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NATIONAL  
QUALIFICATIONS  
2009

ADMINISTRATION  
STANDARD GRADE  
PRACTICAL ABILITIES PROJECT  
General Level

**THE FORMARTINE RAILWAY**

## 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.

# THE FORMARTINE RAILWAY



You are a volunteer for The Formartine Railway, which operates between Dyce and Strichen. Your duties are administrative in nature and your office is based at Dyce Station.

The railway, which operates at weekends and also during the week over the summer months, is very popular with tourists, corporate customers and locals.

The railway is run by the Buchan Railway Association, an enthusiastic group of volunteers who have been in existence for over 10 years.

### Task 1

- Create the letterhead shown below.
- Make use of bold, italics and an appropriate graphic to make the letterhead more attractive.
- Save the document as **LHEADowninitials**.
- Print one copy of **LHEADowninitials**.

6 marks

The Formartine Railway  
Old Station Road  
Dyce  
Aberdeen  
AB21 0BA

Tel No: 01224 676677

Fax No: 01224 676688

E-mail: [enquiries@formartinerailway.org.uk](mailto:enquiries@formartinerailway.org.uk)

## Task 2

Create a database of contact details for corporate customers. The information you need is listed below.

- Use separate fields for each of the details given, with 3 fields used for Contact Name – *Title*, *First Name* and *Surname*. All fields should be TEXT except *Date of Last Visit* which should be DATE.
- Key in the details.
- Sort the database in order of *Line of Business* **and** *Company Name*.
- Save the database as **CORPowninitials**.
- Print one copy of **CORPowninitials** in list format.

**20 marks**

Task 2 (continued)

Company Name	Glen Ythar Distillery
Contact Name	Miss Wendy Barrie
Address	Wilson Lane
Town	Ellon
Postcode	AB41 7BS
Line of Business	Food and Drink
Tel No	01358 824567
Date of Last Visit	9 May 2008

Company Name	Ferguson, McNeil & McLeod Ltd
Contact Name	Mr Stevie Patterson
Address	74 Turnbull Drive
Town	Aberdeen
Postcode	AB11 5WW
Line of Business	Finance
Tel No	01224 982332
Date of Last Visit	10 Sept 2008

Company Name	Glen Garioch Motors
Contact Name	Mr Ramon Estevez
Address	Osprey Industrial Estate
Town	Ellon
Postcode	AB41 1BT
Line of Business	Transport
Tel No	01358 800002
Date of Last Visit	15 August 2008

Company Name	Buchan Bakeries
Contact Name	Mr Bertie Hall
Address	23-29 Ugie Avenue
Town	Strichen
Postcode	AB43 5LT
Line of Business	Food and Drink
Tel No	01771 983456
Date of Last Visit	22 August 2008

Task 2 (continued)

Company Name	McNee Fisheries Ltd
Contact Name	Miss Senga McNee
Address	14-16 Tait Road
Town	Fraserburgh
Postcode	AB43 3SR
Line of Business	Food and Drink
Tel No	01346 776633
Date of Last Visit	14 May 2008

Company Name	Garioch Radio
Contact Name	Mr Ben Smith
Address	67 Dee Street
Town	Inverurie
Postcode	AB51 1TT
Line of Business	Media
Tel No	01467 532523
Date of Last Visit	6 July 2008

Company Name	Dino's Shortbread
Contact Name	Mrs Marcella Puppini
Address	Osprey Industrial Estate
Town	Ellon
Postcode	AB41 4ST
Line of Business	Food and Drink
Tel No	01358 874434
Date of Last Visit	19 July 2008

Company Name	Buchan Pipeline Services Plc
Contact Name	Ms Anoushka Shankar
Address	Dallas Avenue
Town	Peterhead
Postcode	AB42 2AN
Line of Business	Oil
Tel No	01779 972231
Date of Last Visit	19 Sept 2008

**Task 2 (continued)**

Company Name	North Sea Financial Services
Contact Name	Mr Brian Kennedy
Address	233 Christopher Street
Town	Ellon
Postcode	AB41 7SF
Line of Business	Finance
Tel No	01358 872223
Date of Last Visit	16 May 2008

Company Name	Balmedie Oil Services Ltd
Contact Name	Mr John Ewing
Address	1983 East Anderson Drive
Town	Aberdeen
Postcode	AB11 8QR
Line of Business	Oil
Tel No	01224 665655
Date of Last Visit	12 Sept 2008



### Task 3

The Railway needs to have a new information leaflet. Thomas Awdry, one of the volunteers, has written a draft for you to key in.

- Key in the information shown below, following all instructions.
- Save the document as **INFOowninitials**.
- Print one copy of **INFOowninitials**.

24 marks

The Formartine Railway } centre and use  
Dyce to Strichen via Ellon } a larger size

which lies h The Formartine Railway is a 38-mile line linking Dyce, on the outskirts of Aberdeen, with the market town of Strichen in the heart of the Buchan countryside. The line, which was re-opened by volunteers during 2005, passes through some of Scotland's most picturesque scenery, with forest and farmland, lochs and rivers, castles and distilleries.

The area's abundant wildlife can be glimpsed from the train including deer, foxes, buzzards, herons and much more.

Bold Welcome Aboard!

equally h Visitors can take a trip on the train to experience the sights and smells of a genuine 1940s' steam locomotive and re-capture the nostalgia of this era. The trip will be attractive to individuals, couples, families or corporate groups and, whilst on board, a light snack or 3-course lunch can be enjoyed, courtesy of our new catering service.

Carriages are pulled by a <sup>Britannia</sup> ~~Brittania~~ steam locomotive. Still in its original casing, it has been lovingly restored after languishing for many years in a South Lanarkshire scrapyard.

**Bold** Our History

stet The original railway line was closed in 1979 after ~~over~~ <sup>more than</sup> a century of service carrying passengers and goods between Dyce and the fishing ports of Peterhead and Fraserburgh.

lc In 1998, volunteers began the long and tedious task of purchasing the 38 miles of track which, incidentally, has 42 bridges - one of which is the famous Ythan Viaduct. The Viaduct needed urgent repairs and the railway was fortunate to obtain a grant from the Scottish Regional Development Fund (SRDF). The grant also covered refurbishment of Ellon Station, 17 miles of track and 4 bridges. The first phase, Dyce to Ellon, opened to passengers on 3 June 2005. Further funding was obtained in October 2007 from both the SRDF and our local enterprise company, which resulted in the remaining 21 miles opening to passenger trains on 16 August 2008.

Italics { The success of the railway is due to the enormous effort of its volunteers who have given many, many hours of their time and money to the project. Credit is also due to the SRDF and many local tradesmen and businesses.

**Bold** Company Conferences and Private Functions

Our popular facilities are regularly used by young and old as a venue for important occasions. Help is available with the planning and hosting of private parties and corporate events. Contact us to discuss your needs ~~with us~~.

Hire the luxury 1930 saloon carriages for your meeting or private function for up to 70 people. Our Refreshment Room can be used for larger groups. Birthday and anniversary celebrations can be catered for to make someone's day that bit more special.

Ensure document fits on one page.

#### **Task 4**

Henry Meldrew, the Railway Chairman, is going to London for a weekend conference. He does not like flying so would prefer to travel by train and would like you to find out sleeper times. Henry would like to travel to London overnight on Friday and will return home overnight on Sunday. He will also need a 3-star hotel for Saturday night.

- Access [www.firstgroup.com/scotrail](http://www.firstgroup.com/scotrail) to find sleeper times from Aberdeen to London and back. Print one copy of the relevant page(s), clearly indicating the times selected.
- Access [www.theaa.com](http://www.theaa.com) or [www.rac.co.uk](http://www.rac.co.uk) to find a 3-star hotel in London for Saturday night. Print one copy of the relevant page(s).

**6 marks**

### Task 5

You require a spreadsheet to show the projected income for July.

- Create a spreadsheet.
- Key in the text and data as shown below. Increase the size of the main heading.
- Format the cells for **CURRENCY** and **NUMBER** as appropriate. These cells should be formatted as whole numbers.
- Insert formulae to calculate:

Total number of passengers  
Total income for each category  
Total income for the month

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

**11 marks**

<b>PROJECTED INCOME FOR JULY</b>			
<b>Category</b>	<b>Number of Passengers</b>	<b>Fare</b>	<b>Total</b>
Adult – single	80	£9	?
Child/OAP – single	45	£4	?
Adult – return	880	£13	?
Child/OAP – return	330	£5	?
Refreshments			£1,540
Memorabilia			£2,220
<b>Total</b>	?		?

## Task 6

We want to attract more volunteers. James Stephenson, Membership Secretary, has given you some information on a proposed Recruitment Day.

- Create the notice below.
- Make use of different fonts, sizes and any other suitable text format.
- Add a graphic to enhance the notice.
- Save the document as **NOTICEowninitials**.
- Print one copy of **NOTICEowninitials**.

9 marks

The Formartine Railway

Volunteer Recruitment Day

on

Sunday 17 May 2009

from 1000 hours until 1700 hours

at Byce Old Station Yard

We are always on the lookout for people to be part of our team

Positions available:

Train Drivers and Guards

Booking Office Staff and Engineers

Catering Assistants and Hospitality Event Co-ordinators

Come along and find out more

For some it is a chance to meet new friends

For others it is a chance to learn a new skill

Enjoy the stunning Buchan countryside at its best

Put something back into the local community

### Task 7 – Part A

Some changes need to be made to the database.

- Recall the database **CORPowninitials**.
- Make the changes detailed below.
- Save the database as **CORP2owninitials**.
- Print one copy of **CORP2owninitials** in list format.

**10 marks**

- 1 The contact person for Glen Ythan Distillery has been changed to Mr Johnny Connors.
- 2 Delete the field for *Line of Business*.
- 3 A new customer has to be added to the database. Details of the new customer are given below:

Company Name	Trotter International Traders
Contact Name	Mrs Adele Boycie
Address	10 Mandela Court
Town	Keith
Postcode	AB55 9XS
Tel No	01542 682461
Date of Last Visit	Today's date

- 4 Add a new field for *Party Size*. The field should be NUMBER. Add the details for the new field from the information in the table shown below:

Glen Ythan Distillery	40	Ferguson, McNeil & McLeod Ltd	12
Glen Garioch Motors	16	Buchan Bakeries	10
McNee Fisheries Ltd	60	Garioch Radio	30
Dino's Shortbread	64	Buchan Pipeline Services plc	48
North Sea Financial Services	14	Trotter International Traders	10
Balmedie Oil Services Ltd	72		

- 5 Sort the database in order of *Date of Last Visit* showing the most recent last.

### Task 7 – Part B

- Search the database for any customers with a party size of 60 or more.
- Print one copy of any record(s) found showing all fields.

**2 marks**

### **Task 8**

You have received an e-mail from Percy De Viers, the Station Supervisor based in Ellon.

- Access your e-mail facility.
- Open the message **INFORMATION LEAFLET**.
- 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 9

Percy would like you to make some changes to the Information Leaflet.

- Recall the leaflet **INFOowninitials**.
- Make the amendments shown below.
- Save the document as **INFO2owninitials**.
- Print one copy of **INFO2owninitials**.

12 marks

- Insert the following text **before** the section headed *Company Conferences and Private Functions*:

### Railway Experience Days

These days give participants a unique opportunity to experience riding on the footplate of a full-sized steam locomotive and a behind-the-scenes tour of the railway. An information pack is available from any of our stations or you can get the application form by visiting our new website - [www.forthmarterail.org.uk](http://www.forthmarterail.org.uk).

- Insert the following text **after** the section headed *Company Conferences and Private Functions*:

uc Join us!

lc Would you like to join the Buchar Railway Association, get involved with the running and maintenance of our Railway or just support us through your subscription? There is a range of memberships available:

Adult	£11.00
Couple	£13.00
Family	£18.00
Senior	£8.00
Senior Couple	£9.50
Junior	£8.00



## Task 9 (continued)

Please send a cheque or postal order payable to "Buchar Railway Association" to the Membership Secretary, Buchar Railway Association, Ellon Station, Ellon, AB41 4GW.

- Justify the document.
- Insert a page break **after** the section headed *Our History*.
- Insert a footer showing the e-mail address and page numbers.

### Task 10

Henry has asked you to update the electronic diary for Friday 12 June 2009.

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

7 marks

#### Bookings

Garioch Radio - Lunch at Ellon (12 noon - 3 pm)

McNee Fisheries - Dinner at Strichen (6 pm - 11 pm)

#### Tasks

Book magician

Carry out risk assessment

### Task 11

You now need to update the spreadsheet.

- Recall the file **JULYowninitials**.
- Make the changes shown below.
- Save the spreadsheet as **JULY2owninitials**.
- Print one copy of **JULY2owninitials** showing figures.
- Print one copy of **JULY2owninitials** showing formulae.

7 marks

- It has been suggested that the Railway introduce a new ticket. Insert a row between *Child/OAP – return* and *Refreshments* and add the following information:

Family Saver – return £25

- The revised numbers for passengers are:

Adult – single	90
Child/OAP – single	30
Adult – return	750
Child/OAP – return	250
Family Saver – return	325

- The revised sales figures are: Refreshments – £1,940; Memorabilia – £2,820.
- Check that all formulae are updated.
- Insert a formula, 2 rows down from the last line, to calculate the income from the family saver ticket as a percentage of the total income.
- Format this cell as a whole number.
- Label the cell *Family Saver as a % of Total Income*.

### **Task 12**

Percy has asked you to create a chart to compare passenger numbers for other railway operators for 2006 and 2007.

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

**7 marks**

### Task 13

James has asked you to prepare a letter which can be sent to people who have shown an interest in becoming a volunteer.

- Load the file **LHEADowninitials**.
- Key in the standard letter shown below.
- Save the document as **RECowninitials**.
- Print on copy of **RECowninitials**

23 marks

JS/REC/

Date as postmark

Dear Enthusiast

Thank you for showing an interest in becoming a volunteer!

We are always looking for interested people who can spare some time, however little. Volunteers are found throughout the railway, working behind the scenes on track, signalling, carriage and locomotive repairs. There are also booking clerks, ~~buffet~~<sup>safe</sup> attendants, ticket inspectors and guards. Limited opportunities exist on the engine footplate as firemen and drivers.

NP You don't need any specific skills or previous railway experience, as full training will be given. You will meet new people whilst gaining worthwhile skills and a real sense of achievement. [We need new volunteers, whether it be every Sunday, once a month or just whenever you can spare the time. Whichever section you are interested in, you'll be assured of a warm welcome when you become involved.

Civil Engineering

Responsible for the maintenance and refurbishment of the many bridges, platforms, crossings and fences along the Formartine Railway line, this section is able to accommodate all trades and skills or teach a new one if required.

## Task 13 (continued)

### Track

This section is responsible for the maintenance and installation of the track and associated equipment on the railway. Although physically demanding, the work is varied and rewarding.

### Retail and Catering

<sup>station</sup> Helping in the souvenir shop, the refreshment room or the on-train buffet may be exactly what you are looking for. All of these are great opportunities to meet and chat with our visitors and make new friends as, sooner or later, everyone on the railway needs a cup of tea!

### Station Staff

Under this heading come the ticket office staff, travelling ticket inspectors and platform staff. As is often said - it is first impressions that count - and the station staff are the public face of the railway. It is their job to portray the railway as a friendly and professionally-run operation where passengers instantly feel welcome and at home ~~and relaxed~~.

We are holding a Volunteer Recruitment Day on Sunday 17 May at Dyce Old Station yard, from 10 am. You will get the chance to meet our enthusiastic staff and ask them how you can help. If you cannot attend on that day, no need to worry, simply drop us a line at the above address or email [percy@formartinrail.org.uk](mailto:percy@formartinrail.org.uk).

Yours etc

Underline all shoulder headings and justify the paragraphs.

James Stephenson  
Membership Secretary

[END OF PROJECT]