

X214/201

NATIONAL
QUALIFICATIONS
2008

WEDNESDAY, 4 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

Microsoft warns about a PowerPoint virus

Microsoft today warned customers about a new computer virus that exploits a vulnerability in its PowerPoint presentation software to allow hackers to infiltrate computer systems.

The virus is triggered when a user launches a PowerPoint attachment to an e-mail or opens a file provided to them by the attacker. The virus installs a system to capture everything typed on the machine. It leaves the machine open to having a hacker install other malicious programmes—the computer could even be remotely controlled.

Microsoft said it was completing development of a security update to fix the problem and was on schedule to release this in August.

Adapted from “*The Scotsman*”, 20th July 2006

1. (a) Identify **2** pieces of hardware required to deliver electronic presentations. 2
(b) Outline **2** features of presentation software which can be used to enhance electronic presentations. 2
2. Organisations use a range of security measures to protect **information**.
(a) Identify **one** other area of the workplace for which security is important and state what measures the organisation may use to ensure it is secure. 2
(b) Explain how a discussion group can help an organisation improve its communication. 2
3. (a) Outline the use of **2** of the following terms associated with the Internet.
(i) Search engines
(ii) Hyperlinks
(iii) Bookmarks/favourites 2
(b) Explain the benefits of a computer network to an organisation. 2
4. (a) Explain the importance of effective back-up procedures. 2
(b) Identify **one** piece of legislation which exists to protect administration staff using ICT equipment. 1
5. (a) Explain how a skills scan is of use to managers in an ICT department. 1
(b) Compare the use of a Person Specification and a Job Description in the recruitment and selection process. 4

(20)

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. (a) Define the term e-commerce and outline **one** advantage of it to:
- (i) an organisation;
 - (ii) a customer. 3
- (b) Explain how a Mission Statement is useful to the employees of an organisation. 1
- (c) Good customer service is important to an organisation.
Explain the implications for an organisation of poor customer service. 4
- (d) Organisations must consider legislation in relation to security and confidentiality of information.
Outline the main purpose of **2** of the following pieces of legislation.
- Data Protection Act 1998
 - Copyright, Design & Patents Act 1988
 - Computer Misuse Act 1990 2
- (10)**
2. (a) Outline the benefits of **2** of the following flexible working practices to **an organisation**.
- Job-sharing
 - Hot-desking
 - Flexible working hours 2
- (b) The Human Resources Department may be involved in drawing up a variety of contracts of employment.
Compare **2** different types of contracts of employment. 4
- (c) Describe **2** business documents used in the **Sales Department**. 4
- (10)**

[Turn over for Question three on Page four]

3. (a) It may be necessary for staff to communicate with colleagues while abroad on business.

Select any **2** of the following methods of communication and give one **example** of how each would be used. Use a different example for each.

- Fax
- PDA eg BlackBerry
- Mobile phone
- Videoconferencing

2

- (b) Explain **2** factors an administrative assistant must consider prior to booking business accommodation.

4

- (c) Justify the use of a Travel and Accommodation Request Form and an Expenses Claim Form for business travel.

4

(10)

Total: 20 marks

[END OF QUESTION PAPER]

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NATIONAL
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2008

WEDNESDAY, 4 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—30 marks
Task 2—15 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 Snow Dome Ski Centre. You are required to carry out a number of tasks given to you by Kiera Swanston, 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.	23 marks
1b	You are required to complete a spreadsheet, create a pie chart and produce one printout.	7 marks
2	You are required to update a database and produce 4 printouts.	15 marks
3	You are required to complete a memorandum, integrating a chart from an existing spreadsheet and information from an existing database. You are required to produce one printout.	15 marks

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

SDSS — a spreadsheet file containing **2** worksheets — **QUARTERLY PROFIT (LOSS)** for use in TASK 1a and **ANNUAL PROFIT (LOSS)** for use in TASK 1b

Sddb — a database file for use in TASK 2

SDMEMO — a word processing file for use in TASK 3

Your name should be displayed on all work submitted.

TASK 1a

*I have started to record our income for the last 3 months. Complete the spreadsheet I have started by inserting the following data in the sheet **QUARTERLY PROFIT (LOSS)** which is contained in the spreadsheet file **SDSS**.*

Kiera

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

- ☐ Open the spreadsheet file **SDSS** and use the sheet **QUARTERLY PROFIT (LOSS)**.
- ☐ Enter the data below.

Income for February 2008 is as follows.

Snow Board Lessons	£7,450
Ski Lessons	£8,100
Snow Board (Recreational)	£3,750
Skiing (Recreational)	£4,500
Equipment Hire	£5,600
Equipment Sales	£2,600
Café Bar	£4,000

- ☐ It is estimated that the income figures for March will increase by 7% of the February income. Complete the March figures using an absolute cell reference to show the effect of the projected increase.
- ☐ Use formulae to calculate:
 - Total Monthly Income for each month
 - Quarterly Total for each activity.
- ☐ Increase the font size and embolden the main heading.
- ☐ Format the sub-heading and column headings for italics and bold.
- ☐ Sort the spreadsheet in descending order of Quarterly Totals for each activity.
- ☐ Complete Total Monthly Expenses (Costs) by extracting the appropriate data from the figures below.

January	February	March	April
£20,000	£20,500	£23,000	£23,500

- ☐ Use formulae to show Monthly Profit/Loss for each of the 3 months.
- ☐ Use a formula to show the Profit/Loss for the quarter.

[Turn over

TASK 1a (continued)

- ☐ Name the cell showing the Profit/Loss for the quarter. Use the name “TOTAL”. This will be used in the sheet **ANNUAL PROFIT (LOSS)**.
- ☐ Use formulae to calculate:
 - Average Monthly Income
 - Monthly expenses as a percentage of monthly income
 - Bonus — if expenses as a percentage of income is less than 50%, “Yes”, otherwise “No”.
- ☐ Apply a bottom border to the totals in cell range B10:E10, B12:E12 and B13:E13. Emphasise the bottom border in cell range B13:E13.
- ☐ **Print** the sheet **QUARTERLY PROFIT** on one page in value view showing gridlines **only**.
- ☐ **Print** the sheet **QUARTERLY PROFIT** on one page in formula view showing row and column headings and gridlines.

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TASK 1b

Complete the sheet **ANNUAL PROFIT (LOSS)** as instructed below. This sheet is contained in the spreadsheet file **SDSS**.

Kiera

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

- ☐ Key in the following data for profit/loss for the first 3 quarters.

Quarter	Profit/Loss
1st (April–June 2007)	£56,720
2nd (July–Sept 2007)	£43,250
3rd (Oct–Dec 2007)	£21,570

- ☐ Insert the figure for the fourth quarter by linking to the cell named in the sheet **QUARTERLY PROFIT (LOSS)**.
- ☐ Use a formula to show Profit/Loss for the year.
- ☐ Create an exploded pie chart to display the Profit/Loss for each quarter. Embed this in the sheet.
- ☐ **Print** the sheet in formula view on one page showing row and column headings.

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[Turn over

*The database detailing one of our instructor's ski classes is incomplete. Use the information provided below, to update the database file **SDDb**.*

Kiera

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

- ☐ Becky Forster has broken her leg, so cannot continue with her class. Delete her record.
- ☐ As from today, Gemma Murdoch, a new beginner, has joined the class on Tuesdays at 4.30 pm. Please add her record to the database. Her Student ID is 302.
- ☐ Create a new field **Ski Test Passed**. Format appropriately and complete using the following data.

Student ID	Ski Test Passed
12	Yes
13	Yes
17	Yes
26	Yes
27	Yes
34	No
45	Yes
74	Yes
77	Yes
94	No
97	No
119	Yes
162	Yes
237	Yes

- ☐ **Print** the completed database on one page.
- ☐ **Print** the record for Gemma Murdoch **only** in **form view** showing “**New Student**” as a page footer.
- ☐ Search the database for all Beginner 1 and Beginner 2 students who have passed their ski test.
- ☐ **Print** a copy of this search showing all fields.
- ☐ Create a report from the results of this search showing only the following fields: Student ID, Instructor and Start Date in this order. Sort in ascending order of Start Date.
 - Add the title **Successful Beginners**.
 - Insert **Employee of the Month** in the report footer.
 - **Print** a copy of the report on one page.

TASK 3

Marks

I have received instructions from the Programme Co-ordinator to create a Quarterly Review memorandum. Use the file SDMEMO and key in the information below.

Kiera

The memo is to Heads of Activity from the Programme Co-ordinator. Use today's date and insert an appropriate Subject heading.

As requested, I have provided below a breakdown of the profitability of each of our activities over the last year.

Insert the pie chart from task 1b

As you can see, the figures from the last quarter show a particular improvement. I think this improvement is linked to the excellent work of our instructors and other staff. In order to maintain this progress, I propose that we introduce an Employee of the Month award for employees who stand out as having the commitment and dedication that we value.

Bold

so much

Page the document here and number both pages.

To launch this award I would like to announce that the first winner is Fiona Murray, who has had outstanding success. This success is clearly demonstrated by the number of her beginner students who have successfully passed their ski test.

Insert the database report from task 2

We will launch this award with a presentation to Fiona at the staff meeting next ~~Tuesday~~ morning.

Wednesday

stet

Criteria for achieving this award will be as follows:

trs

Insert the following as a bulleted section here:

Determination and enthusiasm
Evidence of customer satisfaction
Success rate of students (if applicable)

Let me know if I have missed any criteria you consider vital. Please continue to let me know of any similar ideas you may have to promote better communication between management, staff and customers. Keep up the good work!

Caps

15

[END OF QUESTION PAPER]

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NATIONAL
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WEDNESDAY, 4 JUNE
10.20 AM – 11.40 AM

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 SQA. 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**.

SDSS — this is a spreadsheet file containing 2 sheets for use in Task 1. Do not show row and column headings or gridlines. This spreadsheet file should be set up to suit the requirements of your software.

SDDb — this is a database file for use in Task 2. Field names should be keyed in using initial capitals and all fields should be formatted appropriately.

SDMEMO — This is a word processing file for use in Task 3.

Housestyle is acceptable for all documents – ensure all data is **accurate**.

Worksheet for use in Task 1a—QUARTERLY PROFIT (LOSS)

	A	B	C	D	E
1	SNOW DOME SKI SCHOOL				
2	INCOME 2008				
3	Activity	January	February	March	Quarterly Totals
4	Snow Board Lessons	£8,000			
5	Ski Lessons	£9,200			
6	Snow Board (Recreational)	£4,000			
7	Skiing (Recreational)	£5,600			
8	Equipment Hire	£7,500			
9	Equipment Sales	£2,600			
10	Café Bar	£11,500			
11	Total Monthly Income				
12	Total Monthly Expenses (Costs)				
13	Monthly Profit/Loss				
14	Average Monthly Income				
	Monthly Expenses as a				
15	Percentage of Monthly Income				
16	Bonus				

Instructions to Teachers/Lecturers

- Key in the above sheet.
- Name this sheet **QUARTERLY PROFIT (LOSS)**.
- **Do not** enter any formulae.
- Embolden the headings in cells **A11-A16**.
- Format cells **B4-E14** for currency with **no decimal places**.
- Shade cells **E11-E12**, **B14-D14** and **E15-E16**.
- Save this file as **SDSS**.

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

[Turn over

Worksheet for use in Task 1b—ANNUAL PROFIT (LOSS)

	A	B
1	<i>Quarter</i>	<i>Profit/Loss</i>
2	1st (April-June 2007)	
3	2nd (July-Sept 2007)	
4	3rd (Oct-Dec 2007)	
5	4th (Jan-Mar 2008)	
6	Profit/Loss for Year	

Instructions to Teachers/Lecturers

- Key in the above as the second sheet.
- Name this sheet **ANNUAL PROFIT (LOSS)**.
- **Embolden** and **italicise** the headings in cells **A1** and **B1**.
- **Embolden** the heading in cell A6.
- **Do not** enter any formulae.
- Format cells **B2-B6** for currency with **no decimal places**.
- Save this file.

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

Task 2

Class	Day	Time	Instructor	Start Date	Student First Name	Student Surname	Student ID
Beginner 1	Tuesday	16:30	Fiona	15 April 2008	Steven	Little	27
Beginner 1	Tuesday	16:30	Fiona	15 April 2008	Seema	Singh	26
Beginner 1	Tuesday	16:30	Fiona	15 April 2008	Becky	Forster	238
Beginner 1	Tuesday	16:30	Fiona	15 April 2008	Rachel	Dickson	97
Beginner 1	Tuesday	16:30	Fiona	15 April 2008	Leesa	Wilson	77
Beginner 2	Tuesday	17:30	Fiona	25 March 2008	Craig	Henderson	17
Beginner 2	Tuesday	17:30	Fiona	25 March 2008	Amy	Waters	74
Beginner 2	Tuesday	17:30	Fiona	25 March 2008	Gillian	Ball	34
Beginner 2	Tuesday	17:30	Fiona	25 March 2008	Natasha	Robertson	12
Beginner 2	Tuesday	17:30	Fiona	25 March 2008	Wayne	Stuart	162
Intermediate 1	Thursday	16:30	Fiona	17 April 2008	Zoe	Johnston	45
Intermediate 1	Thursday	16:30	Fiona	17 April 2008	Shaun	Forsyth	237
Intermediate 1	Thursday	16:30	Fiona	17 April 2008	Claire	Jones	119
Intermediate 1	Thursday	16:30	Fiona	17 April 2008	Shazed	Ali	94
Intermediate 1	Thursday	16:30	Fiona	17 April 2008	Andrew	McCallum	13

Instructions to Teachers/Lecturers

- All fields text apart from:
 - Time: format **Time** field for **date/time** as shown above
 - Start Date: format **Start Date** field for **date/time** as shown above
 - Student ID: format **Student ID** field for **number**
- Save this file as **Sddb**.

[Turn over

Task 3

Instructions to Teachers/Lecturers

Key in the following using your organisation's house style.

MEMORANDUM

To:

From:

Date:

Subject:

[END OF INSTRUCTIONS TO TEACHERS/LECTURERS]

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