

X214/301

NATIONAL
QUALIFICATIONS
2007

WEDNESDAY, 30 MAY
9.00 AM – 10.20 AM

ADMINISTRATION
HIGHER
Paper 1

SECTION 1

This section should take you approximately 30 minutes.

Read the passage then answer the questions that follow.

ALL questions should be attempted.

SECTION 2

This section should take you approximately 50 minutes.

Answer any **two** questions.



SECTION 1

ALL questions should be attempted.

Cyber Cops and Robbers

Every day there are new stories about hacker exploits. Many are tales of identity theft, where thieves, armed with customers' personal information, inflict massive financial damage. Hackers are no longer adolescents: companies are having to become more serious about protecting the assets of their customers. The growth of on-line "scams" has necessitated the invention of new terms to describe them, for example, phishing, spear phishing, keyloggers and pharming!

However, it's getting tough to steal from virtual institutions because they are constantly developing new technologies that will keep out intruders. Whenever security tightens, there is a trade-off: people want security but they still want access to be easy. Some users are discouraged by the jumble of passwords they are forced to remember for so many different services. When on-line users encounter too much inconvenience, they reach for the phone and the associated savings and efficiencies of digital services quickly disappear. The challenge is finding a happy medium between privacy and usability.

Research shows that 73% of bank customers are deterred from using on-line banking due to concerns about data security. However, there is a surprising reality about data theft today—it is actually more likely to occur off-line. At least 70% of security breaches occur off-line making on-line a safer place. Probably the biggest security worry is the voluntary handover of personal information by customers to crooks. Many people are worried about the wrong risks.

Adapted from "*The New York Times*" 11 October 2005
(Ad Pullout ZM5)

QUESTIONS

Marks

Answer ALL the questions, 1–5.

1. Outline **2** ways in which organisations can ensure the security of electronic data. **2**
2. Legislation exists to ensure the security and confidentiality of information. Outline **3** features of:
 - (a) The Data Protection Act 1998 and; **3**
 - (b) The Computer Misuse Act 1990. **3**
3. Following the huge investment in on-line banking it has been found that 73% of existing customers are unwilling to use the service. The decision has been taken to invest in hardware and software to ensure security of data.
State which level of decision-making this refers to and justify your answer. **2**
4. It is important to maintain communication links with customers in order to ensure quality of service.
Compare **2** ways of communicating with customers to monitor satisfaction levels. **4**
5. Identify **2** possible **consequences** of poor data management to an organisation and discuss the long-term **implications**. **6**

(20)

SECTION 2

Marks

Answer any TWO questions.

1. (a) Describe **2** methods used by individuals to ensure their work targets are met. **4**
- (b) Outline ways in which an individual's personal targets could be monitored and controlled by their line manager. **4**
- (c) Discuss policies which might be included in a Customer Service Strategy. **8**
- (d) Practical tests are commonly used in the selection process for administrative assistants.
- (i) Justify the use of practical tests. **2**
- (ii) Outline **2** other types of testing which may be used in the selection process. **2**
- (20)**
2. (a) "Successful teams need effective leaders." Outline **4** qualities of an effective leader. **4**
- (b) Discuss the benefits to the individual and the organisation of effective teamworking. **8**
- (c) (i) Identify **one** example of both quantitative and qualitative information gathered in order to improve customer services. **2**
- (ii) Justify the need for both quantitative and qualitative information. **2**
- (d) Describe **2** methods of communicating to employees changes in health and safety legislation. **4**
- (20)**
3. (a) Describe **3** methods of informing potential applicants of a job vacancy. **6**
- (b) Outline benefits to an organisation of outsourcing the recruitment process. **4**
- (c) Continuous Professional Development (CPD) impacts on both individuals and the organisation.
- Discuss the need for a programme of CPD. **6**
- (d) Justify an organisation's decision to change from an open plan layout to a traditional cellular layout. **4**
- (20)**

[Turn over for Questions 4 and 5 on Page four

4. (a) Identify **3** time stealers and outline **one** way of reducing the effect of each time stealer. **6**
- (b) Describe **3** skills required by an individual to ensure effective task management. **6**
- (c) Discuss how developments in ICT have had an impact on:
- (i) workflow, and;
 - (ii) working practices. **8**
- (20)**
5. (a) Many decisions are taken at meetings by voting. Outline the meaning of the following voting terms.
- Ballot
 - Majority
 - Abstain
 - Casting vote **4**
- (b) Compare the role of the chairperson and the secretary in planning and organising a meeting. **4**
- (c) Discuss how technology has had an impact on the conduct of the meetings. **6**
- (d) Describe **3** possible features of a website which would encourage customers to buy on-line. **6**
- (20)**

[END OF QUESTION PAPER]

ACKNOWLEDGEMENTS

Paper 1 Section 1 – Article, “*Cyber Cops and Robbers*,” is taken from Ad Pullout ZM5 from The New York Times, 11 October 2005. Unable to trace copyright holder.

X214/302

NATIONAL
QUALIFICATIONS
2007

WEDNESDAY, 30 MAY
10.40 AM – 12 NOON

ADMINISTRATION
HIGHER
Paper 2

You have 1 hour 20 minutes to complete this paper. No alterations can be made to tasks after this time. However, if you do not have the opportunity to print out all/any of the material during this time you will be given time at the end to do so.

- 1 60 marks are allocated to this paper.
- 2 Your name should be displayed on all work submitted. **Key in** your name on each printout.
- 3 At the end of the examination, place your printouts inside the envelope provided. Hand the envelope to the invigilator.



INFORMATION FOR CANDIDATES

You are an Administrative Assistant with Dunedin District Council, working within the Education and Leisure Department.

You report directly to Ken Gibson, General Manager of Dunedin's 4 leisure centres. Ken wants you to finalise some information required for the monthly Council meeting.

These tasks are detailed in the following memo and should be completed today. The e-files required for the tasks can be found in the folder Dunedin.

Familiarise yourself with these files before starting the tasks.

The job reference is:

Dunedin/Council Meeting/May 2007

MEMORANDUM	
TO	Administrative Assistant
FROM	Ken Gibson, General Manager – Leisure Centres
DATE	30/05/07
SUBJECT	Dunedin – June Council Meeting

- 1 a Dunedin is increasing the number of classes offered by the 4 leisure centres. We want to create a simple form to allow class details to be entered and viewed. Create a form showing the following fields in this order:

Class Code, Class Name, Staff ID, Class Max and Class Fee.

- Change the font size of the field labels and entries to 12 point
- Insert the Council logo as a header
- Insert the job reference as a footer at the right hand side

Print **ONLY** the record for ABPG, Body Pump, in form view.

- b There is a temporary vacancy at the Millrigg Centre for a full-time coach. It has been decided to telephone part-time Council employees at home to see if any of them are interested. Identify only those staff who teach Aerobics (class codes start with “A”) or Health and Fitness (class codes start with “H”), who also have full disclosure and do not require first-aid training before December this year. Print the staff names only.

Using this information, create and print a database report:

- Show class names in alphabetical order
- Show staff names in alphabetical order, under the one field heading
- Insert a suitable report heading
- Insert the organisation’s logo on the report
- Insert the job reference in the footer

- c Please calculate the maximum income the Council could receive from each class in Kirklee Leisure Centre. Print this information.

- 2 a Trade unions are expected to ask for pay increases for all levels of staff in the coming months. The Human Resources Department has estimated these pay demands and I would like you to work out the new hourly rate for all staff and their estimated weekly wage.

Print a formulae view on one page, showing only those staff employed at the Glenburn Sports Centre, sorted according to Department and then Surname.

- b Calculate the estimated total weekly wages for each centre. Show this information in the budget summary sheet. Insert a formula to state whether the estimate is over the budgeted amount.

Print this information in formulae view.

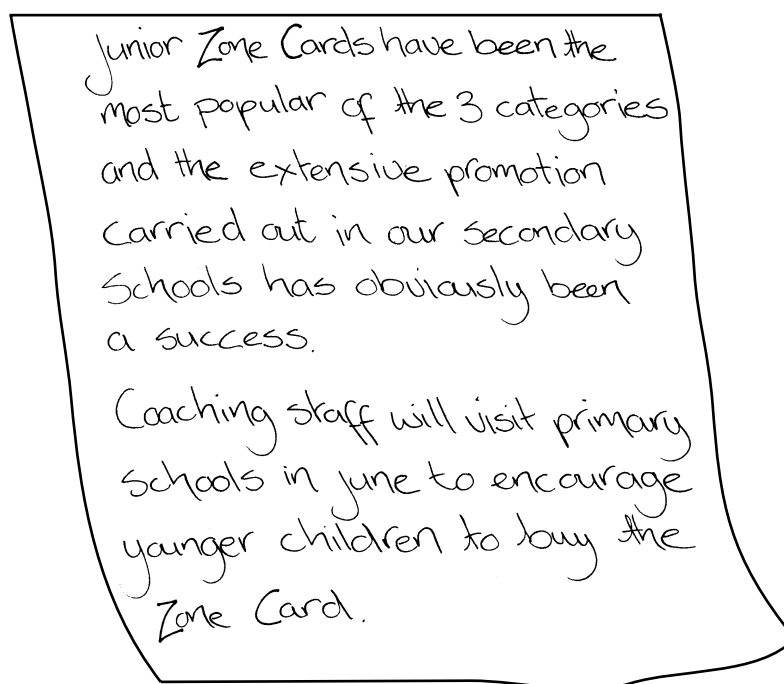
3 Complete and print the monthly report to the District Council carrying out the following instructions:

- Create a front cover with the Dunedin Education and Leisure Services logo on it and the 2 headings below. Enhance the front page.

DUNEDIN COUNCIL MEETING

MAY 2007 – MONTHLY REPORT

- Insert:
 - estimated percentage increases as bulleted points
 - the summary budget figures
 - the names of candidates for the job vacancy
 - “Prepared by” followed by your own name (on each page)
 - page numbers (the front cover should not be numbered)
 - the following text as the final 2 paragraphs about Zone Cards



Junior Zone Cards have been the most popular of the 3 categories and the extensive promotion carried out in our secondary schools has obviously been a success.

Coaching staff will visit primary schools in June to encourage younger children to buy the Zone Card.

- Create a contents page, as the second page, in double line spacing.

[END OF QUESTION PAPER]

X214/303

NATIONAL
QUALIFICATIONS
2007

WEDNESDAY, 30 MAY
10.40 AM – 12.00 NOON

ADMINISTRATION
HIGHER
Paper 2
Instructions to Teachers/
Lecturers



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Instructions to Teachers/Lecturers

PRIOR TO THE EXAMINATION

The following files are to be created and saved using the file names indicated. This will enable the candidate to access the required information necessary to complete the tasks. All files may be adapted to suit your centre's housestyle provided no additional information is given to candidates. Margins should be in accordance with your centre's housestyle.

Note: Filenames need not be shown on master printouts.

Teachers/Lecturers should ensure that candidates CANNOT access files prior to the examination.

Create a folder named "Dunedin". All candidate files should be stored in this folder.

STAFF —this is a relational database file with 3 tables: CENTRE DETAILS, STAFF DETAILS and CLASSES.

CENTRE DETAILS – 4 records

STAFF DETAILS – 27 records

CLASSES – 51 records

Primary Keys and relationships should be set as indicated.

MONTHLY REPORT —this is a word processing file and should be presented as shown using the font Comic Sans MS 12 point.

Margins should be set at 25 mm (1").

LOGO —this is a word processing file and should be presented as shown using the font Comic Sans MS. Insert a suitable shape. Text and shape should be grouped.

WAGES —this is a spreadsheet file with 3 separate sheets. Name these sheets: INCREASE, WAGES and BUDGET SUMMARY.

In the INCREASE sheet, name the following cells:

B3 – ASinc, B4 – HRinc, B5 – Ainc

In the WAGES sheet, format the Hourly Rate column for currency and in the BUDGET SUMMARY sheet, format the Budgeted Weekly Wages column for currency.

Key in data as given.

Note: You are required to send printouts of the prepared files (including downloaded files) to the Scottish Qualifications Authority. These should be submitted, by the invigilator, along with the candidates' printouts in **each** return envelope.

Filename: **RELATIONSHIPS FOR STAFF**



PRIMARY KEYS:

Centre Details: CENTRE ID

Staff Details: STAFF ID

Classes: CLASS CODE

Filename: **CENTRE DETAILS**

CENTRE ID	CENTRE NAME	ADDRESS	TOWN	TELEPHONE NO	EMAIL ADDRESS	MANAGER
G	Glenburn Sports Centre	Muiryhall Street	Dunedin	01382234098	glenburnenquiries@dunedin.gov.uk	Desmond Doyle
H	The Hub	Balgonie Avenue	Dunedin	01382097654	hubenquiries@dunedin.gov.uk	Rhona Robertson
K	Kirklee Leisure Centre	Ratho Road	Dunedin	01382873421	kirkleeenquiries@dunedin.gov.uk	James Jackson
M	Millrigg Sports and Leisure	Wyvis Road	Millrigg	01382094534	millriggenquiries@dunedin.gov.uk	Anna Anderson

Filename: **CLASSES**

CLASS CODE	CLASS NAME	CLASS MAX	CLASS FEE	STAFF ID
ABPG	Body Pump	20	£3.00	C01
A50G	Over-50s Keep Fit	20	£2.50	C01
ASAM	Step Aerobics	15	£3.50	C03
GWM	Weights	10	£3.50	C03
SWDM	Dolphins Swimming	10	£5.00	C04
HFPM	Pilates	15	£3.50	C05
HFZM	Body Zone	10	£5.00	C05
HFYM	Yoga	15	£3.50	C05
ABTG	Bums and Tums	20	£3.50	C06
ASAK	Step Aerobics	15	£3.50	C07
ASAH	Step Aerobics	20	£3.50	C08
JNH	Jogging Network	10	£2.00	C08
ACLH	Cheer Leading	20	£3.00	C08
GCH	Circuit	15	£4.00	C09
ABPH	Body Pump	20	£3.00	C09
GSPM	Spinning	15	£4.00	C10
SWTM	Tadpoles Swimming	10	£4.00	C10
SWSM	Sharks Swimming	10	£6.00	C10
GCM	Circuit	10	£4.00	C10
ACLG	Cheer Leading	30	£3.00	C13
ASAG	Step Aerobics	20	£3.50	C13
HFPH	Pilates	15	£3.50	C14
GSPH	Spinning	15	£4.00	C14
ABTH	Bums and Tums	20	£3.50	C14
A50H	Over-50s Keep Fit	20	£2.50	C15
GSPG	Spinning	15	£4.00	C16
GWG	Weights	15	£3.50	C17
HFYH	Yoga	15	£3.50	C18
GWK	Weights	10	£3.50	C19
A50K	Over-50s Keep Fit	15	£2.50	C19
GCK	Circuit	15	£4.00	C20
HFZK	Body Zone	10	£5.00	C21
HFYK	Yoga	15	£3.50	C21
HFPK	Pilates	15	£3.50	C21
HFYG	Yoga	20	£3.50	C24
GCG	Circuit	15	£4.00	C24
A50M	Over-50s Keep Fit	15	£2.50	C25
SWTG	Tadpoles Swimming	10	£4.00	C26
HFPG	Pilates	20	£3.50	C26
SWDG	Dolphins Swimming	10	£5.00	C26
SWSG	Sharks Swimming	10	£6.00	C26
SWDH	Dolphins Swimming	10	£5.00	C27
SWSH	Sharks Swimming	10	£6.00	C27
SWTH	Tadpoles Swimming	10	£4.00	C27

Filename: **CLASSES (continued)**

ABTK	Bums and Tums	15	£3.50	C28
HFZG	Body Zone	10	£5.00	C29
JNG	Jogging Network	10	£2.00	C29
ABPM	Body Pump	15	£3.00	C30
HFZH	Body Zone	10	£5.00	C31
GWH	Weights	10	£3.50	C31
ABTM	Bums and Tums	15	£3.50	C32

Filename: **STAFF DETAILS**

STAFF ID	TITLE	FIRST NAME	SURNAME	ADDRESS 1	TOWN	POSTCODE	TELEPHONE NO	EMPLOYMENT STATUS	FIRST AID UPDATE	DISCLOSURE	CENTRE ID
C01	Mr	Raoul	Naeem	Falloch House	Dundee	DD1 9UI	01382890675	part-time	15/06/2008	No	G
C03	Mrs	Lucy	McLean	22 Partick Gardens	Dundee	DD3 5RT	01382876154	full-time	13/06/2008	Yes	M
C04	Ms	Ashley	Kerry	89 Lyon Avenue	Dundee	DD2 0BP	01382135790	part-time	30/06/2007	Yes	M
C05	Mrs	Jennifer	Inglis	97 Leven Terrace	Broughty Ferry	DD5 7LS	01382246810	full-time	18/07/2007	No	M
C06	Mrs	Chris	Young	7 Shiel Drive	Newport	DD6 1DD	01382675436	full-time	13/06/2008	Yes	G
C07	Mr	Ken	Gibson	2 Kelburn Street	Monifieth	DD7 8ZX	01382878754	part-time	26/03/2008	Yes	K
C08	Ms	Helen	McDermott	67 Fyne Terrace	Dundee	DD4 6UY	01382097634	full-time	13/06/2008	Yes	H
C09	Mr	Kevin	Daly	12 Doon Gardens	Dundee	DD2 5GV	01382223366	part-time	03/07/2008	Yes	H
C10	Mr	Harry	Wallace	76 Spey Avenue	Dundee	DD1 6KL	01382115577	full-time	13/06/2008	No	M
C13	Mr	Stephen	Mackie	8 Orchy Road	Broughty Ferry	DD5 4BY	01382224466	full-time	13/06/2008	Yes	G
C14	Mr	Jack	Thomson	23 Ness Street	Carnoustie	DD8 6TY	01382007744	full-time	13/06/2008	No	H
C15	Mrs	Shauna	Dolan	66 Tummell Crescent	Tayport	DD6 6CV	01382257257	part-time	09/04/2009	No	H
C16	Mrs	Lizzie	Dornan	12b Roy Road	Dundee	DD3 6EU	01382084084	part-time	09/04/2009	No	G
C17	Mrs	Lisa	O'Donnell	44 Nith Street	Dundee	DD1 2FG	01382553322	part-time	22/06/2008	Yes	G
C18	Mrs	Robyn	Wilson	12 Annan Road	Dundee	DD2 8OP	01382073765	part-time	08/06/2008	Yes	H
C19	Mr	Sean	Oswal	56 Findhorn Street	Wormit	DD6 9SW	01382896543	full-time	04/07/2008	Yes	K
C20	Mrs	Emma	O'Donnell	2 Clyde Avenue	Newport	DD6 4DS	01382332288	part-time	04/07/2008	Yes	K
C21	Mr	Raza	Rehman	45 Avon Grange	Perth	PH3 0JK	01382583312	full-time	04/07/2008	No	K

Filename: **STAFF DETAILS (continued)**

C24	Mrs	Sheryl	Hosie	12 Cart Drive	Tayport	DD6 5TE	01382341879	full-time	30/06/2007	Yes	G
C25	Mrs	Madeleine	Joyce	34 Aray Way	Perth	PH3 3FD	01382767432	part-time	09/04/2009	Yes	M
C26	Mrs	Caitlin	McFadyen	Goil Farm	Carnoustie	DD8 7HG	01382121789	full-time	30/06/2007	Yes	G
C27	Mr	Martin	Bienkowski	23 Eidart View	Invergowrie	DD2 8DX	01382098342	full-time	18/07/2007	Yes	K
C28	Mrs	Lauren	Kerr	34 Tweed Avenue	Dundee	DD5 9OP	01382896543	part-time	26/03/2008	No	K
C29	Ms	Elaine	McMaster	90 Tay Drive	Dundee	DD1 8DF	01382459087	full-time	18/07/2007	Yes	G
C30	Mrs	Sue	McCann	12 Don Avenue	Monifieth	DD7 6UG	01382237788	part-time	26/03/2008	Yes	M
C31	Mrs	Tracey	Sutherland	3 Dee Drive	Dundee	DD2 6AF	01382876532	part-time	30/06/2007	Yes	H
C32	Ms	Sharon	Rai	4 Dulnain Terrace	Newport	DD6 7YU	01382453287	part-time	26/03/2008	Yes	M

OVERVIEW

The last month has continued the positive trend of the last 3 months.

- The number of people attending all 4 centres has increased by 20%
- Income from classes has increased substantially
- We intend to offer additional classes at all centres
- Catering sales and sales from vending machines have also increased
- 95% of classes are operating at full capacity

EXPECTED PAY INCREASES

Trade unions representing support staff in our centres are expected to ask for pay rises for all grades of staff.

These estimated percentage increases are

BUDGET

The Finance Department had previously set budgets for staff wages for each of the departments. The expected pay increases will take some departments beyond the budget set. This information is shown below.

The Finance Department will now need to review budgets in the light of the increased revenue and the expected pay increases.

ZONE CARDS

The introduction of the Zone Card giving discounted access to all facilities and classes at the 4 centres has proved to be extremely popular.

STAFFING VACANCY

Lucy McLean starts her maternity leave at the end of June. A temporary replacement coach will be required to cover for her. It has been decided to recruit internally. The following part-time staff have been identified as possible candidates.

Filename: **LOGO**

The logo is a light grey, horizontally-oriented shape with a rounded right end and a straight left end. It is enclosed in a double-line black border. The text "DUNEDIN" and "EDUCATION AND LEISURE SERVICES" is written in a bold, black, sans-serif font inside the shape.

**DUNEDIN
EDUCATION AND LEISURE SERVICES**

SHEET: WAGES

	A	B	C	D	E	F	G	H	I
1	Dunedin Leisure Centres Wages								
2	SUPPORT STAFF								
3									
4	Centre	Dept	Job Level	First Name	Surname	Hours	Hourly Rate	New Hourly Rate	Estimated Weekly Wage
5	Glenburn	Admin	Head Receptionist	Gemma	Cameron	40	£7.00		
6	Glenburn	Admin	Assistant	Karen	Clark	20	£5.50		
7	Glenburn	Admin	Assistant	Carla	de Marco	35	£5.50		
8	Glenburn	Admin	Area Supervisor	Kate	Shaw	35	£8.34		
9	Glenburn	Catering	Assistant	Frank	McCue	21	£6.12		
10	Glenburn	Catering	Assistant	Lauren	Weldon	22	£6.12		
11	Glenburn	Maintenance	Assistant	Lizzie	Doman	30	£5.50		
12	Glenburn	Maintenance	Assistant	Nathan	Smith	36	£5.50		
13	Glenburn	Maintenance	Assistant	Robyn	Wilson	20	£5.50		
14	Kirklee	Admin	Assistant	Lisa	Colella	35	£5.50		
15	Kirklee	Admin	Assistant	Fred	Harris	35	£5.50		
16	Kirklee	Admin	Assistant	Christine	McDermott	20	£5.50		
17	Kirklee	Admin	Assistant	Jonathon	Murphy	35	£5.50		
18	Kirklee	Admin	Assistant	James	Watson	20	£5.50		
19	Kirklee	Admin	Head Receptionist	Maeve	Murray	40	£7.00		
20	Kirklee	Catering	Area Supervisor	Gregor	Anderson	35	£8.34		
21	Kirklee	Catering	Assistant	Michael	Campbell	22	£6.12		
22	Kirklee	Catering	Assistant	Douglas	Sutherland	39	£6.12		
23	Kirklee	Maintenance	Area Supervisor	Janice	Brown	35	£8.34		
24	Kirklee	Maintenance	Assistant	Lyndsey	Carson	36	£5.50		
25	Kirklee	Maintenance	Assistant	Shauna	Dolan	33	£5.50		
26	Kirklee	Maintenance	Assistant	Stephen	Mackie	34	£5.50		
27	Millrigg	Admin	Assistant	Rachel	Aiton	35	£5.50		
28	Millrigg	Admin	Assistant	Martin	Barr	20	£5.50		
29	Millrigg	Admin	Assistant	Graeme	McNeellie	35	£5.50		
30	Millrigg	Admin	Assistant	Lynn	Moleshead	35	£5.50		
31	Millrigg	Admin	Head Receptionist	Debbie	Hamerlink	40	£7.00		
32	Millrigg	Catering	Assistant	James	Doherty	22	£6.12		
33	Millrigg	Catering	Assistant	Greig	Hunter	22	£6.12		
34	Millrigg	Maintenance	Assistant	Rebecca	Doherty	36	£5.50		
35	Millrigg	Maintenance	Assistant	Rhona	Kerr	36	£5.50		
36	Millrigg	Maintenance	Assistant	Lawrence	Thompson	25	£5.50		
37	The Hub	Admin	Assistant	John	Allison	35	£5.50		
38	The Hub	Admin	Assistant	Amy	Belton	35	£5.50		
39	The Hub	Admin	Assistant	Ken	Shaw	20	£5.50		
40	The Hub	Admin	Assistant	Joan	Whitely	35	£5.50		
41	The Hub	Admin	Head Receptionist	Alice	McGeechan	40	£7.00		
42	The Hub	Catering	Assistant	Alison	Coates	27	£6.12		
43	The Hub	Catering	Assistant	Matthew	Moore	22	£6.12		
44	The Hub	Maintenance	Assistant	David	Lyndsey	36	£5.50		

Filename: **WAGES (continued)**

	A	B	C	D	E	F	G	H	I
1	Dunedin Leisure Centres Wages								
2	SUPPORT STAFF								
3									
4	Centre	Dept	Job Level	First Name	Surname	Hours	Hourly Rate	New Hourly Rate	Estimated Weekly Wage
45	The Hub	Maintenance	Assistant	Lisa	O'Donnell	22	£5.50		
46	The Hub	Maintenance	Assistant	Jack	Thomson	36	£5.50		
47									

SHEET: BUDGET SUMMARY

	A	B	C	D	E
1	Dunedin Comparison of Budgeted and Estimated Weekly Wages				
2					
3	Centre	Budgeted Weekly Wages	Estimated Weekly Wages	Over Budget	
4	Glenburn	£2,000.00			
5	Kirklee	£2,500.00			
6	Millrigg	£1,700.00			
7	The Hub	£1,900.00			

SHEET: INCREASE

	A	B	C	D	E
1	Estimated Percentage Increase in Hourly Wage Rates				
2					
3	Area Supervisor	3.0%			
4	Head Receptionist	2.5%			
5	Assistant	2.0%			

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

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