



National
Qualifications

Administration and IT Assignment Assessment Task

This is the assessment task for the assignment Component of Higher Administration and IT Course assessment.

It must be read in conjunction with the general assessment information for this Component of Course assessment.

Valid for session 2017/18 only

Hebridean Hikers

**This assessment is given to centres in strictest confidence.
You must keep it in a secure place until it is used.**

This edition: February 2018 (version 1.0)

The information in this publication may be reproduced to support SQA qualifications. This publication must not be reproduced for commercial or trade purposes. **This material is for use by assessors.**

© Scottish Qualifications Authority 2018

Instructions for candidates

This assessment applies to the assignment for Higher Administration and IT.

This assignment is worth 70 marks. The marks contribute 70% of the overall marks for the Course assessment. The Course will be graded A-D.

It assesses the following skills, knowledge and understanding:

- ◆ use of complex IT functions in word processing, spreadsheets, databases, desktop publishing, and presentation software to produce, process and manage information and solve problems in unfamiliar contexts
- ◆ skills in electronic research to source complex information
- ◆ skills in effective communication, taking account of its context, purpose and audience
- ◆ skills in administration relevant to planning and organising in order to complete the assignment
- ◆ skills in problem-solving

In this assessment, you will:

- ◆ work through a series of tasks which will test the skills, knowledge and understanding listed above
- ◆ complete the tasks in the order presented
- ◆ be allowed two hours to complete the assignment

The assessment will be carried out under controlled conditions.

Make sure your name is clearly identified on each printout submitted.

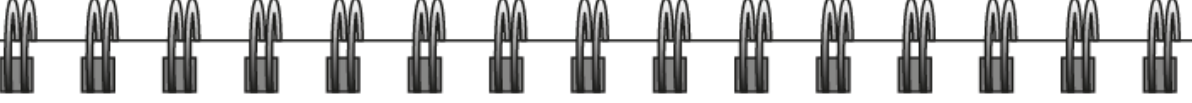
Hebridean Hikers provide services for those who enjoy an outdoor lifestyle, arranging activities and bed & breakfast accommodation.

You work as an Administrative Assistant for Anna Harrison, Administration Manager. The organisation is trying to capitalise on the demand for health and wellbeing breaks and as part of this they are launching a new Mindfulness Escape.

Anna has left some tasks that need to be completed, as listed below. You could use this as a To-do list and tick off each task as you complete it.

The screenshot shows a software interface for managing tasks. At the top is a toolbar with various icons for creating and managing tasks, including 'New Task', 'New E-mail', 'New Items', 'Delete', 'Reply', 'Reply All', 'Forward', 'Meeting', 'IM', 'More', 'Mark Complete', 'Remove from List', 'Manage Task', and filters for 'Today', 'Tomorrow', 'This Week', 'Next Week', 'No Date', and 'Custom Follow Up'. Below the toolbar, on the left, is a sidebar with 'My Tasks' and 'To-Do List' (selected). The main area displays a list of tasks under the heading 'Task Subject' and a link 'Click here to add a new Task'. The tasks are as follows:

Task Subject
☐ Bed and Breakfast form
☐ Staffing costs
☐ Mindfulness Promotion
☐ Complete presentation
☐ Set up meeting in diary
☐ Identify suitable accommodation for enquiry
☐ Customer information brochure
☐ Bed and Breakfast payments due summary



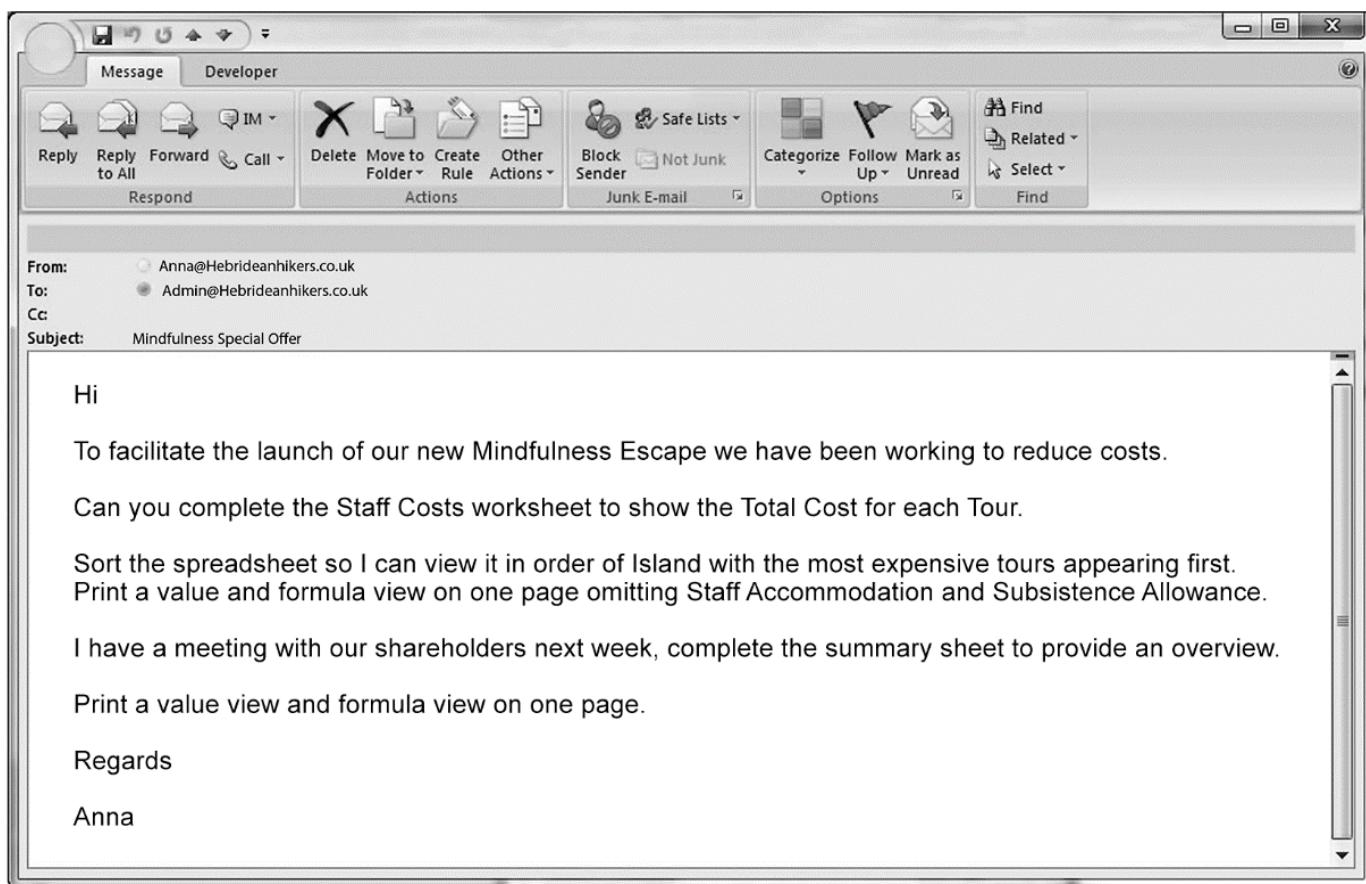
Can you please create a new database form that we can use to quickly inform customers of the facilities available at the bed and breakfasts we work with?

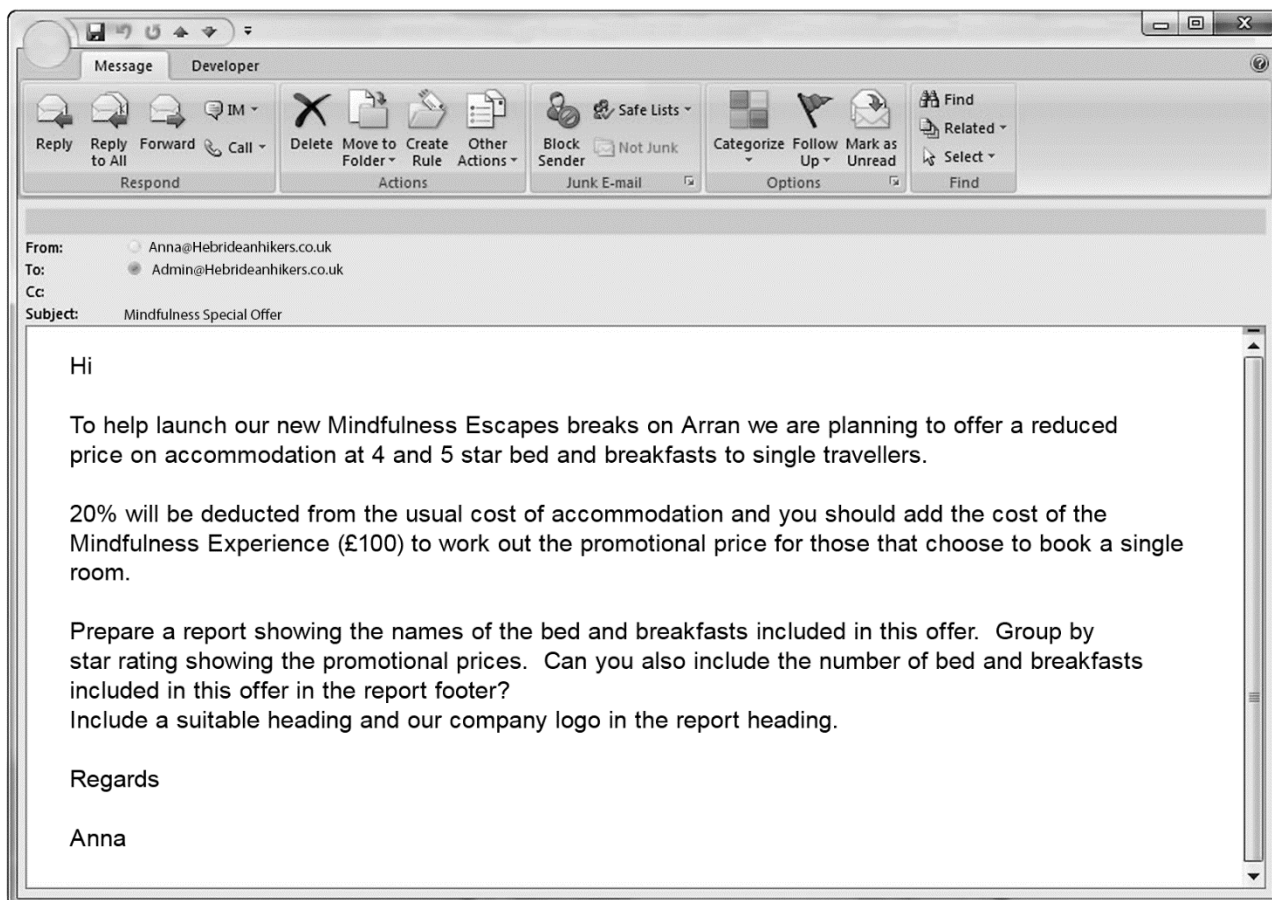
Please show the name of the bed and breakfast and the island it is located on in the header area of the form. Enhance this information in some way to make it stand out. Include facilities available as well as the number of single, double and family rooms in each bed and breakfast.

Please print the record for The Old Millhouse as a potential customer has asked for details.

Thanks

Anna



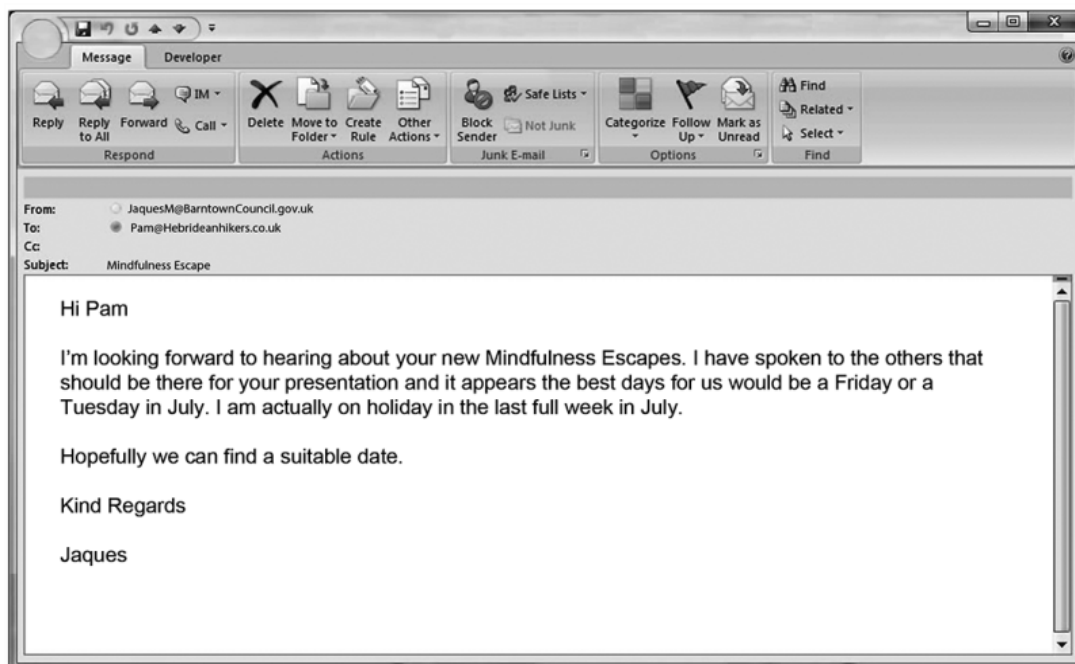
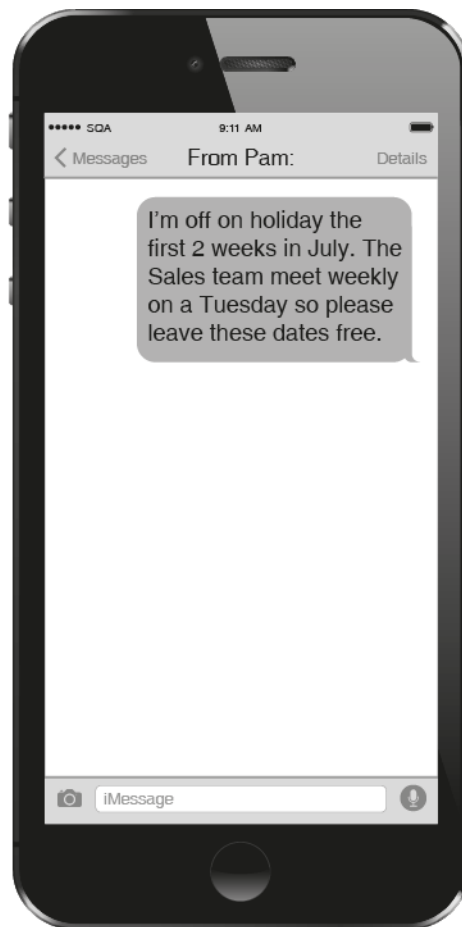
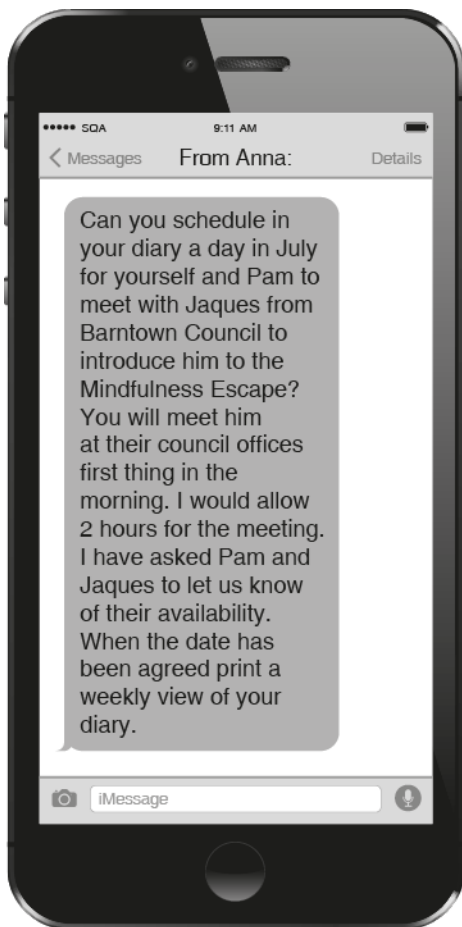


As part of a new Health and Wellbeing initiative Barntown Council is keen to learn more about our new Mindfulness Escapes.

Please complete the presentation that will be given to Council staff.

Add a final slide showing 2 potential benefits of Mindfulness and identifying 2 techniques that may be used. Include numbers on all slides.

Print on one page with your name in the hand-out footer.



Great meeting! Jaques seemed really impressed by Hebridean Hikers. He actually asked about availability of accommodation for a break with his family and his brother's family.

He's looking for a bed and breakfast which would be open all year and provide packed lunches and evening meals.

Can you provide details of suitable accommodation? Include the name of accommodation, island name and address as well as a list of the facilities and the price.

Thanks

Pam

An updated information brochure for past customers is to be completed.
Please action and delete the comments within the document.

Please include a footer on pages 2 and 3 of the document only. On the left side of the second page include the company name. On the right hand side of the third page include 'Making the Most of Our Beautiful Land'

Can you add the information on the post-it note regarding a couple of bed and breakfasts that have recently had some refurbishment work done.

The final page should be a customer referral form to allow our previous customers to receive a discount if a friend books with us following their recommendation.

The page should be in landscape format. It should allow space for the current customer to show their name and email address. There should then be a sentence to suggest that they have already had a great break with Hebridean Hikers and why don't their friends try us out too.

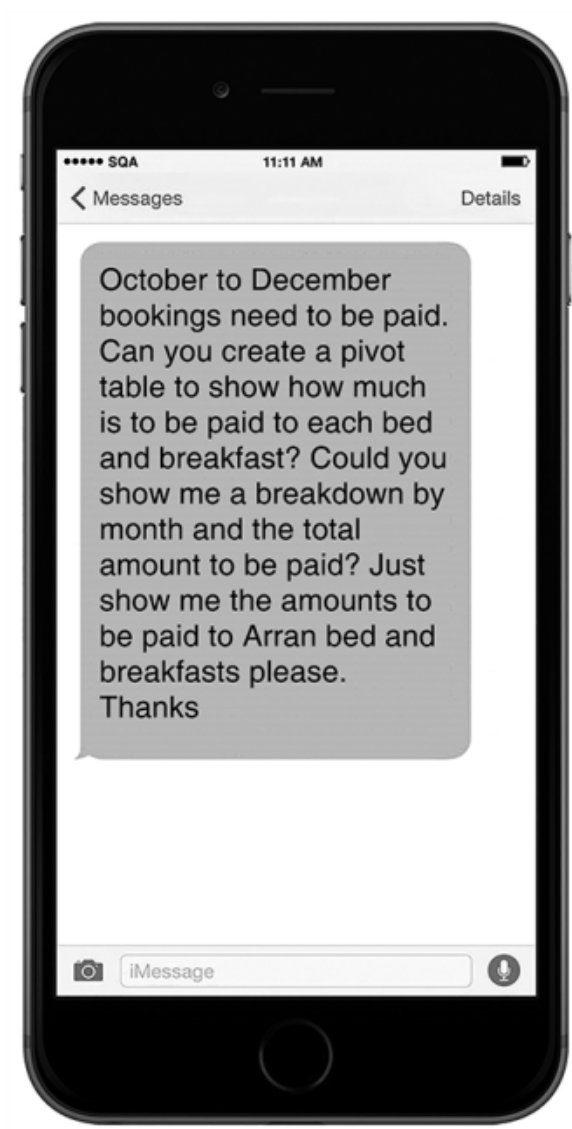
It should also allow space for their referred friend to add their name and email address. This friend will also need to tick a box to show that they are willing to receive advertising materials from us.

Add a footnote in an appropriate place to show the web address for the Eco Awards, www.ecotourism.org/awards

Walk Guesthouse on Arran – now including Wifi, Satellite TV and upgraded bedrooms.

Dormer House Bed and Breakfast on Arran – now with the added benefit of a sauna and outdoor hot tub as well as upgraded bedrooms.

Could you replace the word 'retreat' with 'escape' throughout and print the final document.



Administrative information

Published: February 2018 (version 1.0)

History of changes

Version	Description of change	Authorised by	Date

Security and confidentiality

This document can be used by practitioners in SQA approved centres for the assessment of National Courses and not for any other purpose.

This document may only be downloaded from SQA's designated secure website by authorised personnel

Copyright

This document may be reproduced in whole or in part for assessment purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged. If it needs to be reproduced for any purpose other than assessment, it is the centre's responsibility to obtain copyright clearance.

Re-use for alternative purposes without the necessary copyright clearance may constitute copyright infringement.

© Scottish Qualifications Authority 2018