

X214/201

NATIONAL
QUALIFICATIONS
2007

FRIDAY, 1 JUNE
9.00 AM – 10.00 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 1

Instructions to candidates

This paper comprises **2** sections.

Section A consists of stimulus material followed by a series of questions. Candidates are required to answer **all** questions—**20 marks** are allocated to this section.

Section B requires candidates to answer **2** from **3** structured questions—**20 marks** are allocated to this section.

Candidates should write their answers in the **booklet** provided.



SECTION A

Read the following case study and answer the questions which follow.

Attempt **all** 5 questions.

Answers are to be written in the answer booklet provided.

Marks

Four in ten Scots have changed their working hours in order to achieve a better work-life balance and make more time for interests outside the office, according to new Government research.

In a report that suggests new family-friendly employment laws are proving popular with the electorate, 90 per cent of Scots said they would spend more time with their family and friends if they could balance their job and other interests more effectively.

More than a quarter of workers said they were spending too much time at work and were having to compromise other interests and family commitments as a result.

But as the number of working parents soars and average commuting times increase, perks such as flexible working hours, teleworking and “duvet days” are increasingly being offered to help counteract workplace stress and reward employees for the extra hours they put in.

Changes in legislation continue to affect working practices as well as recruitment and selection.

Adapted from “*The Scotsman*”, Friday, 9th January 2004

1. (a) Define the terms:
 - (i) teleworking;
 - (ii) flexible working hours. 2
- (b) Describe **2** benefits of flexible working practices to an organisation. 2
2. (a) Describe **2** barriers to communication which may be encountered by a teleworker. 2
- (b) Identify **2** types of contract of employment. 2
3. (a) Identify **2** pieces of mobile technology equipment. 2
- (b) Describe **2** business uses of mobile technology for employees who work outwith the office environment. 2

4. (a) Explain the purpose of each of the following documents used in the recruitment and selection process.
- (i) Job description
 - (ii) Person specification
 - (iii) Application form 3
- (b) Describe **one** responsibility of an employer with regard to each of the following pieces of legislation.
- (i) Health and Safety at Work (Display Screen Equipment) Regulations 1992
 - (ii) Health and Safety at Work Act 1974 2
5. (a) Describe **one** benefit of e-commerce to an organisation. 1
- (b) Identify **2** features an organisation could use on its website in order to improve its service to on-line customers. 2
- (20)**

[Turn over for SECTION B

SECTION B

Candidates must attempt **2** from the following **3** questions.

Read **all** 3 questions carefully.

Answers are to be written in the answer booklet provided.

Marks

1. More and more organisations are making use of e-commerce.
- (a) Identify **one** piece of legislation which exists to protect the personal data of individuals. **1**
 - (b) Outline **3** legal responsibilities of the organisation when holding customer data. **3**
 - (c) Describe **2** ways in which ICT can help organisations communicate effectively with customers. **2**
 - (d) Describe **2** effects of poor communication between organisations and:
 - (i) customers;
 - (ii) staff. **4**
- (10)**
2. (a) Outline **3** factors an Administrative Assistant should consider prior to booking travel or accommodation. **3**
- (b) Describe the use of each of the following documents.
- (i) Itinerary
 - (ii) Expenses claim form
 - (iii) Travel and accommodation request form **3**
- (c) Define the term “Mission Statement” and explain its benefit to a business. **2**
- (d) Describe **2** advantages to an organisation of using an internal network to **share information**. **2**
- (10)**
3. (a) Explain the role of **2** functional departments in an organisation. **4**
- (b) Describe **2** documents used in the purchase of goods. **2**
- (c) Outline **2** problems which might be encountered when booking travel using the Internet. **2**
- (d) Describe **2** developments in ICT which have reduced the need for business travel. **2**
- (10)**

Total: 20 marks

[END OF QUESTION PAPER]

ACKNOWLEDGEMENTS

Paper 1 Section A – Article is adapted from “Scots work harder at getting a life” by Frank O’Donnell, taken from The Scotsman, Friday 9 January 2004. Reproduced by permission of The Scotsman Publications Ltd.

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FRIDAY, 1 JUNE
10.20 AM – 11.40 AM

ADMINISTRATION
INTERMEDIATE 2
Paper 2

- 1 Attempt all 3 tasks.
- 2 Marks are allocated to tasks as follows:
 - Task 1—34 marks
 - Task 2—11 marks
 - Task 3—15 marks
- 3 At the end of the examination, place your printouts and answer book inside the clear envelope provided. Hand the envelope to the invigilator.



Instructions/Information for Candidates

You are the Administrative Assistant working for Kings College. You are required to carry out a number of tasks given to you by Katya Summers, Senior Administrative Assistant.

All tasks are **closed book tasks**. No reference may be made to notes, books or manuals while carrying out these tasks.

You are allowed **1 hour 20 minutes** to complete all tasks. **Alterations to tasks must not be made after this time**. However if, for any reason, you have not printed during the 1 hour 20 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	MARKS
1a	You are required to complete a spreadsheet, and produce 2 printouts.	18 marks
1b	You are required to complete a spreadsheet, create a bar chart and produce 2 printouts.	16 marks
2	You are required to update a database and produce 2 printouts.	11 marks
3	You are required to complete a memorandum and produce one printout.	15 marks

The following files have been provided electronically for you to access during the examination.

KCSS — a spreadsheet file containing **2** worksheets — **SUPPLIERS** for use in TASK 1a and **DISCOUNTS** for use in TASK 1b

KCDB — a database file for use in TASK 2

KCMEMO — a word processing file for use in TASK 3

Your name should be displayed on all work submitted.

Key in your name on each printout.

TASK 1a

The College is proposing to renew some of its ICT equipment. Two suppliers are offering discounts on “packages” of products. Complete the sheet **SUPPLIERS** to compare the deals on offer. This sheet is contained in the spreadsheet file **KCSS**.

Katya

You may tick (✓) each box as you complete the instruction.

- Open the spreadsheet file **KCSS** and use the sheet **SUPPLIERS**.
- Insert formulae to calculate total prices for Initial Technologies.
- Enter the data below and insert formulae to calculate total prices for Data Supplies Ltd.

The Data Supplies Ltd package is as follows.

Item	Quantity	Price
PC	10	£700.00
Laptop	6	£700.00
Interactive board	6	£750.00
Data projector	5	£500.00
Printer	4	£400.00

- Increase the font size of the main heading.
- Embolden the headings in rows 1–3.
- Enter a label **Package Total** in cell A9 and embolden this label. Insert formulae to calculate the total price of each package.
- In cell A10 enter a label VAT and in cell B10 enter 17.5%.
- Use an absolute cell reference to calculate the amount of VAT on each package total.
- Calculate the total price including VAT on each package and label appropriately.
- Name the cell containing Initial Technologies’ total **INITIAL** and the cell containing Data Supplies’ total **DATA**.
- Print** one copy of the sheet **SUPPLIERS** on one page showing **values**. Include row and column headings and gridlines on the printout.
- Print** one copy of the sheet **SUPPLIERS** on one page showing **formulae**. Include row and column headings and gridlines on the printout.

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[Turn over

TASK 1b

Complete the sheet **DISCOUNTS** as instructed below. This sheet is contained in the spreadsheet file **KCSS**.

You may tick (✓) each box as you complete the instruction.

- Enter the figures for Package Total including VAT for each supplier by using the named cells in the sheet **SUPPLIERS**.
- Enter the following data for similar deals on offer from 4 other suppliers.

Comms Solutions Ltd	£24,500.00
Silver Chips Plc	£21,900.00
S Tec Services	£30,000.00
Complete Computers Ltd	£28,000.00

- Insert 2 new columns:
 - DISCOUNT** — insert formulae to indicate a discount of 5% if total purchase price is less than £24,000.00, otherwise 10%.
 - TOTAL AFTER DISCOUNT** — insert a formula to calculate the total after discount.
- Identify the cheapest price by inserting a formula in cell D10 to show the minimum total after discount. Shade this cell.
- Sort the sheet in descending order of Total after Discount.
- Print** the sheet on one page displaying formulae. Include row and column headings and gridlines on the printout. 12
- Create a 3-D bar chart to compare the totals after discount for each supplier.
- Print** the chart on one page on a separate sheet. 4

TASK 2

The database KCDB contains details of the College ICT equipment. Please update with the information given below.

Katya

You may tick (✓) each box as you complete the instruction.

- A decision has been made to close the annexe of the College and the equipment will no longer be in use. Delete any records with equipment located in the annexe.
- Add 2 new fields **Purchased** and **Serviced** as detailed below, and format appropriately.
- Complete the database using the following data.

Invoice No*	Purchased	Serviced
16749	28 February 2000	No
16750	15 March 2000	Yes
16751	31 March 2000	Yes
16752	23 August 2003	Yes
16753	23 August 2003	Yes
16754	24 September 2004	Yes
16755	23 October 2005	No

*Several items may appear on one invoice

- Enter details for 8 Data Projectors, invoice number 16756. The model number is FAB218 and the type is NEC. They will be installed in the same location as the interactive boards. The purchase date is 6 February 2006. Service is included under the warranty agreement. Frank Smith is the originator.
- Print** the completed database on one page.
- A decision has been made to renew all PCs and Laptop computers which are over 4 years old. Search the database for Laptops and PCs which were purchased before 01/01/2002. Sort in descending order of Purchase date and ascending order of Type. Show all fields except Model No, Invoice No, Originator and Serviced.
- Create a report based on the above search.
- Print** the report on one page.

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[Turn over

TASK 3

Complete a memo from me to John Adams, Purchasing Manager with the information given below. Use the memo template KCMEMO.
Katya

Further to last week's budget meeting to discuss our plans for upgrading our ICT ^{Computing} equipment, I have researched some packages available from suppliers. As you can see ^{stet} from the chart below the cheapest supplier is insert name of cheapest supplier from spreadsheet in task 1b

insert chart created in task 1b

As discussed at the meeting, due to financial constraints, we may have to review our expenditure in relation to upgrading ICT equipment. We hope to replace PCs and laptops over 4 years old. [Detailed below is a list of equipment which is targeted for replacement: NP

insert the result of the database search created in Task 2

Please distribute a letter of enquiry to relevant suppliers asking them to provide quotes for the above. Please ensure they provide us with information on:

Bullet this list and indent by 15mm from the margin

- Prices
- Delivery dates and arrangements
- Maintenance and warranty

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number only page 2

[END OF QUESTION PAPER]

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FRIDAY, 1 JUNE
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ADMINISTRATION
INTERMEDIATE 2
Paper 2
Instructions to Teachers/
Lecturers



Instructions to Teachers/Lecturers

Prior to the examination the following files require to be created and saved using the file names indicated. This will enable the candidate to access the information required to complete the tasks.

Teachers and lecturers should ensure that candidates CANNOT access files prior to the examination.

On the date of the examination you are required to send printouts of the prepared files to the Scottish Qualifications Authority. These should be submitted, by the invigilator, along with the candidates' printouts in **each** return envelope.

House style is acceptable for all documents—ensure all data is **accurate**.

KCSS — this is a spreadsheet file containing 2 sheets for use in Task 1. This spreadsheet file should be set up to suit the requirements of your software.

KCDB — this is a database file for use in Task 2.

KCMEMO — this is a word processing file for use in Task 3.

Worksheet for use in Task 1a—SUPPLIERS

	A	B	C	D	E	F	G
1	COMPARISON OF SUPPLIERS						
2		Initial Technologies				Data Supplies Ltd	
3	Item	Quantity	Unit Price	Total Price	Quantity	Unit Price	Total Price
4	PC	12	£750.00				
5	Laptop	10	£750.00				
6	Interactive board	2	£600.00				
7	Data projector	5	£700.00				
8	Printer	2	£335.00				

Instructions to Teachers/Lecturers

- Key in the above sheet.
- Name this sheet **SUPPLIERS**.
- **Do not** enter any formulae.
- Format columns **C, D, F** and **G** for currency with **2 decimal places**.
- Save this file as **KCSS**.

NB Do **not** show row and column headings **or** gridlines.

Worksheet for use in Task 1b—DISCOUNTS

	A	B
1	DISCOUNT SUMMARY	
2	SUPPLIERS	PACKAGE TOTAL (incl VAT)
3	Initial Technologies	
4	Data Supplies Ltd	
5		
6		
7		
8		
9		
10	Minimum	

Instructions to Teachers/Lecturers

- Key in the above sheet.
- Name this sheet **DISCOUNTS**.
- **Do not** enter any formulae.
- **Embolden** the heading in cell **A1**.
- **Embolden** all cells from A2 to D2.
- Format columns **B, C and D** for currency with **2 decimal places**.
- Save this file.

NB Do **not** show row and column headings **or** gridlines.

Task 2

	Item	Type	Location	Model No	Quantity	Invoice No	Originator
▶	Printer	IBM	Annexe	CRL208	1	16447	FS
	PC	IBM	Annexe	CRL209	12	16748	FS
	Laptop	HP	Staff 1	FAB016	6	16749	FS
	Laptop	HP	Staff 2	FAB016	10	16749	FS
	PC	IBM	Room 2	GNV301	20	16750	AW
	Printer	HP4000	Floors 1/2	PRD200	5	16751	LB
	PC	IBM	Room 3	SSB012	18	16751	AW
	PC	IBM	Room 1	SSB012	20	16751	AW
	PC	IBM	Room 3	FAB014	20	16752	AW
	PC	HP	Room 1	HPJ140	20	16753	FS
	PC	HP	Room 4	HPJ140	20	16753	FS
	Laptop	HP	Staff 1	HPL700	8	16754	FS
	Laptop	HP	Staff 2	HPL700	10	16754	FS
	Interactive Board	Promethean	Floors 1/2	INT800	8	16755	LB
*					0	0	

Instructions to Teachers/Lecturers

- Create the above database.
- All fields text apart from Quantity and Invoice No fields. Format Quantity and Invoice No fields for number.
- Save this file as **KCDB**.

Task 3

MEMORANDUM

To:

From:

Subject:

Date:

Instructions to Teachers/Lecturers

- Use font Times New Roman, size 12, or similar.
- Use margins of 2.5 cm.

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

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