for **Task 14** are still current.

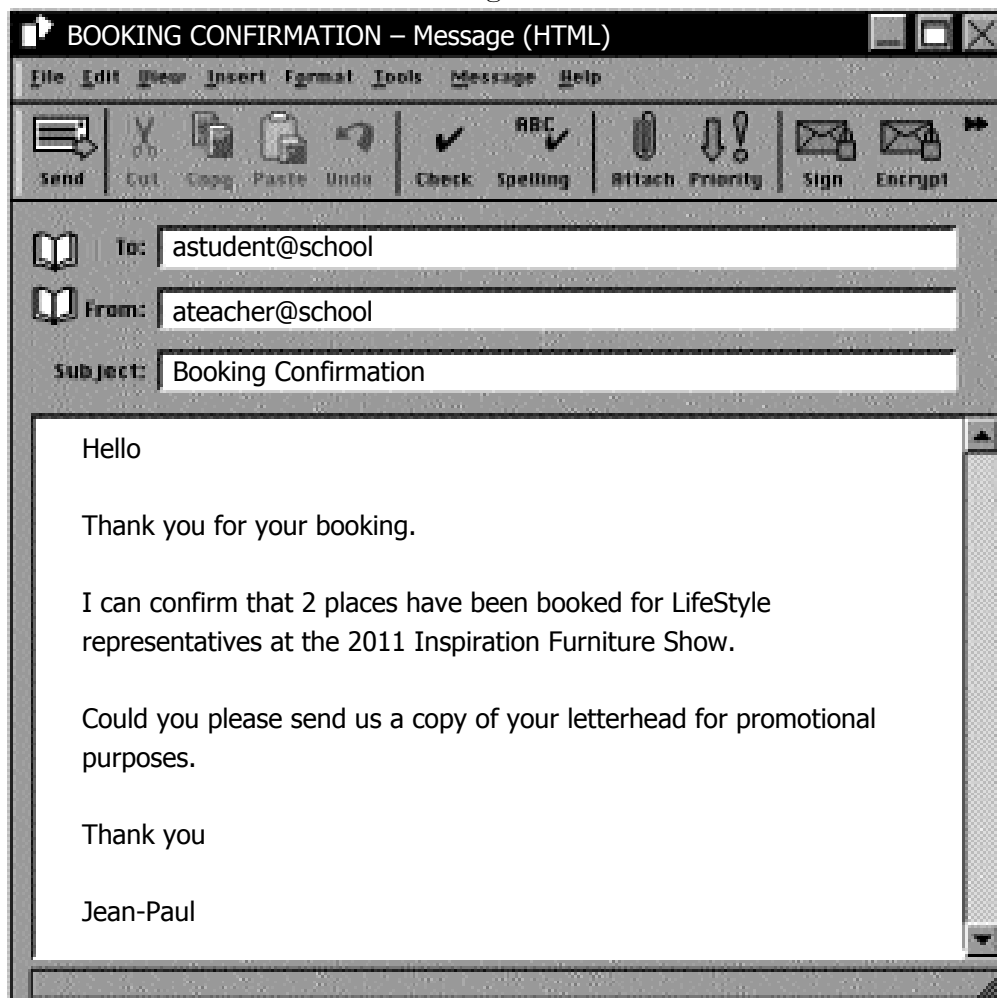
PRACTICAL ABILITIES PROJECT—GENERAL

Task 5

Teachers should check that the website addresses given for **Task 5** are still current.

Task 6

Teachers should send the following e-mail to each candidate for **Task 6**.



Task 12

Teachers should ensure that candidates have access to an electronic diary for use in **Task 12**.

PRACTICAL ABILITIES PROJECT—CREDIT

Task 5

The following spreadsheet – filename **PARTYCOST** – should be made available to candidates. **Use cells and shading as shown. Add no further formatting.**

	A	B	C	D	E
1	OCCASION				
2	DATE				
3					
4	STAFF COSTS	Total Basic Hours	Total Overtime Hours	Total Wages	Total Cost
5	Chefs			<i>f</i>	
6	Kitchen Staff			<i>f</i>	
7	Waiting Staff			<i>f</i>	<i>f</i>
8					
9	FOOD COSTS	No of Guests	Cost per Head		
10	3 course meal				<i>f</i>
11					
12	OVERHEADS	No of Guests	Cost per Head		
13	Overhead Charge				<i>f</i>
14					
15	MISCELLANEOUS				
16	Printing Menus				
17	Balloons and Streamers				
18	Flowers for Tables				<i>f</i>
19					
20	EVENT COST				<i>f</i>
21					
22	<u>Wage Rates</u>				
23	Chef				
24	Kitchen Staff				
25	Waiting Staff				
26					
27	Overtime Rate				
28					
29					
30					
31					
32					
33					

PRACTICAL ABILITIES PROJECT—CREDIT (continued)

Task 10A

Key in the following as a word document.

The service when we visited was not only good – it was **impeccable**.
The service was **excellent** and **friendly**.
Service was friendly and **efficient** and there was no shortage of willing staff.

(Embolden the words as indicated and key in the list in single line spacing.)

Save it as **COMMENTS** and e-mail it to each candidate as an attachment. The e-mail should be given the subject heading **GOOD SERVICE**. The e-mail should read –

Please find attached some comments regarding customer service in restaurants.

Thanks
Steven

Task 13

Teachers should ensure that candidates have access to an electronic diary for use in **Task 13**.

[END OF INSTRUCTIONS TO TEACHERS]