
NATIONAL
QUALIFICATIONS
2012

ADMINISTRATION
STANDARD GRADE
PRACTICAL ABILITIES PROJECT
General Level

Lorelle's Luxury Limos

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.



You are the Administrative Officer at Lorelle's Luxury Limos, a limousine hire company based in Glasgow. The company is owned and managed by Lorelle Connolly and supplies a variety of limousines for weddings, school proms and parties.

Task 1

Create headed paper using the details below.

- Make use of bold, italics and insert an appropriate graphic to make the headed paper more attractive.
- Insert the company web address www.lorelleslimos.co.uk as a footer and centre.
- Save the file as **LHEADowninitials**.
- Print one copy of **LHEADowninitials**.

8 marks

Lorelle's Luxury Limos
Unit 28
Eastside Commercial Estate
Glasgow
G32 9FP

Tel No : 0141563 9023

Fax No : 0141563 9055

E-mail : enquiries @ LorellesLimos.co.uk

Task 2

Lorelle has asked you to create a database of driver details.

- Use a separate field for each of the details given. All fields are **TEXT** except *Date of Birth* which is **DATE** and *Limo Licence (years)* which is **NUMBER**.
- Key in the details.
- Sort the database in order of *Limo Licence (years)* in descending order **and** *Surname* in ascending order.
- Save the database as **DRIVERowninitials**.
- Print one copy of **DRIVERowninitials** in list/table format.

16 marks

Title	Mr
First Name	Alex
Surname	Coates
Street	45 King Street
Town	Coatbridge
Postcode	ML5 3FG
Date of Birth	23 October 1978
Mobile Number	07725870138
Limo Licence (years)	8
Driver Ref No	LL7802

Title	Mrs
First Name	Rebecca
Surname	Hatt
Street	14c White Street
Town	Glasgow
Postcode	G11 6KL
Date of Birth	15 January 1975
Mobile Number	07856905041
Limo Licence (years)	12
Driver Ref No	LL6723

Task 2 (continued)

Title	Mr
First Name	Cal
Surname	Downey
Street	2 Ryvoan Drive
Town	Baillieston
Postcode	G69 3TD
Date of Birth	28 September 1973
Mobile Number	07773426789
Limo Licence (years)	14
Driver Ref No	LL2047

Title	Ms
First Name	Nicole
Surname	McCalman
Street	146 Springburn Road
Town	Glasgow
Postcode	G16 9BI
Date of Birth	21 August 1968
Mobile Number	07740982351
Limo Licence (years)	16
Driver Ref No	LL1375

Title	Mr
First Name	Hugh
Surname	Wilson
Street	192 Woodhill Road
Town	Bishopbriggs
Postcode	G64 4JE
Date of Birth	12 November 1964
Mobile Number	07778892456
Limo Licence (years)	12
Driver Ref No	LL8534

Task 2 (continued)

Title	Mr
First Name	Lewis
Surname	Kennedy
Street	9 Hillington Gardens
Town	Glasgow
Postcode	G52 9JH
Date of Birth	29 June 1977
Mobile Number	07825600800
Limo Licence (years)	9
Driver Ref No	LL4901

Title	Mr
First Name	Liam
Surname	Davis
Street	3b Rhyndie Drive
Town	Glasgow
Postcode	G49 5DW
Date of Birth	25 April 1965
Mobile Number	07777348910
Limo Licence (years)	15
Driver Ref No	LL5834

Title	Ms
First Name	Robyna
Surname	Gierlowski
Street	57 Johnstone Drive
Town	Rutherglen
Postcode	G48 4RF
Date of Birth	3 October 1980
Mobile Number	07777402859
Limo Licence (years)	5
Driver Ref No	LL6036

Task 2 (continued)

Title	Mrs
First Name	Eilish
Surname	Mallin
Street	142 George Street
Town	Glasgow
Postcode	G3 7NG
Date of Birth	16 February 1980
Mobile Number	07 875094661
Limo Licence (years)	8
Driver Ref No	LL4972

Title	Mr
First Name	Sam
Surname	Docherty
Street	16a Tollcross Road
Town	Glasgow
Postcode	G17 5KL
Date of Birth	19 May 1979
Mobile Number	07735689036
Limo Licence (years)	3
Driver Ref No	LL3883

Title	Mr
First Name	SheroZ
Surname	AKram
Street	22 Alyth Gardens
Town	Glasgow
Postcode	G44 8MH
Date of Birth	6 August 1975
Mobile Number	07873226011
Limo Licence (years)	10
Driver Ref No	LL2082

Task 3

Lorelle would like you to create an advertising leaflet showing the different limo packages available.

- Key in the information below and on pages 10, 11 and 12 following all instructions.
- Save the file as **LEAFLETowninitials**.
- Print one copy of **LEAFLETowninitials**.

29 marks

Operator: Use 1.5 Ls throughout

LORELLE'S LUXURY LIMOS

Let us provide the WOW factor for your special occasion from our wide range of vintage cars, prestige cars, limousines and party buses. We can cater for individuals and couples right up to large groups of 20 and offer a personal service which is second to none! Your party theme, wedding colour scheme or choice of music can be incorporated into all our packages.

Task 3 (continued)

Wedding Cars

Embolden and underscore
all shoulder headings

Arrive in style in a vintage 1934 Rolls Royce or classic 1956 Daimler. Both cars have been beautifully restored and re-upholstered in the finest Italian leather. You can add up to 3 Mercedes stretch-saloon cars in dark silver for the rest of the bridal party. Seating 6 comfortably, and with booster seats available for smaller flower girls and page boys, these are the ultimate in luxury travel. We can also decorate the cars with fresh flowers to match the bride's bouquet and ribbons to match the bridesmaids' dresses.

The groom and best man could really cause a stir by arriving in a flame-red Ferrari or bright yellow Lamborghini; or be as sophisticated as James Bond in a silver Aston Martin DB8. Please note that these cars are self-drive and that drivers must hold a valid driving licence and motor insurance.

If you prefer the retro look, we have a 1960s VW Campervan in chic cream and black. Seating 4 comfortably, this is truly an eye-catching way for the bridesmaids to arrive!

Task 3 (continued)

Our experienced uniformed chauffeurs are at your service throughout your wedding day and offer a friendly, professional service. We are always delighted to stop en-route to your reception at any location you wish for photographs.

Limousines

Start the party in the car! We offer modern, stretched limousines fitted out by the most reputable companies in the USA. You can choose from a silver 8-seater limo, a pink 10-seater or a white Jeep limo which seats 12.

All limos have a state-of-the-art DVD and sound system, interior party lighting and can be decorated to match your party theme. Chocolates and drinks are provided in each limo. For our younger clients we also provide a range of children's sweets and drinks. These limos can be hired for an hour to take you to your event or for up to 4 hours to have your party.

Task 3 (continued)

Party Bus

For larger groups we have our Party Bus. This reconditioned, American school bus takes groups of up to 20 and is ideal for an office night out, children's parties, stag/hen nights, etc. Fully-equipped with a karaoke machine, disco ball and dry ice machine it makes the ideal, exclusive venue and can be hired for up to a maximum of 5 hours. Drinks and snacks can be arranged to suit your age group and party packs matching your theme can also be provided.

Task 4

Lorelle requires a spreadsheet to record the expenditure on sundries for August.

- Create a spreadsheet.
- Key in the text and data shown below.
- Format the cells for **CURRENCY**, **NUMBER** and **PERCENTAGE** as appropriate. **CURRENCY** and **PERCENTAGE** should be formatted to 2 decimal places.
- Insert formulae to calculate:
 - Total spent on each item
 - Total expenditure for the month
 - Soft Drinks as a % of Total Expenditure
- Save the spreadsheet as **SUNDRIESowninitials**.
- Print one copy of **SUNDRIESowninitials** showing figures.
- Print one copy of **SUNDRIESowninitials** showing formulae.

10 marks

	A	B	C	D
1	SUNDRIES EXPENDITURE			
2				
3	AUGUST			
4				
5	ITEM	QUANTITY	UNIT PRICE	TOTAL
6	Fruit Juices	72	£1.05	?
7	Soft Drinks	50	£0.35	?
8	Chocolates	16	£1.45	?
9	Children's Sweets	25	£0.80	?
10	Fresh Flowers	4	£7.50	?
11	Ribbon (per metre)	15	£0.55	?
12	TOTAL			?
13				
14	Soft Drinks as a % of Total Expenditure			?

Task 5A

Some changes need to be made to the database.

- Recall the database **DRIVERowninitials**.
- Make the changes detailed below.
- Save the database as **DRIVER1owninitials**.
- Print one copy of **DRIVER1owninitials** in list/table format.

11 marks

- 1 Delete the field for Date of Birth.
- 2 Alex Coates has left the company. Delete his record.
- 3 All drivers have a First Aid Training qualification which has to be renewed every 2 years. Add a new field *Date Last Trained* which should be formatted for DATE. Add the details for the new field from the information shown in the table below:

Rebecca	14 June 2010	Lewis	19 March 2011
Cal	30 September 2011	Liam	1 October 2010
Nicole	19 March 2011	Robyna	22 February 2010
Hugh	1 October 2010	Sam	14 June 2010
Eilish	22 February 2010	Sheroz	30 September 2010

- 4 Eilish Mallin has moved house. Her new address is 11 Peat Road, Bridge of Weir, PA11 7HF. Her mobile number has not changed.
- 5 Brian Chan has been employed as a new driver. His details are:

Street	23 Mallard Gardens
Town	Cumbernauld
Postcode	G67 2UF
Mobile No	07796328744
Limo Licence (years)	13
Driver Ref No	LL6135
Date Last Trained	8 May 2010

- 6 Sort the database in order of *Date Last Trained* (most recent first) and *Surname* (ascending).

Task 5B

- Search the database for drivers who have held their limo licence for less than 10 years.
- Print one copy of any record(s) found.

1 mark

Task 6

You have received an e-mail from Colin O'Farrell, a car dealer in Dublin.

- Access your e-mail facility.
- Open the message **HUMMER**.
- Prepare a reply and attach the appropriate file.
- Send the e-mail and attachment.
- Print one copy of the e-mail.
- Print evidence to confirm that the e-mail and attachment have been sent.

6 marks

Task 7

Lorelle and Rebecca will meet Colin O'Farrell in Cairnryan to collect the Hummer and drive it back to Glasgow. They will travel down the day before meeting him and stay overnight.

- Access www.theaa.com or www.rac.co.uk to find the route and estimated time of the journey between Glasgow and Cairnryan. Print one copy of the route map and estimated time of the journey.
- Access www.visitscotland.com to find 3-star accommodation in Cairnryan. Print one copy of the relevant page(s).

6 marks

Task 8

Lorelle has asked you to update the electronic diary for Friday 22 June 2012.

- Add the meetings and task shown below.
- Print one copy of the diary and **TO-DO** list in day format.

5 marks

Meetings

10-11am Sharon Stairs and Willie Smith - Wedding Plans

2-4pm Emma McAleer, Accountant

Task

Arrange MOTs for Mercedes cars

Task 9

Lorelle would like you to make some changes to the leaflet.

- Recall the file **LEAFLETowninitials**.
- Make the changes shown below.
- Save the file as **LEAFLET1owninitials**.
- Print one copy of **LEAFLET1owninitials**.

13 marks

- Centre and increase size of the main heading.
- In the section headed “Wedding Cars” move the third paragraph to become the second paragraph.
- In the section headed “Limousines” insert the following text as the second paragraph.

New for Summer 2012 - our black Hummer stretch-limo seats 16 and comes equipped with a 50" plasma TV screen, PS3 console and surround-sound system. With a wide selection of games and blu-ray discs available, this mean machine is definitely one for the boys!

- Insert a page break at the start of the section headed “Limousines”.

Task 9 (continued)

- Add the following text as the last paragraph of the leaflet.

Our drivers are all fully trained and have up-to-date first aid certification. Please see our website for full details of our packages and prices, plus full-colour photographs of all of our beautiful cars. You can also contact us by telephone on 01415639023, by fax on 01415639055 or by e-mailing us at enquiries@lorellestimos.co.uk.

- Justify all text.
- Add a footer—the website address (left aligned) and the page number (right aligned).

Task 10

The Sundries Expenditure spreadsheet needs to be updated for September.

- Recall the spreadsheet **SUNDRIESowninitials**.
- Make the changes shown below.
- Save the spreadsheet as **SUNDRIES1owninitials**.
- Print one copy of **SUNDRIES1owninitials** showing figures.
- Print one copy of **SUNDRIES1owninitials** showing formulae.

5 marks

- Insert a new row between “Fresh Flowers” and “Ribbon” and key in the following data:

Balloons (per pack)	15	£0.65
---------------------	----	-------

- Update the quantities for this month:

Fruit Juices	56
Soft Drinks	38
Chocolates	15
children's Sweets	20
Fresh Flowers	8
Ribbon	10

- Change “Soft Drinks as a % of Total Expenditure” to “Fruit Juices as a % of Total Expenditure” and update the formula.
- Embolden the percentage figure.

Task 11

Lorelle has asked you to prepare the following letter.

- Recall the file **LHEADowninitials**.
- Key in the letter shown below.
- Save the file as **CONFIRMowninitials**.
- Print one copy of **CONFIRMowninitials**.

12 marks

LC/own initials

Today's date

Miss Sharon Stairs
200 Saughs Drive
Glasgow
G33 8JD

Dear Miss Stairs

Bold CONFIRMATION OF BOOKING

I am delighted to confirm your booking of the bridal cars for your wedding on Thursday 5 July 2012. You have chosen the vintage Rolls Royce, the VW Campervan, one Mercedes stretch-Saloon and the Aston Martin DB8.

As discussed, the Rolls Royce, VW Campervan and Mercedes will collect the bridal party from your address. The party will be driven to St Dominic's Church in Bishopbriggs for the wedding ceremony and then on to Highland House, Loch Lomond for the wedding reception.

Task 11 (continued)

in full The Aston Martin DB8 will be delivered to Mr Smith's address approx one hour before the ceremony and will be collected from St Dominic's Church by one of my drivers. I will need a copy of Mr Smith's driving licence and motor insurance details 2 weeks before the wedding to ensure he is eligible to drive the car.

A deposit of £200 is now required with the remaining balance of £1,200 to be paid by 4 June 2012. Please do not hesitate to contact me if you have any further queries.

Yours etc

Task 12

Lorelle has asked you to prepare a bar chart to show the total expenditure on each item for September.

- Open the spreadsheet **SUNDRIES1owninitials**.
- Create a bar chart.
- Save the bar chart as **CHARTowninitials**.
- Print one copy of **CHARTowninitials**.

7 marks

Task 13

Lorelle would like to add a page to the website about becoming a chauffeur.

- Key in the document shown below following all instructions.
- Use margins of 5 cm (2").
- Save the file as **TRAININGGowninitials**.
- Print one copy of **TRAININGGowninitials**.

21 marks

CHAUFFEUR TRAINING

Larger size and bold

1/2
Becoming a chauffeur is a choice made by numerous drivers every year. Being a chauffeur is a career commitment that involves extensive training to attain a chauffeur's licence. There are ~~two~~ classes of licence - the Private Hire Vehicle licence for vehicles carrying 8 or less people and the Public Service Vehicle licence for vehicles carrying 8 or more people. With the increasing popularity of 10-plus seater limos, the majority of limo hire companies now expect drivers to have a PSV licence.

Task 13 (continued)

The first part of the training involves understanding the customer and industry expectations. This means knowing the different types of events and people that limo companies cater for and the service expectations placed on the chauffeurs. Drivers must dress and act professionally at all times and be courteous and aware of their passengers' needs and requirements. They also have to comply with local and national traffic laws.

Chauffeurs also need to know how to complete an inspection of their vehicle prior to every journey, fill out the necessary paperwork and how to report an accident or incident. They will also need a basic understanding of the mechanical aspects of their limo to carry out any minor repairs required, know how to change a tyre and maintain the safety of the vehicle. This includes knowing where the first aid kit and the fire extinguisher are located.

Undertaking chauffeur training also includes mastering both communication and entertainment systems, manoeuvring and parking very large and cumbersome vehicles, reading maps and basic first aid skills.

Task 13 (continued)

Before receiving their licence, drivers will participate in a monitored drive. A representative from the DVLA will accompany the driver on an actual pick up, with the consent of the passenger, or on a dummy run. Also in the presence of an instructor, the driver will be tested on open road driving, city driving, reversing and manoeuvring in tight spaces and through obstacle courses.

[END OF PROJECT]

STANDARD GRADE ADMINISTRATION
GENERAL PRACTICAL ABILITIES—2012

Candidate Name _____

Scottish Candidate Number _____

Centre _____

TASK	KEYBOARDING/ ACCURACY		FUNCTIONS/OTHER SKILLS		TOTAL	
	Awarded	Available	Awarded	Available	Awarded	Available
1		2		6		8
2		7		9		16
3		24		5		29
4		2		8		10
5A		3		8		11
5B		0		1		1
6		2		4		6
7		0		6		6
8		1		4		5
9		5		8		13
10		1		4		5
11		10		2		12
12		1		6		7
13		17		4		21
TOTALS		75		75		150

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NATIONAL
QUALIFICATIONS
2012

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 8

Teachers should check that the website addresses given for **Task 8** are still current.

Task 12

Teachers should provide candidates with an e-mail address for use in **Task 12**.

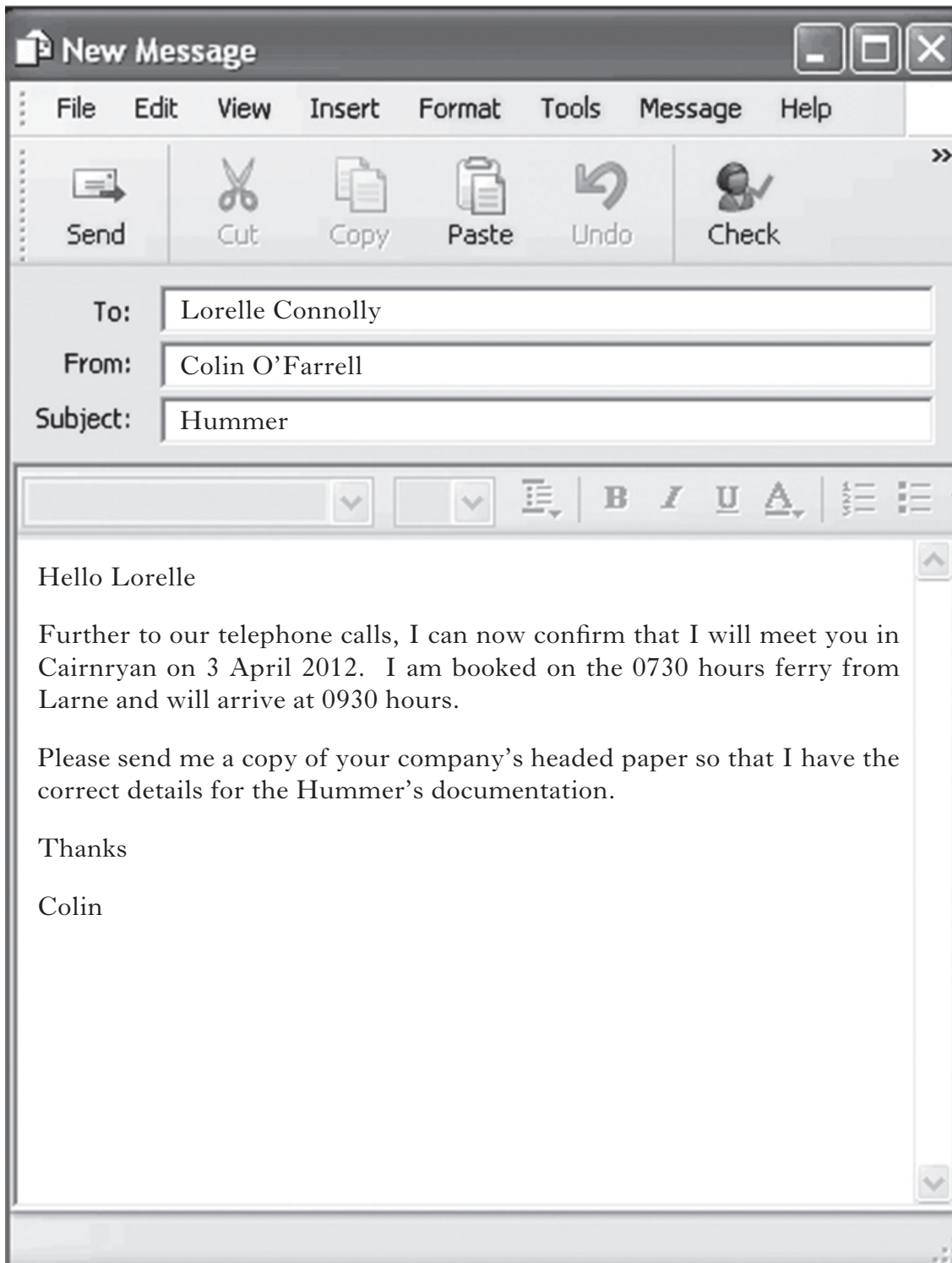
Task 13

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

PRACTICAL ABILITIES PROJECT—GENERAL

Task 6

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



PRACTICAL ABILITIES PROJECT—GENERAL

Task 7

Teachers should check that the website addresses given for **Task 7** are still current.

Task 8

Teachers should ensure that candidates have access to an electronic diary for use in **Task 8**.

PRACTICAL ABILITIES PROJECT—CREDIT

Task 6A and 6B

Teachers should ensure that candidates have access to an electronic diary for use in Task 6A and Task 6B.

PRACTICAL ABILITIES PROJECT—CREDIT

Task 14

The following form—filename **EXCURSION FUEL EXPENSE FORM**—should be made available to candidates. Use shading as shown. Add no further formatting.

**Engage Community Centre
Excursion Fuel Expense Form**

SECTION 1

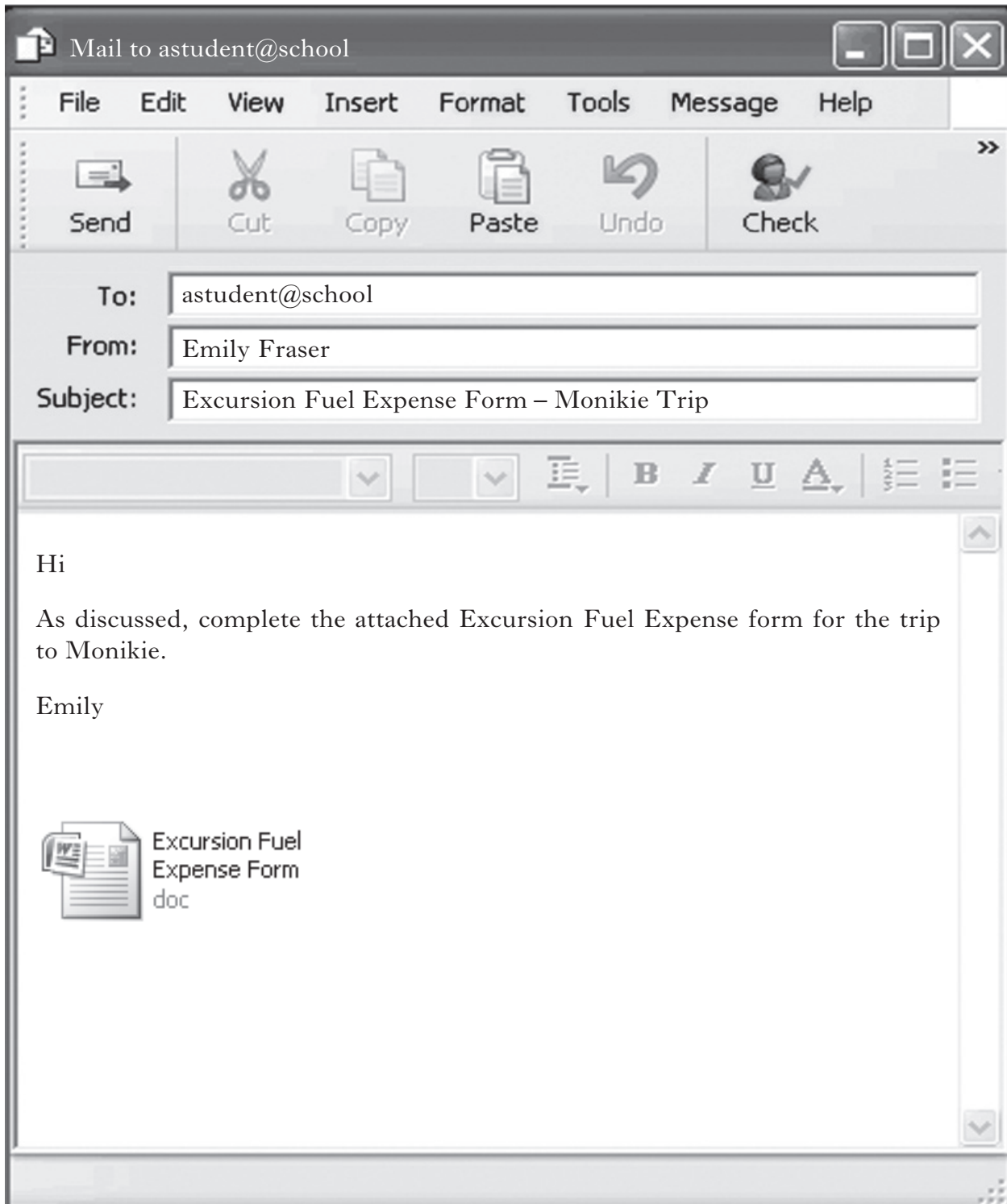
Excursion (please outline nature of trip)			
Date(s) of Excursion			
No of Staff Attending		No of Members Attending	
Group Leader Name		Minibus Driver	
Departure Location		Destination	
Single Journey (please ✓ as appropriate)		Return Journey (please ✓ as appropriate)	
Total Miles Travelled			

SECTION 2 – OFFICE USE ONLY:

Total Miles Travelled	
Fuel Cost per Mile	
Total Fuel Cost	

Task 14 (continued)

Teachers should send the following e-mail with Excursion Fuel Expense Form attached to **each** candidate for Task 14.



[END OF INSTRUCTIONS TO TEACHERS]