
NATIONAL
QUALIFICATIONS
2011

ADMINISTRATION
STANDARD GRADE
PRACTICAL ABILITIES PROJECT
General Level

LIFESTYLE

Instructions to Candidates

1. This project is part of your assessment for Administration.

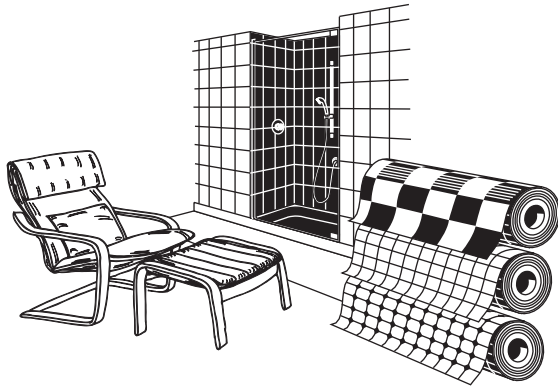
The solution to the project **must** be your own work. You are allowed to look at books and at work you have done before. You may ask your teacher questions, however your teacher is not permitted to help you with the project, but may provide you with clarification.

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.



LIFESTYLE

You have recently been appointed to the position of Administrative Assistant at LifeStyle, a furniture retailer. LifeStyle sells to their customers online and through their store located in Edinburgh.

Your duties are administrative in nature and you report directly to Helen Carter, Senior Administrative Assistant.

Task 1

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

6 marks

LifeStyle

867 Corstorphine Road

Edinburgh

EH12 6HN

Tel No: 0131 3371 856

Fax No: 0131 3371 857

E-mail: info@lifestyle.co.uk

Task 2

LifeStyle intends to introduce a new furniture range.

- Key in the information shown below and on pages 6 and 7, following all instructions.
- Save the file as **KALEowninitials**.
- Print one copy of **KALEowninitials**.

22 marks

Kaleidoscope larger size and bold

Kaleidoscope is a brand of bedroom furniture designed for modern living that offers design inspiration and solutions for the younger generation, ranging from birth to young adult. *italics*

Kaleidoscope furniture is manufactured in the UK, using wood from sustainable forests, ensuring that your purchase will help to preserve the natural environment for your children and your children's children to enjoy for many years to come.

Nursery Range

The Kaleidoscope Nursery range provides you with the opportunity to buy good quality furniture in a wide choice of finishes, all of which are sold at reasonable prices, which will 'grow' with your newborn into their toddler years.

Task 2 (continued)

Early Years Range

UC Our early years range will excite even the most reluctant of children. Modular furniture in bright, glossy colours and cabin beds with built-in secret dens will ensure that your child wants to go to bed at night.

Teenage Range

The Kaleidoscope Teenage range is versatile, hard-wearing and fashionable enough for the trendiest of young adults!

trs Moveable modular furniture pieces ensure that you can fully equip and design your teen's room for their specific needs – with desks big enough for all project work and wall hooks sturdy enough for hanging guitars, etc. There are design ideas to suit all tastes.

Decoration

The Kaleidoscope furniture range is teamed with a range of bedding, wall hangings, storage, lighting and decoration to suit all tastes and budgets.

Task 2 (continued)

If, however, the design and style of the Kaleidoscope accessories do not suit your taste or budget we stock other ranges of bedding which may be of interest to you.

The Heavenly range is one of our most popular of nursery ranges and offers co-ordinated bedding, lighting and storage to provide a room fit for any little angel.

The Farmyard range was our best-selling early years range in 2009. Co-ordinated bedding, lighting and storage, decorated with adorable farmyard animals, will appeal to all young children.

Our Trendy range is cool and sophisticated. Designed specially for teenagers by the artist 'Little K', it provides a range of bedding, lighting and storage solutions.

underline all
shoulder headings

Task 3

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

- Use separate fields for each of the details given, with 3 fields used for Customer Name – *Title*, *First Name* and *Surname*. All fields should be **TEXT**, except *Acc Opened* which should be **DATE**, *Credit Limit* which should be **CURRENCY** (whole number) and *Cust No* which should be **NUMBER**.
- Key in the details.
- Sort the database in order of *Acc Opened* (earliest first) **and** ascending order of *Credit Limit*.
- Save the database as **CUSTowninitials**.
- Print one copy of **CUSTowninitials** in list format.

23 marks

Customer Name	Miss Susan Anderson
Cust No	601
Address	246 Grieve Street
Town/City	Dunfermline
Postcode	KY12 8DW
Tel No	01383697854
Acc Opened	25/08/2010
Credit Limit	£1000
Mobile No	07954587899
E-mail	susieanderson@yahha.co.uk

Task 3 (continued)

Customer Name	Mr Tim Prior
Cust No	635
Address	8 Ferniehill Terrace
Town/City	Edinburgh
Postcode	EH17 8PK
Tel No	0131 645 7215
Acc Opened	03/09/2010
Credit Limit	£800
Mobile No	07720065981
E-mail	prior47@yahoo.com

Customer Name	Miss Shannon Patterson
Cust No	530
Address	48 Malvina Place
Town/City	Perth
Postcode	PH1 5BD
Tel No	01738622045
Acc Opened	25/01/2010
Credit Limit	£1200
Mobile No	
E-mail	sp@altovisto.com

Task 3 (continued)

Customer Name	Mr Noel Bosch
Cust No	189
Address	119 Lindores Drive
Town/City	Kirkcaldy
Postcode	KY2 6PJ
Tel No	01592 554 831
Acc Opened	16/07/2008
Credit Limit	£750
Mobile No	07578812312
E-mail	bosch2@altovisto.com

Customer Name	Mr Alix MacDonald
Cust No	150
Address	561 Giles Street
Town/City	Edinburgh
Postcode	EH6 6DA
Tel No	01317358944
Acc Opened	14/06/2008
Credit Limit	£2000
Mobile No	07954489621
E-mail	alix@talkmail.com

Task 3 (continued)

Customer Name	Mr Donal Robertson
Cust No	600
Address	275 Easter Road
Town/City	Edinburgh
Postcode	EH7 5PL
Tel No	0131 8699563
Acc Opened	25/08/2010
Credit Limit	£500
Mobile No	07736985233
E-mail	

Customer Name	Mrs Judyta Kaminska
Cust No	425
Address	203 Sleigh Drive
Town/City	Edinburgh
Postcode	EH7 6EB
Tel No	0131 4418957
Acc Opened	19/12/2009
Credit Limit	£1450
Mobile No	07856984689
E-mail	jkam@altovisto.com

Task 3 (continued)

Customer Name	Mr Kayden Aberg
Cust No	350
Address	315 St Kilda Street
Town/City	Kirkcaldy
Postcode	KY2 6DW
Tel No	01592 479963
Acc Opened	16/07/2009
Credit Limit	£350
Mobile No	
E-mail	Kayden22@hotmail.com

Customer Name	Mr Rupert Fox
Cust No	645
Address	12b Lindsay Way
Town/City	Dunfermline
Postcode	KY12 9SP
Tel No	01383145668
Acc Opened	27/09/2010
Credit Limit	£950
Mobile No	07769365237
E-mail	fox@talkmail.com

Task 3 (continued)

Customer Name	Mr Malcolm Foy
Cust No	101
Address	88 Rowan Way
Town/City	Kelty
Postcode	KY4 0FY
Tel No	0138 3952531
Acc Opened	26/01/2008
Credit Limit	£2000
Mobile No	07541236984
E-mail	foy78@talkmail.com

Customer Name	Ms Madison Haughton
Cust No	467
Address	278 Mitchell street
Town/City	Dalkeith
Postcode	EH22 1JQ
Tel No	01317775578
Acc Opened	22/12/2009
Credit Limit	£400
Mobile No	07544423651
E-mail	haughton@altovisto.com

Task 3 (continued)

Customer Name	Mrs Alisa Romano
Cust No	65
Address	14b Longhill Gardens
Town/City	Dalgety Bay
Postcode	KY11 9SG
Tel No	01383697411
Acc Opened	30/07/2007
Credit Limit	£750
Mobile No	07813521481
E-mail	romano23@altovisto.com

Task 4

Richard Muldrow, the Store Manager, requires a spreadsheet to show staffing costs as he is in the process of reviewing yearly overheads. Helen has asked you to prepare the spreadsheet.

- 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 Salary Cost
Overall Salary Cost

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

10 marks

	A	B	C	D
1	Annual Store Salary Cost			
2	Position	No of Staff	Salary	Total Salary Cost
3	Manager	1	£48,500	?
4	Depute Manager	2	£31,000	?
5	Senior Admin Assistant	1	£18,500	?
6	Admin Assistant	3	£14,000	?
7	Showroom Staff	10	£16,000	?
8	Warehouse Staff	5	£12,000	?
9	Overall Salary Cost			?

Task 5

You are to accompany Richard Muldrow to the Inspiration Furniture Show, which will be held in Paris from 21 to 26 June 2011.

- Access www.airfrance.co.uk to find flights from Edinburgh to Paris, Charles de Gaulle, on 20 June 2011. Print one copy of the relevant page(s), clearly indicating the times selected.
- Access www.airfrance.co.uk to find afternoon flights from Paris, Charles de Gaulle, on 26 June 2011 to Edinburgh. Print one copy of the relevant page(s), clearly indicating the times selected.
- Access www.expedia.co.uk to find a 4-star hotel in Paris for the duration of your stay. Print one copy of the relevant page(s).

7 marks

Task 6

You have received an e-mail from Jean-Paul Gautier, organiser of the Inspiration Furniture Show.

- Access your e-mail facility.
- Open the message **BOOKING CONFIRMATION**.
- 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

Richard would like you to make some changes to the information sheet.

- Recall the information sheet **KALEowninitials**.
- Make the amendments shown below.
- Save the file as **KALE2owninitials**.
- Print one copy of **KALE2owninitials**.

13 marks

- Change the margins to 4 cm/1.58".
- Paragraph one should now read:

Kaleidoscope is a brand of bedroom furniture designed for modern living that offers design inspiration and solutions for all generations of the family.

- Insert the following text **after** the section headed *Teenage Range*:

Adult Range

Create a haven of tranquillity with the Kaleidoscope adult furniture range which is both elegant and stylish. This range is built from top quality oak in a contemporary style and wax finish and includes wardrobes and chests of drawers.

- Delete the paragraph headed *Decoration*.

Task 7 (continued)

- Insert the following text **after** the section headed *Adult Range*:

Get the Designer Look!

Kaleidoscope has joined forces with Eilidh Summers, Young British Designer 2009, to bring you a range of co-ordinated bedding which complement and enhance the furniture design.

Product and Price Information:

Single Duvet Cover	prices start from	£65
Double Duvet Cover	prices start from	£85
Kingsize Duvet Cover	prices start from	£105
Single Flat Sheet	prices start from	£55
Double Flat Sheet	prices start from	£75
Kingsize Flat Sheet	prices start from	£85
Oxford Pillowcase (pack of 2)	prices start from	£40
Kingsize Pillowcase (pack of 2)	prices start from	£55

- Justify the document.
- Insert a page break after the section headed *Adult Range*.
- Insert the page numbers in the footer.

Task 8A

Some changes need to be made to the database.

- Recall the database **CUSTowninitials**.
- Make the changes detailed below.
- Save the database as **CUST2owninitials**.
- Print one copy of **CUST2owninitials** in list format.

11 marks

- 1 Susan Anderson is now married. She is now known as Mrs Susan Jackson. Her e-mail address is now susiejackson@yahoo.co.uk but all of her details remain unchanged.
- 2 Kayden Aberg has closed his account.
- 3 Delete the field for *Acc Opened*.
- 4 A new customer has to be added to the database. Details are given below:

Customer Name	Mr Duncan Spears
Cust No	1008
Address	98g High Street
Town	Kinross
Postcode	KY13 8AN
Tel No	01577117853
Credit Limit	£500
Mobile No	07741235693
E-mail	dunc09@talkmail.com

Task 8A (continued)

- 5 Add a new field for *Contact Method* to show how customers wish to be contacted. The field should be TEXT. Add the details for the new field from the information in the table shown below:

Prior	Telephone	Bosch	E-mail
Patterson	E-mail	MacDonald	Telephone
Kaminska	E-mail	Robertson	Mobile
Fox	Telephone	Foy	Mobile
Spears	E-mail	Haughton	E-mail
Romano	E-mail	Jackson	Mobile

- 6 Sort the database in alphabetical order of *Contact Method* and *Surname*.

Task 8B

- Search the database for any customers who live in Edinburgh with a credit limit of over £800.
- Print one copy of any record(s) found showing all fields.

2 marks

Task 9

The management wishes to reward staff for their hard work and commitment.

- Create the information sheet shown below.
- Save the file as **INFOowninitials**.
- Print one copy of **INFOowninitials**.

10 marks

Family Fun Day

Saturday 16 July 2011

} larger size

The management invites you and your family members to an annual “Family Fun Day” which will be held in the popular Tentsmuir Forest. Tentsmuir is an open, mature pine forest next to an extensive stretch of sandy beach in North East Fife.

Food and transport will be provided. Coaches will leave the staff car park at 10 am and return at approximately 8 pm.

There is a children’s play area located close to the car park and we are planning a full programme of optional entertainment to keep all generations of the family entertained and amused throughout the day. Activities planned to date include:

Children’s Sandcastle Competition (3–9 years old)

Children’s Sandcastle Competition (10–16 years old)

Family Nature Trail Quiz (all ages)

Family Beach Sports (volleyball, rounders, football, etc)

Please let Helen Carter know if you and your family members are able to attend for the purpose of booking transport, purchasing food and refreshments and planning activities.

Use 1.5 line spacing throughout

Task 10A

You now need to update the spreadsheet.

- Recall the file **SALARYowninitials**.
- Make the changes shown below.
- Save the spreadsheet as **SALARY2owninitials**.
- Print one copy of **SALARY2owninitials** showing figures.
- Print one copy of **SALARY2owninitials** showing formulae.

8 marks

- A new position is being created. Insert a row between *Depute Manager* and *Senior Admin Assistant* and add the following information:

Warehouse Manager	£22,300
-------------------	---------

- The following salaries have changed:

Manager	£50,000
Showroom Staff	£16,500
Senior Admin Assistant	£19,000

- Below the overall salary cost, insert a formula to calculate the salaries of the showroom staff as a percentage of the overall salary.
- Format this cell as a whole number and label appropriately.

Task 10B

Richard has asked you to create a bar chart to show total salary costs.

- Open the spreadsheet **SALARY2owninitials**.
- Create the bar chart.
- Save the chart as **SALARY3owninitials**.
- Print one copy of **SALARY3owninitials**.

8 marks

Task 11

Helen has asked you to prepare the following memorandum.

- Save the file as **FLUowninitials**.
- Print one copy of **FLUowninitials**.

9 marks

MEMORANDUM

To: All Employees

From: Richard Muldrow, Store Manager

Date: Today's

Subject: Flu Prevention

As you are aware we have experienced high levels of staff absence over recent months due to a flu virus. This has had a serious impact on the health and wellbeing of our employees, which has greatly affected our overall trading and customer service performance levels.

Please familiarise yourself with the latest government advice (summarised below) to help prevent the spread of the virus.

UC to protect yourself and others from flu you should:

Use a tissue to cover your nose and mouth when ^{!COUGHING!} coughing and/or sneezing. Dispose of the tissue rapidly and then wash your hands thoroughly with soap and water.

Task 11 (continued)

Refrain from using cloth hankies. This could lead to the recontamination of hands.

→ Clean your hands frequently with soap and water.

Minimise the touching of your mouth, eyes and/or nose area.

Regularly clean any surface touched by hand, using normal household detergents.

bold Copies of the full guidelines are available from Helen Carter.

Task 12

Helen has asked you to update the electronic diary for Monday 23 May 2011.

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

5 marks

MEETINGS

Iain Western, Kaleidoscope Furniture plc, 9.30am - 11.00am
Sarah Walters, Website Designer, 5.00pm - 6.30pm

TASK

Prepare shortleet for Warehouse Manager

Task 13

Richard has asked you to prepare the following letter.

- Recall the file **LHEADowninitials**.
- Key in the letter shown below.
- Save the file as **PROJECTowninitials**.

10 marks

RM/own initials

Insert today's date

Ms Lisa Kelly
112 Lochside Place
Edinburgh
EH12 9DF

Dear Ms Kelly

SUSTAINABLE RESOURCE INVESTIGATION bold

I would be delighted to assist you in any way possible with the completion of your 4th year degree project regarding sustainable resources and the impact of deforestation on our climate.

Lifestyle places the use of sustainable resources at the heart of its corporate social responsibility policy. We work with a number of forestry commissions around the globe and will continue to do so. Market research has shown that the amount of repeat custom we gain as a result of our commitment to green and ethical issues, is increasing yearly.

Task 13 (continued)

in full Please contact Helen Carter, Senior Admin Assistant, who will schedule a meeting with me when mutually convenient to discuss your project further.

I have enclosed a copy of our 2010 Performance Report which provides further details of our social responsibility policies. Further information is also available on our website - www.lifestyle.co.uk.

Yours etc

Richard Muldrow
Store Manager

Enc

[END OF PROJECT]

STANDARD GRADE ADMINISTRATION
GENERAL PRACTICAL ABILITIES—2011

Candidate Name _____

Scottish Candidate Number _____

Centre _____

TASK	KEYBOARDING/ ACCURACY		FUNCTIONS/OTHER SKILLS		TOTAL	
	Awarded	Available	Awarded	Available	Awarded	Available
1		2		4		6
2		17		5		22
3		12		11		23
4		3		7		10
5		0		7		7
6		2		4		6
7		6		7		13
8A		4		7		11
8B		0		2		2
9		8		2		10
10A		2		6		8
10B		2		6		8
11		8		1		9
12		1		4		5
13		8		2		10
TOTALS		75		75		150

[BLANK PAGE]

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.

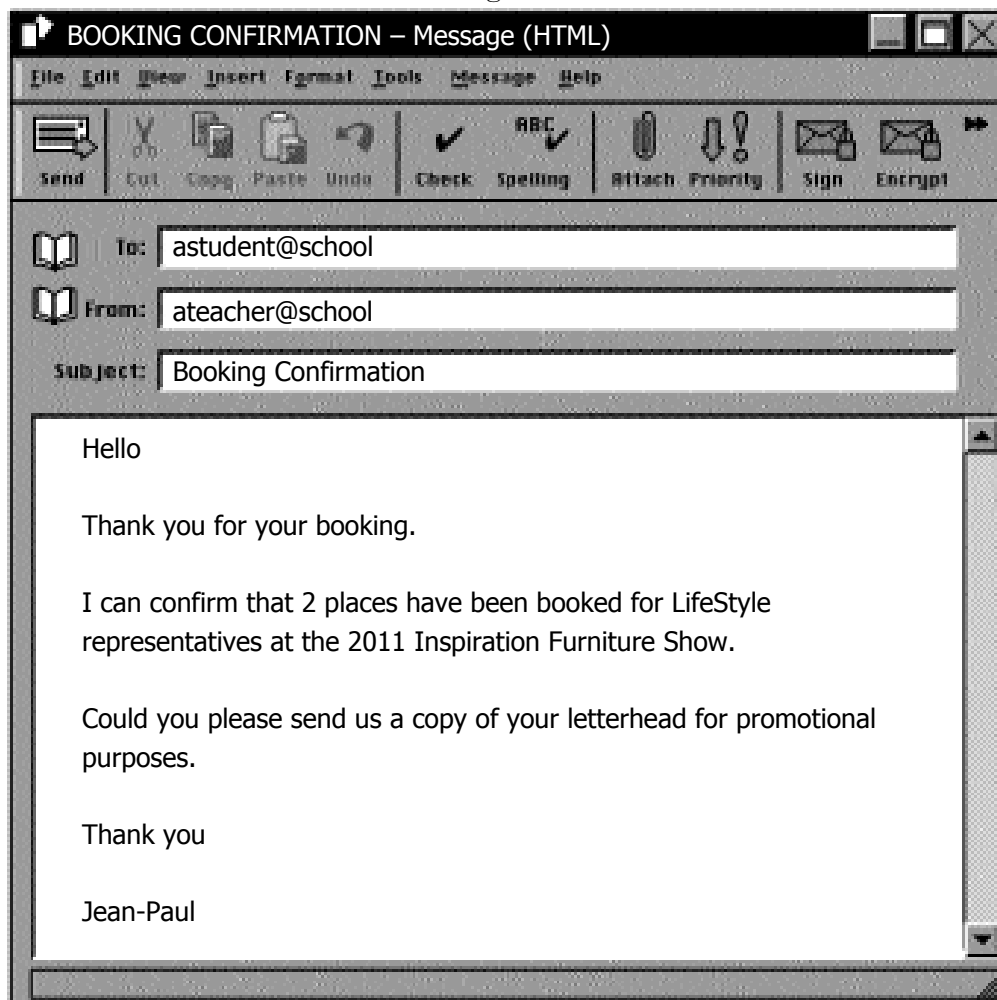
PRACTICAL ABILITIES PROJECT—GENERAL

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]