

X214/101

NATIONAL
QUALIFICATIONS
2007

FRIDAY, 1 JUNE
9.00 AM – 10.45 AM

ADMINISTRATION
INTERMEDIATE 1

- 1 Attempt all 4 tasks.
- 2 Marks are allocated to tasks as follows:
 - Task 1—31 marks
 - Task 2—29 marks
 - Task 3—20 marks
 - Task 4—20 marks
- 3 At the end of the examination, place your printouts and Worksheet for Task 4 inside the envelope provided. Hand the envelope to the invigilator.



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Instructions/Information for Candidates

You are an Administrative Assistant working for Sink or Swim. The business organises swimming classes at 2 venues in Edinburgh.

The following tasks have been set by Paul Malik, General Manager. You are required to read the instructions and carry out the tasks.

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

You are allowed **1 hour 45 minutes** to complete all tasks. **Alterations must not be made to tasks after this time**. However if, for any reason, you have not printed during the 1 hour 45 minutes you will be given time to do so at the end of the examination.

TASK NUMBER	TASK	MARKS
1a	This task requires you to create a database. This task requires one printout.	22 marks
1b	This task requires you to amend the database you created in Task 1a and carry out a search. This task requires 2 printouts.	9 marks
2a	This task requires you to amend a spreadsheet. This task requires one printout.	14 marks
2b	This task requires you to further amend the spreadsheet from Task 2a. This task requires one printout.	11 marks
2c	This task requires you to create a chart from the information in Task 2b. This task requires one printout.	4 marks
3	This task requires you to key in an itinerary. This task requires one printout.	20 marks
4	This task requires you to provide a written response to questions. A worksheet is provided for this. If you prefer you may key in your answer—these must be numbered correctly. You must produce a printout of this work.	20 marks

The following file is provided electronically for you to access during the examination.

SOSSS — a spreadsheet file

Your name should be displayed on all work submitted.

Key in your name on each printout.

Read the following memorandum and carry out the task.

MEMORANDUM

To: Administrative Assistant
From: Paul Malik, General Manager
Date: 1 June 2007
Subject: Waiting List for Swimming Classes

Please create a database using the information given below.

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

- The field names are
- Class Name**
 - Venue**
 - First Name**
 - Surname**
 - Telephone No**
 - Date of Application**
- Format the fields appropriately.
- Extract the information you need for the database.

Class Details

Class Name *Tadpoles*
Venue *Water Palace*
Name *Thomas Edwards*
Address *67 Atholl Gardens,
Edinburgh, EH5 9JJ*
Telephone No *01131 445 6780*
Date of Birth *02/03/2004*
Date of Application *29/11/2006*

Class Details

Class Name *Tadpoles*
Venue *Swimnsplash*
Name *Kirsty Adams*
Address *812 High Street,
Edinburgh, EH7 6FR*
Telephone No *01131 669 6579*
Date of Birth *12/04/2004*
Date of Application *12/12/2006*

Class DetailsClass Name *Dolphins*Venue *Swimnsplash*Name *Irem Tariq*Address *61A Greenway
Avenue, Edinburgh, EH7 2FD*Telephone No *01131 445 2110*Date of Birth *16/05/2001*Date of Application *12/2/2007***Class Details**Class Name *Tadpoles*Venue *Water Palace*Name *Sean Richards*Address *41 Johnstone
Crescent, Edinburgh, EH5 2AM*Telephone No *01131 446 0912*Date of Birth *29/03/2004*Date of Application *12/03/2007***Class Details**Class Name *Dolphins*Venue *Swimnsplash*Name *Anne Higgins*Address *88 Byres Road,
Edinburgh, EH7 9JK*Telephone No *01131 442 9009*Date of Birth *26/11/2001*Date of Application *13/03/2007***Class Details**Class Name *Tadpoles*Venue *Water Palace*Name *Sharon McDonald*Address *7 Crow Road,
Edinburgh, EH5 2WR*Telephone No *01131 441 8765*Date of Birth *04/07/2002*Date of Application *12/01/2007***Class Details**Class Name *Tadpoles*Venue *Swimnsplash*Name *Gavin Jenkins*Address *34 Lytham Place,
Edinburgh, EH7 6JH*Telephone No *01131 221 6542*Date of Birth *14/04/2002*Date of Application *02/04/2007***Class Details**Class Name *Dolphins*Venue *Swimnsplash*Name *Lucy Chan*Address *129 Main Street,
Edinburgh, EH7 5FK*Telephone No *01131 221 6744*Date of Birth *03/09/2001*Date of Application *03/12/2006*

- Sort the database into order of application date showing the most recent date last.
- Print the completed database on one page.

TASK 1b

- Add a field to the database with the heading **Deposit Paid**.
- Complete this field using the following information.

Name	Deposit Paid
Gavin Jenkins	N
Lucy Chan	Y
Thomas Edwards	Y
Kirsty Adams	N
Irem Tariq	Y
Sean Richards	Y
Anne Higgins	N
Sharon McDonald	Y

- Kirsty Adams has moved house. Her new phone number is 01131 338 3792.
- Print the completed database on one page.
- Search the database for the children waiting for a place in the Tadpoles class showing only the First Name and Surname fields.
- Save the result of this search so that it can be used in Task 3.
- Print the result of this search.

9

Total (31)

Read the following memorandum and carry out the tasks.

MEMORANDUM

To: Administrative Assistant
From: Paul Malik, General Manager
Date: 1 June 2007
Subject: Income April 2007

Use the spreadsheet filename SOSSS to show the income from swimming classes at each venue during April 2007.

Open the spreadsheet file **SOSSS**.

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

- Enter a main heading **Sink or Swim Income April 2007**. This heading should have a larger font size than the column headings and be emboldened.
- Change the column heading Number enrolled to **Number attended**.
- Change the Number attended figure for the Ducklings at the Water Palace to 11.
- Enter a formula to calculate the Income from each class. Format the column appropriately.
- Insert a column after Income headed **Instructors' expenses**. Embolden and wrap this heading and format the column appropriately.
- Complete this column using the following information.

Venue	Class name	Instructors' expenses
Water Palace	Tadpoles	£45.00
	Ducklings	£50.00
	Otters	£50.00
	Dolphins	£55.00
Swimnsplash	Tadpoles	£45.00
	Ducklings	£50.00
	Otters	£50.00
	Dolphins	£55.00

- Print one copy of the completed spreadsheet on one page showing values. Include gridlines but exclude row and column headings.

*I need to find the total income from each venue.
Please carry out the following instructions.*

Paul

- Insert a row below Dolphins at each venue. In each new row enter the label **Total Income per Venue** in column A.
- Enter a formula to calculate the Total Income per Venue for both the Water Palace and Swimnsplash.
- Embolden the Total Income per Venue labels and figures.
- Add a row under Total Income per Venue for Swimnsplash. Enter the label **Total Monthly Income**.
- Enter a formula in the Income column to show the Total Monthly Income from both venues.
- Increase the font size and embolden the Total Monthly Income label and figure.
- Hide the columns Number of places, Number attended and Cost per person per month.
- Print one copy of the completed spreadsheet on one page showing formula. Include gridlines and row and column headings.

11

TASK 2C

- Create a bar chart for the Water Palace venue showing income from each class. Use the title **Water Palace — Income From Classes**.
- Print** a copy of the bar chart on a separate sheet.

4

Total (29)

TASK 3

Please key in the following itinerary which gives details of a Fun Day for all children on the waiting list for the Tadpoles swimming classes. You will require to insert the search from the database you saved in Task 1 and use the organisation chart on the next page to insert relevant information. Print the itinerary on one page.

Paul

ITINERARY

A Fun Day will be held on Saturday 7 July 2007 for children on the waiting list for the Tadpoles swimming classes. The event will take place at the Water Palace.

Names of Children Attending

Insert the result of the search from the database in Task 1

Saturday 7 July 2007

- 1030 hours Introduction and Welcome
Paul Malik, General Manager
- 1040 hours Safety in the Water presentation
Senior Lifeguard
- 1100 hours Change into swimming gear
- 1115 hours fun in the pool session
- 1200 hours Leave pool
- 1230 hours Meet in the café for a drink and snack

Insert name from organisation chart on the next page

NOTES

An adult must accompany children at all times.
Phone Gail ferguson on 01131 338 7230 to confirm your child's place.

Use bullets and double line spacing for this section

Total (20)

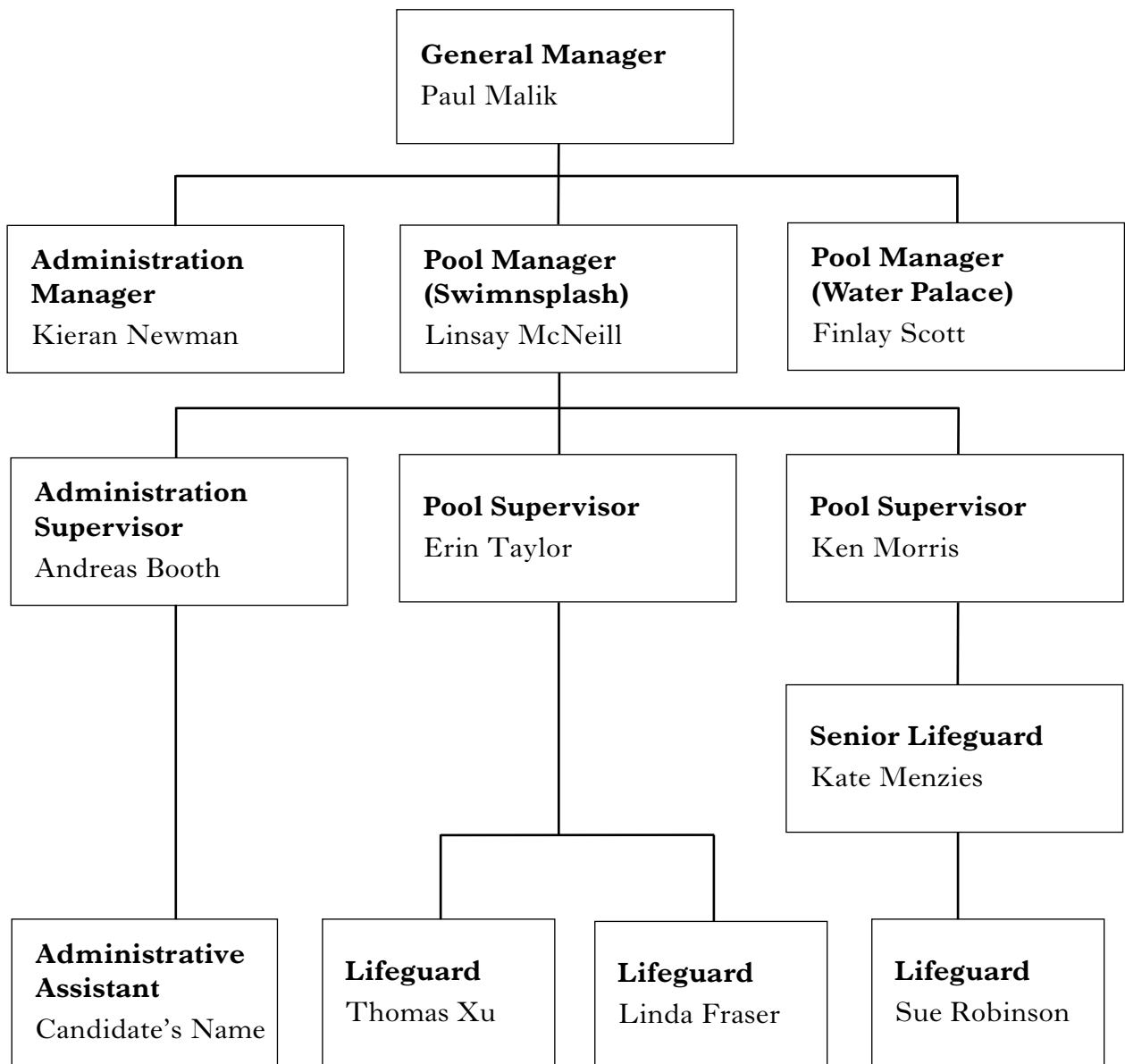
[Turn over

TASK 3 (continued)

MEMORANDUM

To: All Staff
From: Paul Malik, General Manager
Date: 1 May 2007
Subject: Organisation Chart

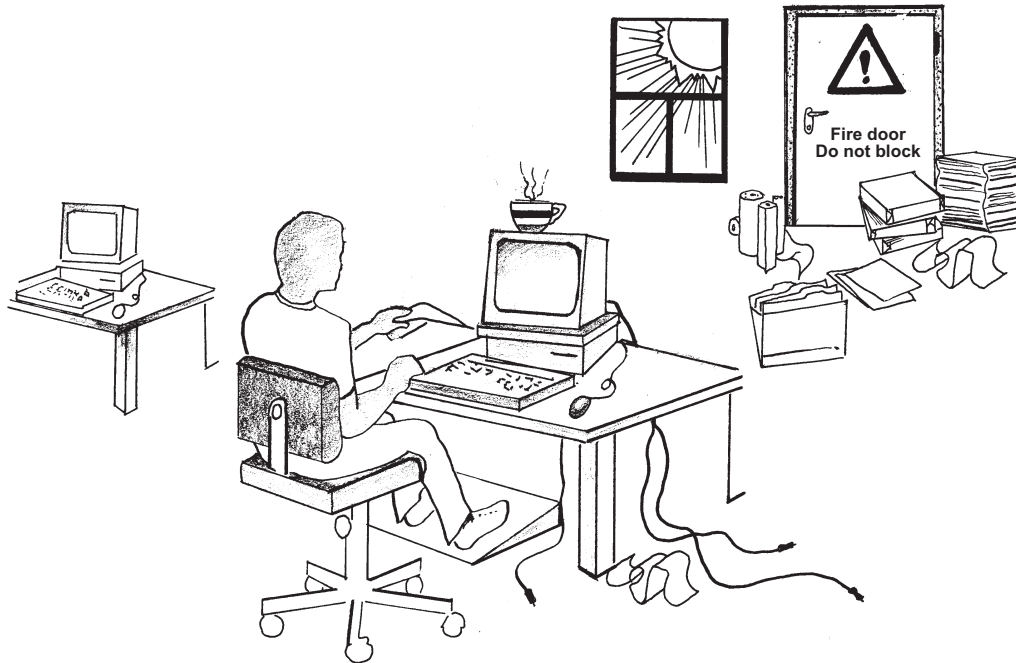
I have produced an updated organisation chart of Sink or Swim.



Read the following and answer the questions on the worksheet provided.

Question 1

Look at the picture below.



(a) List **3** health and safety problems shown in the picture above.

3

(b) State **2** pieces of information, apart from names, which would be included in an Accident Report Form.

2

Question 2

The following problems have been identified in the organisation.

- Manual files are sometimes put in the wrong place in the filing system.
- The administration department often runs out of stamps for letters and parcels.
- The supervisor wastes a lot of time looking for saved files on the computer system.

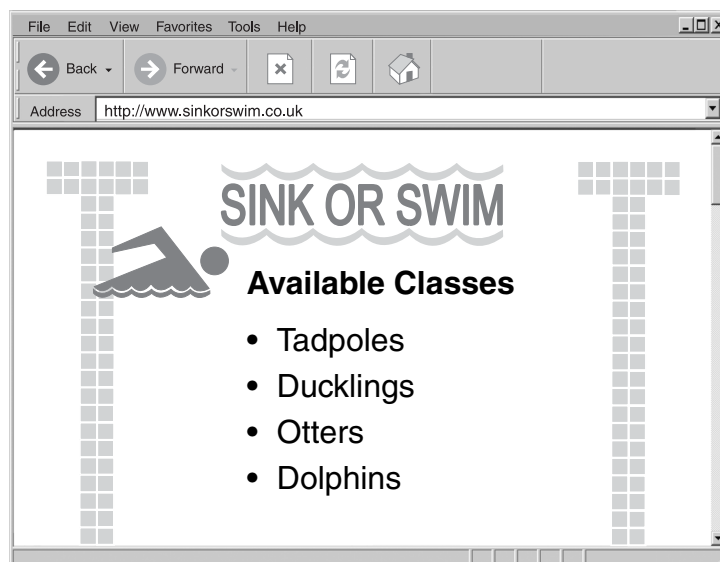
Explain how each of these problems can be solved.

3

[Turn over for Task 4 (continued) on Page twelve

Question 3

Sink or Swim has recently created a new website to inform customers about the swimming classes.



- (a) State **3** other pieces of information which would improve the website. **3**
- (b) Describe **3** other uses Sink or Swim could make of the Internet. **3**

Question 4

The Administrative Assistant is in charge of Petty Cash within the organisation.

- (a) Give **2** examples of expenses which may be paid out of Petty Cash. **2**
- (b) Name **2** documents that are used when dealing with Petty Cash. **2**

Question 5

You are required to complete a skill scan before meeting with your supervisor.

- (a) What is identified by a skill scan? **1**
- (b) Explain how the completed skill scan will be used by the organisation. **1**

Total (20)

[END OF QUESTION PAPER]

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2007

FRIDAY, 1 JUNE
9.00 AM – 10.45 AM

ADMINISTRATION
INTERMEDIATE 1
Worksheet for Task 4

Fill in these boxes and read what is printed below.

Full name of centre

Town

Forename(s)

Surname

Date of birth

Day Month Year

--	--	--	--	--	--	--	--

Scottish candidate number

--	--	--	--	--	--	--	--	--	--	--	--

Number of seat

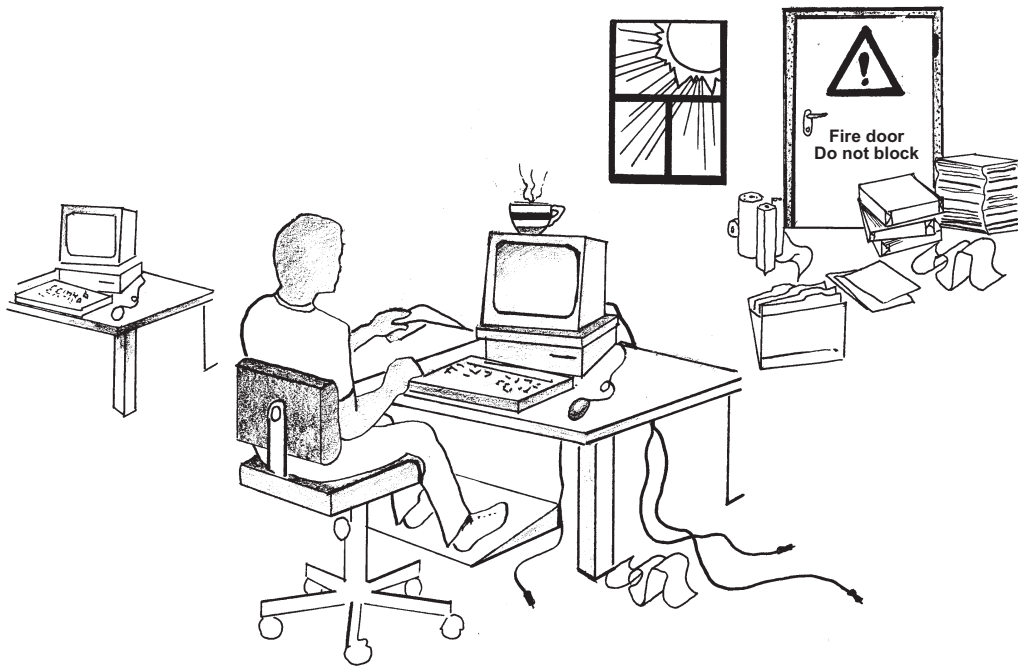
To be inserted with candidate's printouts and returned with them.



Read the following and answer the questions which follow.

Question 1

Look at the picture below.



(a) List **3** health and safety problems shown in the picture above.

3

1. _____
2. _____
3. _____

(b) State **2** pieces of information, apart from names, which would be included in an Accident Report Form.

2

1. _____
2. _____

Question 2

The following problems have been identified in the organisation.

- Manual files are sometimes put in the wrong place in the filing system.
- The administration department often runs out of stamps for letters and parcels.
- The supervisor wastes a lot of time looking for saved files on the computer system.

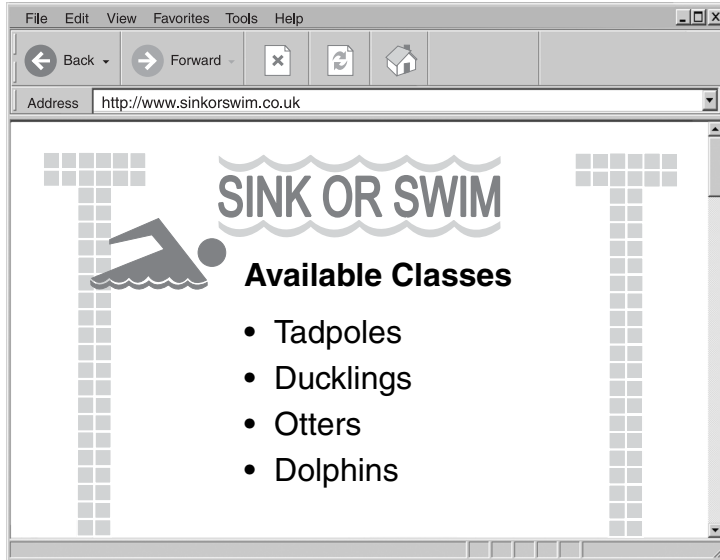
Explain how each of these problems can be solved.

3

[Turn over

Question 3

Sink or Swim has recently created a new website to inform customers about the swimming classes.



(a) State **3** other pieces of information which would improve the website.

3

1. _____
2. _____
3. _____

(b) Describe **3** other uses Sink or Swim could make of the Internet.

3

1. _____
2. _____
3. _____

TASK 4 (CONTINUED)

Marks

Question 4

The Administrative Assistant is in charge of Petty Cash within the organisation.

(a) Give 2 examples of expenses which may be paid out of Petty Cash.

2

1. _____

2. _____

(b) Name 2 documents that are used when dealing with Petty Cash.

2

1. _____

2. _____

Question 5

You are required to complete a skill scan before meeting with your supervisor.

(a) What is identified by a skill scan?

1

(b) Explain how the completed skill scan will be used by the organisation.

1

Total (20)

[END OF WORKSHEET]

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NATIONAL
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2007

FRIDAY, 1 JUNE
9.00 AM – 10.45 AM

ADMINISTRATION
INTERMEDIATE 1
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 required information to complete the tasks.

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

Housestyle is acceptable for all documents. Ensure all data is **accurate**.

Any suitable font may be used. Margins should be set as per housestyle unless otherwise indicated.

SOSSS — a spreadsheet file

Note 1: Candidates may use the calculator function on their PC if they are familiar with it, or a hand-held calculator. The hand-held calculator must conform to Scottish Qualifications Authority guidelines.

Note 2: If the question paper necessitates, candidates may have access to a calendar, either an electronic or paper copy.

Note 3: 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.

FILENAME: SOSSS

Key in the following spreadsheet taking account of the following instructions.

- Wrap the text in the column headings as show and embolden.
- Format **Cost per person per month** column for currency to 2 decimal places.
- Exclude gridlines and row and column headings.
- Use portrait orientation.

	A	B	C	D	E	F
			Number of places	Number enrolled	Cost per person per month	Income
1	Venue	Class name				
2	Water Palace	Tadpoles	10	10	£15.00	
3		Ducklings	13	9	£17.50	
4		Otters	16	16	£19.50	
5		Dolphins	20	17	£20.75	
6	Swimnsplash	Tadpoles	7	7	£15.00	
7		Ducklings	12	11	£17.50	
8		Otters	16	14	£19.50	
9		Dolphins	15	15	£20.75	

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

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