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NATIONAL  
QUALIFICATIONS  
2013

ADMINISTRATION  
STANDARD GRADE  
PRACTICAL ABILITIES PROJECT  
General Level

GORLOWSKI TOURS

## 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 Gorlowski Tours, an independent travel agency based in Glasgow. The business is owned and managed by Michael Gorlowski and specialises in mountain trekking holidays in Europe.

### 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.gorlowskitours.co.uk](http://www.gorlowskitours.co.uk) as a footer and right align.
- Save the file as **LHEADowninitials**.
- Print one copy of **LHEADowninitials**.

8 marks

Gorlowski Tours  
250 Sauchiehall Street  
Glasgow  
G2 3EH

Tel No: 01415525698  
Fax No: 01415525699  
E-mail: enquiries@gorlowskitours.co.uk

## Task 2

Michael has asked you to create a database of customer details. The information you need is listed below.

- Use a separate field for each of the details given. All fields are **TEXT** except *Cost* which should be **CURRENCY** (whole numbers) and *Date of Departure* which should be **DATE**.
- Key in the details.
- Sort the database in ascending order of *Date of Departure* **and** *Surname*.
- Save the database as **CUSTowninitials**.
- Print one copy of **CUSTowninitials** in list/table format.

19 marks

|                   |                         |
|-------------------|-------------------------|
| Title             | Mr and Mrs              |
| First Name        | Reece                   |
| Surname           | Martin                  |
| Street            | 7 Forest Place          |
| Town              | Lenzie                  |
| Postcode          | G66 4RH                 |
| Tel No            | 0775 2190433            |
| E-mail            | kateandreece@life.co.uk |
| Package           | Maglic Mountains        |
| Cost              | £1,700                  |
| Date of Departure | 20 June 2013            |

Task 2 (continued)

|                   |                    |
|-------------------|--------------------|
| Title             | Mr                 |
| First Name        | Gerard             |
| Surname           | McAlinden          |
| Street            | 57 Clyde View      |
| Town              | Greenock           |
| Postcode          | PA16 9SW           |
| Tel No            | 07589122122        |
| E-mail            | gmac@coolmail.com  |
| Package           | Mont Blanc Circuit |
| Cost              | £800               |
| Date of Departure | 5 June 2013        |

|                   |                  |
|-------------------|------------------|
| Title             | Miss             |
| First Name        | Nicole           |
| Surname           | Bannerman        |
| Street            | 104 Main Street  |
| Town              | Lennoxton        |
| Postcode          | G66 7HA          |
| Tel No            | 01360402771      |
| E-mail            | nickyb@yahoo.com |
| Package           | Picos de Europa  |
| Cost              | £1,200           |
| Date of Departure | 20 May 2013      |

Task 2 (continued)

|                   |                        |
|-------------------|------------------------|
| Title             | Ms                     |
| First Name        | Eva                    |
| Surname           | McGill                 |
| Street            | 247 Great Western Road |
| Town              | Glasgow                |
| Postcode          | G4 3KR                 |
| Tel No            | 0141 331 7095          |
| E-mail            | mcgille@life.co.uk     |
| Package           | Dolomites Trek         |
| Cost              | £1,000                 |
| Date of Departure | 6 May 2013             |

|                   |                       |
|-------------------|-----------------------|
| Title             | Mr                    |
| First Name        | Kenneth               |
| Surname           | Jardine               |
| Street            | 62 Kelvingrove Street |
| Town              | Glasgow               |
| Postcode          | G3 1HG                |
| Tel No            | 01413320926           |
| E-mail            | kj@life.co.uk         |
| Package           | Maglic Mountains      |
| Cost              | £850                  |
| Date of Departure | 20 June 2013          |

**Task 2 (continued)**

|                   |                      |
|-------------------|----------------------|
| Title             | Mr and Mrs           |
| First Name        | Charles              |
| Surname           | Robertson            |
| Street            | 5 Old Dalnottar Road |
| Town              | Old Kilpatrick       |
| Postcode          | G60 5FL              |
| Tel No            | 01389874123          |
| E-mail            | charlie@yahoo.com    |
| Package           | Dolomites Trek       |
| Cost              | £2,000               |
| Date of Departure | 6 May 2013           |

|                   |                       |
|-------------------|-----------------------|
| Title             | Mr                    |
| First Name        | David                 |
| Surname           | Henderson             |
| Street            | 19 Greenhill Crescent |
| Town              | Elderslie             |
| Postcode          | PA5 9AZ               |
| Tel No            | 01505338900           |
| E-mail            | david9@coolmail.co.uk |
| Package           | Mont Blanc Circuit    |
| Cost              | £800                  |
| Date of Departure | 5 June 2013           |



**Task 2 (continued)**

|                   |                     |
|-------------------|---------------------|
| Title             | Ms                  |
| First Name        | Nadia               |
| Surname           | Bahrani             |
| Street            | 353 Glasgow Harbour |
| Town              | Glasgow             |
| Postcode          | G11 7JM             |
| Tel No            | 01413347106         |
| E-mail            | bahrani34@aol.com   |
| Package           | Picos de Europa     |
| Cost              | £1,200              |
| Date of Departure | 20 May 2013         |

|                   |                      |
|-------------------|----------------------|
| Title             | Miss                 |
| First Name        | Erin                 |
| Surname           | Gardner              |
| Street            | 15 Lanrig Road       |
| Town              | Chryston             |
| Postcode          | G69 9DL              |
| Tel No            | 01417798008          |
| E-mail            | ering@coolmail.co.uk |
| Package           | Maglic Mountains     |
| Cost              | £850                 |
| Date of Departure | 20 June 2013         |

**Task 2 (continued)**

|                   |                       |
|-------------------|-----------------------|
| Title             | Dr                    |
| First Name        | Paul                  |
| Surname           | Hastings              |
| Street            | 105 Huntingtower Road |
| Town              | Bailleston            |
| Postcode          | G69 6AA               |
| Tel No            | 07761338822           |
| E-mail            | hastingsp@life.co.uk  |
| Package           | Dolomites Trek        |
| Cost              | £1,000                |
| Date of Departure | 6 May 2013            |

|                   |                    |
|-------------------|--------------------|
| Title             | Mr and Mrs         |
| First Name        | Andrew             |
| Surname           | Wilson             |
| Street            | 48 Kelburn Park    |
| Town              | Paisley            |
| Postcode          | PA1 6FD            |
| Tel No            | 07723818181        |
| E-mail            | andyrose@yahoo.com |
| Package           | Picos de Europa    |
| Cost              | £2,400             |
| Date of Departure | 20 May 2013        |

### Task 3

Michael would like you to create an information leaflet about a new destination on offer next year.

- Key in the information shown below and on Pages 12 and 13 following all instructions.
- Save the file as **LEAFLETowninitials**.
- Print one copy of **LEAFLETowninitials**.

25 marks

NEW FOR SPRING 2014  
JULIAN ALPS CIRCUIT - £750 } centre

Situated in the beautiful Triglav National Park in Slovenia, the spectacular Julian Alps are a hidden gem for avid trekkers. Mountain trails wind through stunning scenery, past glacial lakes and among the steep-sided limestone peaks. This circuit is aimed at experienced mountain walkers who want to enjoy high mountain treks in a remote and unspoilt area.

The 8-<sup>day</sup> ~~night~~ tour starts and ends in the pretty lakeside town of Bled in a 3-star hotel, while accommodation on the trek is in well-furnished huts. Beds in the huts are dormitory style and all bedding is supplied. Local staff provide dinner and breakfast each morning and evening and also prepare packed lunches for the day's trek. All you need to carry are your own personal items. Any items not required on the trek can be left at the hotel in Bled.

### Task 3 (continued)

The trek is graded 'C' meaning it is strenuous but non-technical. Each day involves plenty of ascent and descent, up to 1,000 m on some days, and a few of the ascents are steep.

The Slovenian Mountain Guide Association has installed fixed cables in these areas <sup>to help</sup> to prevent accidents. The optional ascent of

Mount Triglav (2,864 m) involves some straightforward but exposed scrambling, again with cables for protection. Harnesses and helmets will be provided at the hut and the ascent will be dependent on the weather conditions that day.

*underline*

## ITINERARY

- Day 1 Fly to Ljubljana and transfer by minibus to Bled for overnight stay in 3-star hotel
- <sup>to the</sup> Day 2 Warm-up walk <sup>to the</sup> Karavanke Mountains
- Day 3 Minibus to Triglav National Park and trek along the shore of Lake Bohinj
- Day 4 Trek through the valley of Seven Triglav Lakes
- Day 5 Trek through the heart of the Julian Alps including optional ascent of Mount Triglav (weather permitting)

Task 3 (continued)

Day 6 Trek to Pokljuka Plateau

Day 7 Trek along ridge to Mount Brda  
(2,009m) and ~~transfer~~<sup>minibus</sup> back  
to Bled

Day 8 Morning and afternoon free  
in Bled, evening transfer to  
Ljubljana for return flight  
to London Stansted

Bled is a peaceful and picturesque town on the shores of Lake Bled. There are plenty of water sports to try, shops and cafes to enjoy or you could take a boat trip to the 15th century church on Bled Island.

operator:  
use 1.5LS for all  
the paragraphs and  
justify the document

**Task 4**

Michael is going to Slovenia to check out the hotel and trek arrangements for the new trek in the Julian Alps.

- Access [www.easyjet.com](http://www.easyjet.com) and find return flights from London Stansted to Ljubljana leaving on 14 May and returning on 19 May 2013. Print one copy of the relevant page(s).
- Access [www.booking.com](http://www.booking.com) to find 3 or 4 star accommodation in Bled. Print one copy of the relevant page(s).

**6 marks**

### Task 5

Michael has asked you to prepare the following letter.

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

11 marks

MG/own initials

Today's date

Gregor Sluga  
Secretary  
Slovenian Mountain Guide Association  
30 Grad Tivoli  
Ljubljana  
Slovenia

Dear Gregor

INSPECTION VISIT TO THE JULIAN ALPS <sup>Bold</sup>

In reference to our previous letters, I am delighted that you will be able to help with my visit to Bled and the Julian Alps. I am staying overnight in Ljubljana on 14 May and will meet ~~up~~ you at the Mountain Guide Association offices at 10am the next day to travel to Bled.

Task 5 (continued)

Thank you for arranging all the meetings with the local tour guides. They have already sent me a lot of information about the Julian Alps, but it will be of great benefit to see the trek area and to discuss specific requirements with them. I am very interested in the possibility of climbing Mount Triglav as it looks quite challenging.

also Several of our clients have already expressed an interest in trekking in your beautiful country and I hope that the Julian Alps Trek will be a success, not just for Gorlowski Tours but for the people of Slovenia.

I look forward to meeting you on 15 May.

Yours etc



### Task 6

Michael requires a spreadsheet to show the breakdown of costs for Mr and Mrs C Robertson's trip to the Dolomites.

- Create a spreadsheet.
- Key in the text and data shown below.
- Format the cells for **CURRENCY**, **NUMBER** and **PERCENTAGE** as appropriate.
- Insert formulae to calculate:

Total cost of each item

Total cost of trip

Amount of deposit paid

Total amount still to pay

- Save the spreadsheet as **DOLOMITESowninitials**.
- Print one copy of **DOLOMITESowninitials** showing figures.
- Print one copy of **DOLOMITESowninitials** showing formulae.

10 marks

|    | A  | B                | C                  | D                 |
|----|--|------------------|--------------------|-------------------|
| 1  | <b>GORLOWSKI TOURS</b>                           |                  |                    |                   |
| 2  |  |                  |                    |                   |
| 3  | <b>COST STATEMENT FOR MR AND MRS C ROBERTSON</b> |                  |                    |                   |
| 4  |  |                  |                    |                   |
| 5  | <b>DOLOMITES TREK – 6 MAY 2013</b>               |                  |                    |                   |
| 6  |  |                  |                    |                   |
| 7  |  | <b>UNIT COST</b> | <b>NO IN PARTY</b> | <b>TOTAL COST</b> |
| 8  | Flights  | £545·00          | 2                  | ?                 |
| 9  | Transfers  | £46·50           | 2                  | ?                 |
| 10 | Hotel (BB)                                       | £145·50          | 2                  | ?                 |
| 11 | Trek Accommodation                               | £263·00          | 2                  | ?                 |
| 12 | Total Cost of Trip                               |                  |                    | ?                 |
| 13 | LESS Deposit                                     |                  | 10%                | ?                 |
| 14 | Total Amount to Pay                              |                  |                    | ?                 |

### Task 7A

Some changes need to be made to the database.

- Recall the database **CUSTowninitials**.
- Make the changes detailed below.
- Save the database as **CUST1owninitials**.
- Print one copy of **CUST1owninitials** in list/table format.

9 marks

- 1 Dr Hastings has cancelled his booking. Delete his record from the database.
- 2 Add a new field to show if customers have paid the deposit for their holiday. Insert the details for this new field from the information shown below:

|                      |     |                   |    |
|----------------------|-----|-------------------|----|
| Ms Bahrami           | Yes | Miss Gardner      | No |
| Miss Bannerman       | Yes | Mr McAlinden      | No |
| Mr Henderson         | Yes | Ms McGill         | No |
| Mr Jardine           | Yes | Mr and Mrs Wilson | No |
| Mr and Mrs Martin    | Yes |                   |    |
| Mr and Mrs Robertson | Yes |                   |    |

- 3 Due to fuel surcharges the cost of each holiday has increased. Update the cost field with the details below:

|                      |        |                   |        |
|----------------------|--------|-------------------|--------|
| Ms Bahrami           | £1,250 | Miss Gardner      | £900   |
| Miss Bannerman       | £1,250 | Mr McAlinden      | £850   |
| Mr Henderson         | £850   | Ms McGill         | £1,050 |
| Mr Jardine           | £900   | Mr and Mrs Wilson | £2,450 |
| Mr and Mrs Martin    | £1,750 |                   |        |
| Mr and Mrs Robertson | £2,050 |                   |        |

- 4 Eva McGill has changed her e-mail address. She should now be contacted at evag@yaha.com.

**Task 7A (continued)**

- 5 A new customer has to be added to the database. His details are shown below and he has not yet paid a deposit.

|                   |                     |
|-------------------|---------------------|
| Title             | Mr                  |
| First Name        | Matthew             |
| Surname           | Sandilands          |
| Street            | 30 Stronend Street  |
| Town              | Glasgow             |
| Postcode          | G22 8CM             |
| Tel No            | 01413365500         |
| E-Mail            | matt@coolmail.co.uk |
| Package           | Maglic Mountains    |
| Cost              | £900                |
| Date of Departure | 20 June 2013        |

- 6 Sort the database in order of Deposit Paid (descending) and Surname (ascending).

**Task 7B**

- Search the database for any customers who are booked on the Dolomites Trek and have still to pay their deposit.
- Print one copy of any record(s) found.

**2 marks**

### Task 8

Michael has asked you to update the electronic diary for the week beginning 6 May 2013.

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

5 marks

6 May  
9-11 am Dolomite Trek group departs  
Glasgow Airport

8 May  
3-4.30pm Meeting with Brian Kelly,  
Pennie Outerwear

TASK  
Buy Slovenian phrasebook

### Task 9

Michael would like you to make some changes to the information leaflet.

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

19 marks

- Increase the size of the main headings.
- Change line spacing to single line spacing.
- Change the margins to 1.5" (3.8 cm).
- Insert the following sections before the section headed "Itinerary".

### What's Included

Return flights from London Stansted to Ljubljana  
Transfers throughout  
Services of 2 English speaking mountain guides  
2 nights bed and breakfast in a 3-star hotel in Bled  
5 nights accommodation with breakfast and dinner in mountain huts  
Packed lunches on treks

### What's not Included

Travel to and from London Stansted  
Travel insurance  
Personal snacks and drinks

### Task 9 (continued)

- Add the following text as the last 2 paragraphs of the leaflet.

For those of you interested in wildlife there is a healthy population of wolves, lynxes and brown bears, although thankfully, we are unlikely to meet them on the trails. What can be seen are deer, wild boar, badgers and pine martens in the forest, while chamois and ibex can be found among the high peaks. Birds of prey, owls and woodpeckers are all easily spotted too.

Our guides are highly experienced mountain walkers with detailed knowledge of the terrain and local weather conditions. This trek will provide a memorable challenge and will take you to a pristine area in one of the most under-developed parts of the European Alps. If you have never been to Slovenia this trip provides an ideal opportunity to climb its highest peak and see its stunning beauty before it becomes a prime destination.

- Underline all shoulder headings.
- Insert a page break before the section headed "Itinerary".
- Add a footer – the website address (left aligned) and page number (right aligned).

### Task 10

Michael would like to add an information page to the website.

- Key in the information shown below and on on Pages 25 and 26 following all instructions.
- Save the file as **INFOowninitials**.
- Print one copy of **INFOowninitials**.

18 marks

## ABOUT US Different font

The company was started by Albert Gorlowski in 1972 as a result of his passion for trekking and frustration at the lack of holiday companies specialising in the area.

With over 20 years experience of mountain walking and rock climbing, 6 years as a mountain guide in the French Alps and 3 years in the Canadian Rockies, Albert knew exactly what to offer his customers. Challenging treks, clean and comfortable accommodation and good food being the most important aspects trekkers want from their holiday.

In 2001 Albert retired from the business, although he can still be found out and about on the Scottish hills today. His son, Michael, took over and has taken the company from strength to strength. In the latest independent AITO customer satisfaction survey 95% of customers rated their trekking holiday as 'excellent'.



## Task 10 (continued)

The company is renowned for its well thought out itineraries, attention to safety and use of local guides and facilities. Over the years it has built a loyal customer base and has seen a steady growth in the number of bookings made each year.

Group sizes are small (minimum of 2 people and maximum of 8) and there are several treks for all abilities. Treks are graded A-D with A being moderately strenuous but straightforward, while D is challenging and can involve traverses on ropes and ice climbing.

↳ traditional

While still focusing on the traditional European trekking 'scene', Michael is keen to expand into new areas. Next year sees the launch of a new destination - the Julian Alps in Slovenia - and plans are underway for treks in the Carpathian Mountains in Romania and the Tatra Mountains in Hungary.

Task 10 (continued)

The staff at Gorlowski Tours are all well-travelled and often join groups for their own holidays. They have a wealth of information about the areas on offer, the level of difficulty of the trek and top tips on what to pack to get the best out of your holiday.

Operator: Justify all text

**Task 11**

You have received an e-mail from Jade Khalid, the website designer.

- Access your e-mail facility.
- Open the message **INFORMATION SHEET**.
- 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 12**

The Cost Statement spreadsheet needs to be updated.

- Recall the file **DOLOMITESowninitials**.
- Make the changes shown below.
- Save the spreadsheet as **DOLOMITES1owninitials**.
- Print one copy of **DOLOMITES1owninitials** showing figures.
- Print one copy of **DOLOMITES1owninitials** showing formulae.

**6 marks**

- Mr and Mrs C Robertson are taking our Travel Insurance at £30 per person. Insert a row above Total Cost of Trip and add this information.
- Due to fuel surcharges the cost of their flight will rise by £25 per person.
- Below the Total Amount to Pay, insert a formula to calculate the total cost of trek accommodation as a percentage of the total cost of trip. Format this cell as a whole number and label appropriately.

### **Task 13**

Michael has asked you to prepare a pie chart to show the breakdown of total costs for Mr and Mrs C Robertson's trip.

- Open the file **DOLOMITES1owninitials**.
- Create a pie chart.
- Show the percentage values on the pie chart.
- Save the pie chart as **CHARTowninitials**.
- Print one copy of **CHARTowninitials**.

**6 marks**

*[END OF PROJECT]*

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**STANDARD GRADE ADMINISTRATION**  
**GENERAL PRACTICAL ABILITIES—2013**

Candidate Name \_\_\_\_\_

Scottish Candidate Number \_\_\_\_\_

Centre \_\_\_\_\_

| TASK          | KEYBOARDING/<br>ACCURACY |           | FUNCTIONS/OTHER<br>SKILLS |           | TOTAL   |            |
|---------------|--------------------------|-----------|---------------------------|-----------|---------|------------|
|               | Awarded                  | Available | Awarded                   | Available | Awarded | Available  |
| 1             |                          | 2         |                           | 6         |         | 8          |
| 2             |                          | 9         |                           | 10        |         | 19         |
| 3             |                          | 19        |                           | 6         |         | 25         |
| 4             |                          | 0         |                           | 6         |         | 6          |
| 5             |                          | 9         |                           | 2         |         | 11         |
| 6             |                          | 2         |                           | 8         |         | 10         |
| 7A            |                          | 3         |                           | 6         |         | 9          |
| 7B            |                          | 0         |                           | 2         |         | 2          |
| 8             |                          | 1         |                           | 4         |         | 5          |
| 9             |                          | 10        |                           | 9         |         | 19         |
| 10            |                          | 16        |                           | 2         |         | 18         |
| 11            |                          | 2         |                           | 4         |         | 6          |
| 12            |                          | 1         |                           | 5         |         | 6          |
| 13            |                          | 1         |                           | 5         |         | 6          |
| <b>TOTALS</b> |                          | 75        |                           | 75        |         | <b>150</b> |

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NATIONAL  
QUALIFICATIONS  
2013

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 provide candidates with an e-mail address for use in **Task 5**.

### **Task 7**

Teachers should ensure that candidates have access to an electronic diary for use in **Task 7**.

### **Task 12**

Teachers should check that the website addresses given for **Task 12** are still current.

## PRACTICAL ABILITIES PROJECT—GENERAL

### **Task 4**

Teachers should check that the website addresses given for **Task 4** are still current.

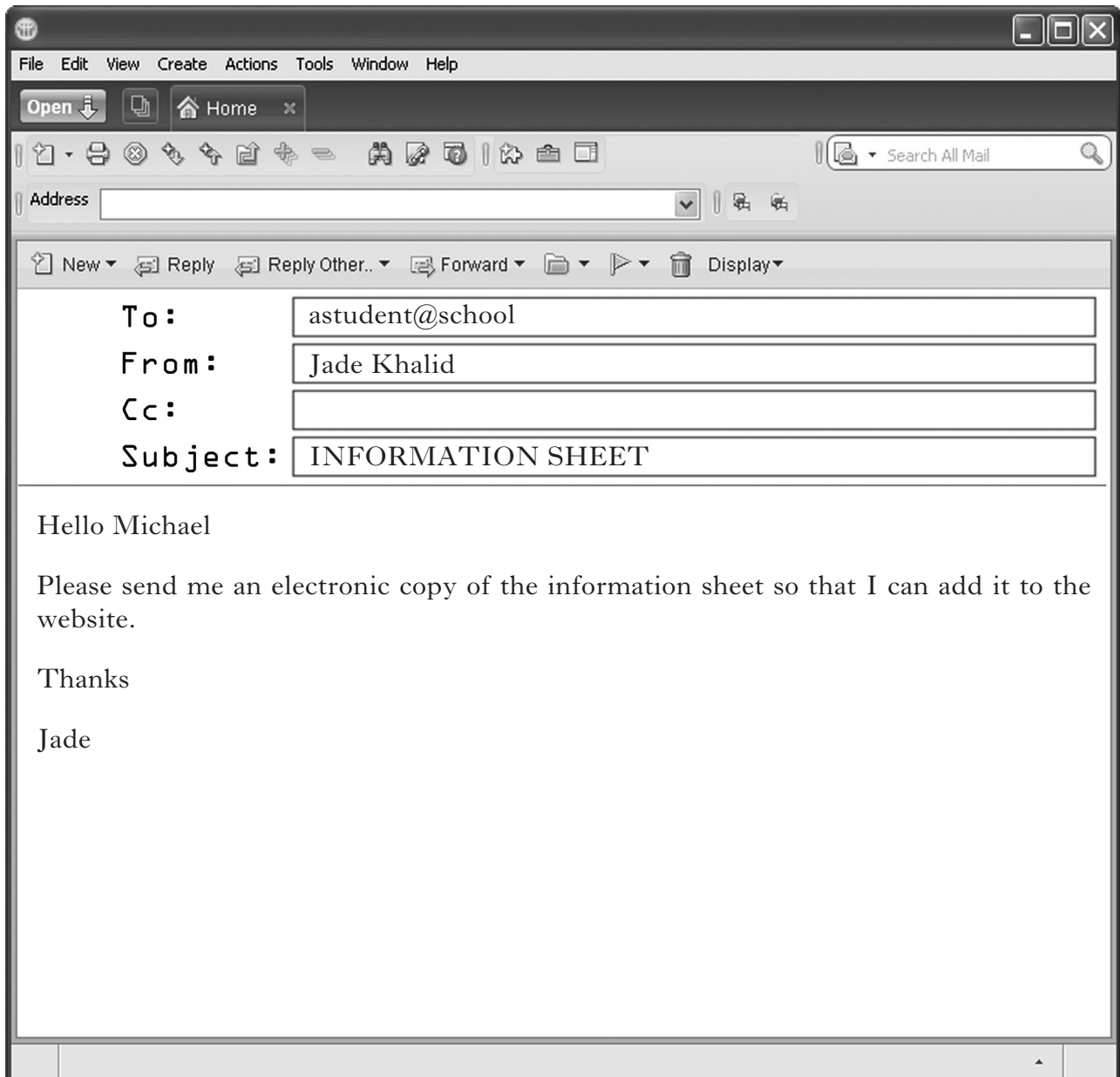
### **Task 8**

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

## PRACTICAL ABILITIES PROJECT—GENERAL

### Task 11

Teachers should send the following e-mail to **each** candidate for **Task 11**.



## PRACTICAL ABILITIES PROJECT—CREDIT

### **Task 6A**

Teachers should provide candidates with an e-mail address for use in **Task 6A**.

**PRACTICAL ABILITIES PROJECT—CREDIT**

**Task 9**

The following spreadsheet—filename **RUNNING COSTS**—should be made available to candidates. Enter data in cells as shown below. The following cells should be formatted to currency (2 decimal places): F6–F8, G8, E12–E13, F12–F13, G13, E17–E19, F17–F19, G19, G21, C24–C25. Add no further formatting.

|    | A  | B              | C            | D                         | E                                  | F                          | G                 |
|----|--|----------------|--------------|---------------------------|------------------------------------|----------------------------|-------------------|
| 1  | <b>Pampered Pooches Boarding Kennels</b> |                |              |                           |                                    |                            |                   |
| 2  | <b>Weekly Running Costs</b>              |                |              |                           |                                    |                            |                   |
| 3  |  |                |              |                           |                                    |                            |                   |
| 4  | <b>STAFF WAGES</b>                       |                |              |                           |                                    |                            |                   |
| 5  | <b>First Name</b>                        | <b>Surname</b> | <b>Grade</b> | <b>No of Hours Worked</b> | <b>No of Overtime Hours Worked</b> | <b>Total Wages</b>         | <b>Total Cost</b> |
| 6  | Parveen                                  | Bhatar         | A            | ?                         | ?                                  | ?                          |                   |
| 7  | Joyce                                    | Matthews       | A            | ?                         | ?                                  | ?                          |                   |
| 8  | Mike                                     | Summers        | B            | ?                         | ?                                  | ?                          | ?                 |
| 9  |  |                |              |                           |                                    |                            |                   |
| 10 | <b>UTILITIES</b>                         |                |              |                           |                                    |                            |                   |
| 11 |  |                |              |                           | <b>Yearly Cost</b>                 | <b>Average Weekly Cost</b> |                   |
| 12 | Electricity                              |                |              |                           | ?                                  | ?                          |                   |
| 13 | Telephone                                |                |              |                           | ?                                  | ?                          | ?                 |
| 14 |  |                |              |                           |                                    |                            |                   |
| 15 | <b>ANIMAL FEED</b>                       |                |              |                           |                                    |                            |                   |
| 16 |  |                |              |                           | <b>Daily Cost</b>                  | <b>Average Weekly Cost</b> |                   |
| 17 | Small Breed                              |                |              |                           | ?                                  | ?                          |                   |
| 18 | Medium Breed                             |                |              |                           | ?                                  | ?                          |                   |
| 19 | Large Breed                              |                |              |                           | ?                                  | ?                          | ?                 |
| 20 |  |                |              |                           |                                    |                            |                   |
| 21 | <b>TOTAL WEEKLY COST</b>                 |                |              |                           |                                    |                            | ?                 |
| 22 |  |                |              |                           |                                    |                            |                   |
| 23 | <b>WAGE RATES</b>                        |                |              |                           |                                    |                            |                   |
| 24 | A  |                | ?            |                           |                                    |                            |                   |
| 25 | B  |                | ?            |                           |                                    |                            |                   |
| 26 |  |                |              |                           |                                    |                            |                   |
| 27 | <b>OVERTIME</b>                          |                |              | ?                         |                                    |                            |                   |

**Task 13**

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

**Task 16**

Teachers should ensure that candidates have access to an electronic diary for use in **Task 16**.

*[END OF INSTRUCTIONS TO TEACHERS]*