N5 National Qualifications

Administration and IT Assignment

Morven's Cake Place

This edition: September 2013 (version 1.0)

Instructions for candidates

This assessment applies to the assignment for National 5 Administration and IT.

This assignment is worth 100 marks. The marks contribute 100% 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 advanced IT functions in word processing, spreadsheets, databases, presentations and desktop publishing to produce and process information in familiar contexts
♦ skills in using technology for investigation
♦ skills in using technology for electronic communication, taking account of the context, audience and purpose of communication
♦ administrative skills related to organising and supporting an event
♦ skills in problem-solving.

Your assessor will let you know how the assessment will be carried out and any required conditions for doing it.

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 four hours to complete the assignment
♦ make sure your name, school and task number are entered on each printout submitted.

Assignment task

Morven's Cake Place

Morven Adams is the owner of Morven's Cake Place, a small cake and coffee shop based in Glasgow. She is keen to expand her business into catering for various functions and is taking a stand to promote her business at the Good Food Exhibition taking place at the SECC next month.

You will be working as an Admin Assistant with Morven and she has asked you to organise and support the following events:

- taking part in the Good Food Exhibition next month,

- catering for a retirement function.

Contact details for the business are as follows:

Morven's Cake Place
122 Cathedral Street
Glasgow
G1 2TG

Phone: 01413535444
E-mail: morvens@mailit.com
Web: www.morvenscakeplace.co.uk

- **Ensure your name, school and task number are displayed on each printout.**

- **Ensure all comments within files are actioned and deleted.**

- **Your teacher/lecturer will provide you with an e-mail address.**

- **Printouts of e-mails must show evidence of sending.**

- **Each spreadsheet or database must be printed on one page.**

To-do-list

Task	Printouts	Marks Available	Completed √
1	PowerPoint – in handout format	11	
2a	Business Card	7	
2b	Headed Paper	4	
3	Internet E-mail with evidence of sending	6	
4	Completed e-file	8	
5	Database Table	5	
6	Completed e-file	8	
7	Database Form Database Report	3 6	
8	E-diary in weekly view	4	
9	Agenda	4	
10	Spreadsheet: • value view • formulae view	4 12	
11a	Database Query	3	
11b	Mail-merge • showing fields • showing merged letter	6	
12	Survey Card	9	

Task 1

A promotional presentation about the catering service is to be shown at the Good Food Exhibition. Using the file **Exhibition** update the presentation as shown below.

Add details of the sandwiches, wraps, cakes and desserts. Follow the layout of the first 2 slides and apply a suitable background to all slides.

SANDWICHES + WRAPS
Sandwiches
Variety of fresh fillings
Brown/white bread
Vegetarian options available

Wraps
Variety of fresh fillings
Multigrain wraps
Halal/kosher options available

CAKES + DESSERTS
Mini Cake Selection
Cup Cakes
Chocolate Eclairs
Strawberry Tarts

Mini Dessert Selection
Lemon Cheesecake
Raspberry Eton Mess
Apple Pie Bites

Create a title slide with the company name and insert a suitable graphic to be used as our logo. Number the slides and show action buttons on each one. Print in handout format on 1 page.

Task 2a

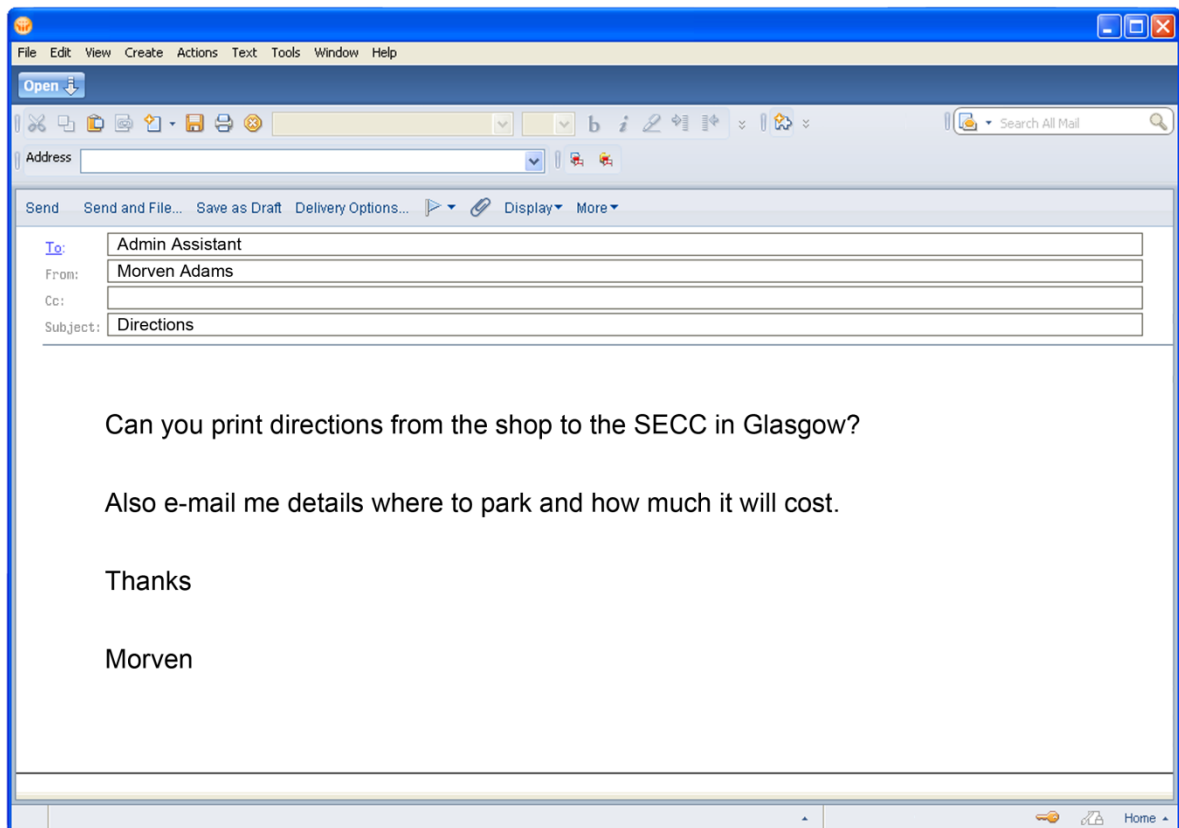Design and print a business card for Morven to distribute at the Good Food Exhibition.

Task 2b

Create and print headed paper using the appropriate information and logo. This will be used for various tasks throughout the assignment.

Task 3

Access the internet to find the following information. Print a copy of the sent email.

File Edit View Create Actions Text Tools Window Help

Open

Address

Send   Send and File...   Save as Draft   Delivery Options...   Display   More

To: Admin Assistant

From: Morven Adams

Cc:

Subject: Directions

Can you print directions from the shop to the SECC in Glasgow?

Also e-mail me details where to park and how much it will cost.
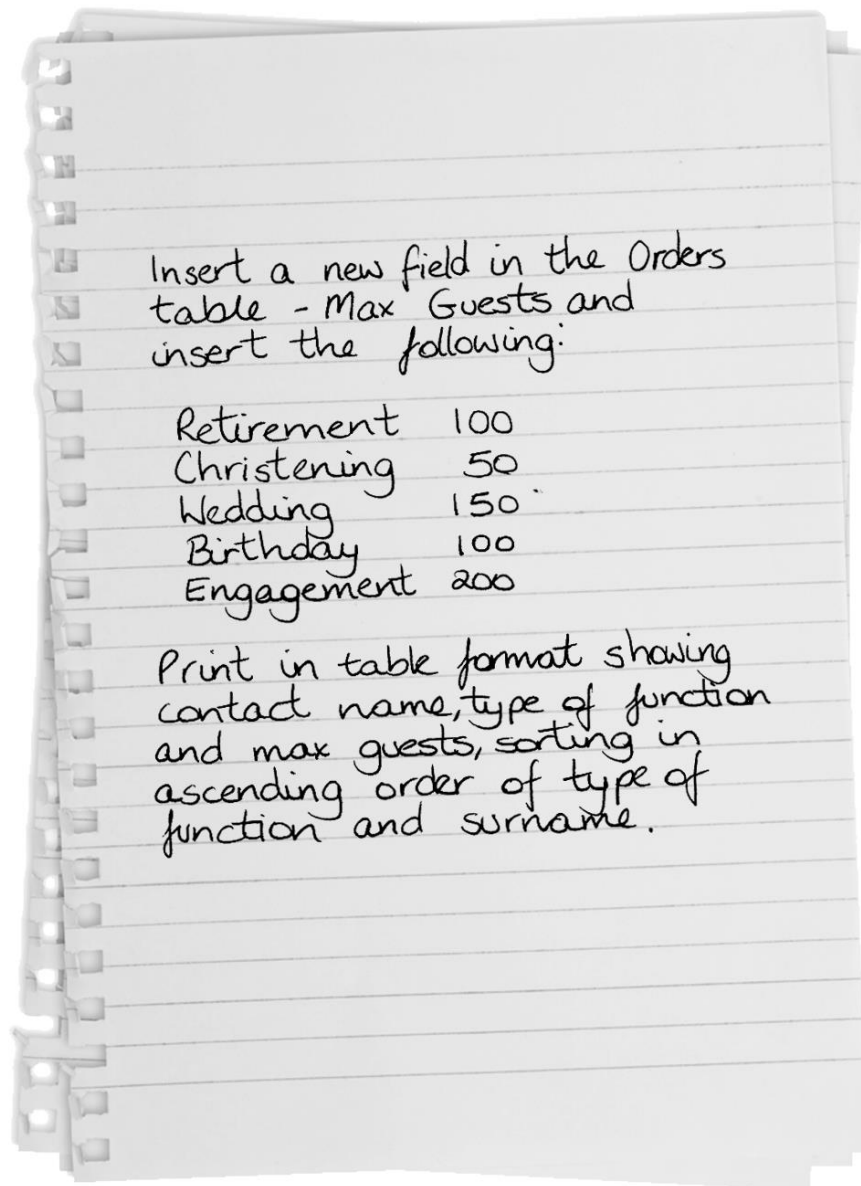
Thanks

Morven

Task 4

Complete the file **Customer Care**. This is a leaflet which will be available on the stand at the Good Food Exhibition. Print one copy.

Task 5

Potential customers who expressed an interest in our catering service at the Good Food Exhibition have been entered in the database **Functions.** Complete the database with the information below.

Insert a new field in the Orders table – Max Guests and insert the following:

Retirement   100
Christening   50
Wedding   150
Birthday   100
Engagement   200

Print in table format showing contact name, type of function and max guests, sorting in ascending order of type of function and surname.

Task 6

Our Health and Safety information for staff requires to be updated. Open the file **Health and Safety** and complete. Print one copy of the completed information sheet.

Task 7

Update the database with this new customer's details.

Print this record as a form.

Print a report of the functions taking place in December. The report should include contact name, telephone number, type and date function in that order and sorted by date and type of function. Insert an appropriate heading and our logo.

Telephone Message:

From Anna Travers

Name: Carlaway plc

Address: 565 Roman Road, Bearsden

G61 5ZW

Tel No: 01419520311

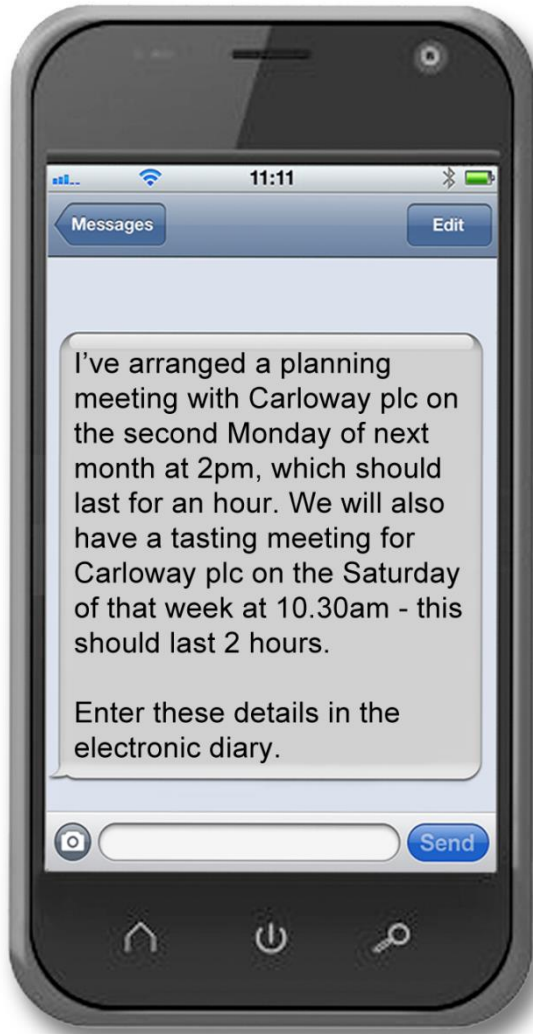E-mail: carlaway@yaha.com

Type of Function: Retirement

Budget £2,000

Customer No B618

Date of Function 26 September 2014

Task 8

Enter the following meetings in the electronic diary.

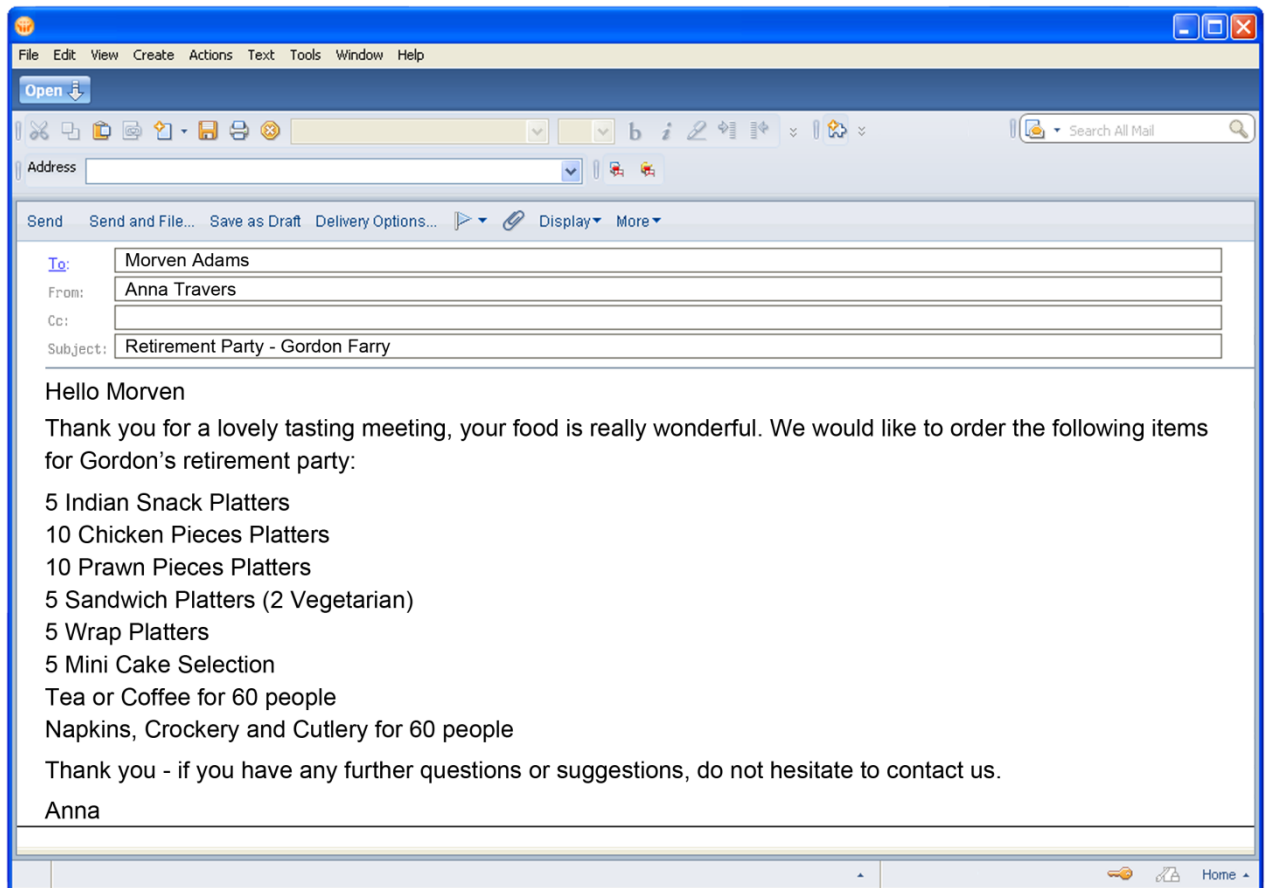Print a copy of the diary in weekly view.

Task 9

Carloway plc have telephoned and asked for a meeting about Gordon Farry's retirement party. Complete the file **Agenda**. Print a copy.

Task 10

The following e-mail has been received from Anna Travers at Carloway plc. Open the spreadsheet file **COSTS** and use the information in it and the e-mail to complete the cost sheet following all instructions.
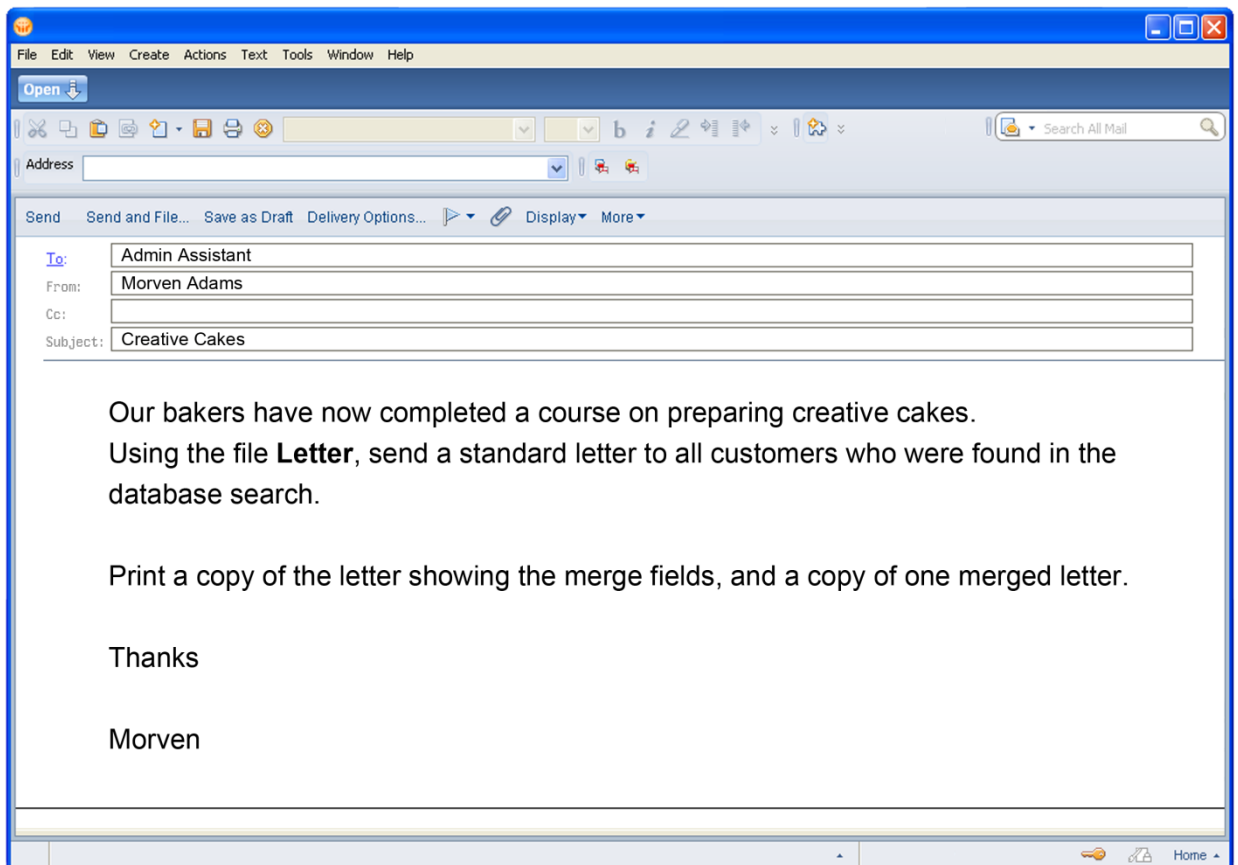
Print one copy of the cost sheet in value view with gridlines and one in formula view with gridlines and row and column headings.

File Edit View Create Actions Text Tools Window Help

Open

Address

Send   Send and File...   Save as Draft   Delivery Options...   Display ▾   More ▾

To: Morven Adams
From: Anna Travers
Cc:
Subject: Retirement Party - Gordon Farry

Hello Morven

Thank you for a lovely tasting meeting, your food is really wonderful. We would like to order the following items for Gordon's retirement party:

5 Indian Snack Platters
10 Chicken Pieces Platters
10 Prawn Pieces Platters
5 Sandwich Platters (2 Vegetarian)
5 Wrap Platters
5 Mini Cake Selection
Tea or Coffee for 60 people
Napkins, Crockery and Cutlery for 60 people

Thank you - if you have any further questions or suggestions, do not hesitate to contact us.

Anna

Task 11a

Search the database for all wedding and engagement functions. Print the name, address and type of function in table format.

Task 11b

File Edit View Create Actions Text Tools Window Help

Open

Address

Send   Send and File...   Save as Draft   Delivery Options...   Display ▾   More ▾

To: Admin Assistant

From: Morven Adams

Cc:

Subject: Creative Cakes

Our bakers have now completed a course on preparing creative cakes.
Using the file **Letter**, send a standard letter to all customers who were found in the database search.

Print a copy of the letter showing the merge fields, and a copy of one merged letter.

Thanks

Morven

Task 12

Create and print a customer survey card using the information below. Use a variety of fonts and shading where appropriate. The card will be e-mailed to customers after their function.

(Use headed paper)

STET   CUSTOMER ~~FEEDBACK~~ ~~SURVEY~~ CARD.

Customer Name:

Event: Date of Event:

Please rate our performance (✓) in the following areas.

UC

UC Quality of food

                    Excellent Very good Good Fair Poor

Presentation
Service
Value for Money

Would you recommend us to others? Yes/No*
*delete as appropriate

We are always looking for ways to improve our service, we would love to know if we could do anything better.
ANY SUGGESTIONS?

(monthly) Thank you for taking the time to complete this survey. You will now be entered into our ^ draw to win a tasty treat!

Appendix 1: Copyright

Task 1 image - Logo Sandwich Board. Front view of a Sandwich Board with Logo Plate. Isolated. Blank for Copy Space – Jojje/Shutterstock.com

Task 2a image - blank sticker glued to a wood board - Molodec/Shutterstock.com

Task 5 image - paper page notebook. textured isolated on the white backgrounds – HorenkO/Shutterstock.com

Task 8 image - Realistic mobile phone in iphone style with blank screen isolated on white background -   lculig/Shutterstock.com

Administrative information

Published: September 2013 (version 1.0)

History of changes

Version	Description of change	Authorised by	Date

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 2013

N5 Administration and IT
Assignment
Instructions to Teachers/Lecturers

Prior to candidates starting the Assignment, teachers and lecturers should ensure that the following e-files have been downloaded and are available for candidates to use. The files **must** be kept secure and must not be accessed by candidates prior to the Assignment being undertaken.

2014 To-do-list – this is a word processing files which may be useful for candidates to complete as they do the tasks. It is not compulsory and does not need to be handed in.

Letter – this is a word processing file

Health and Safety – this is provided as a publisher file and a word processing file

Functions – this is a database file (also provided as a file exported to Excel format to be used if required)

Exhibition – this is a powerpoint file

Customer Care – this is provided as a publisher file and a word processing file

Costs – this is a spreadsheet file

Agenda – this is a word processing file

Task 3 – email

Candidates should be supplied with a functioning email address so that they are able to send an email for this task. It is acceptable for this to be the teacher/lecturer's email address. Candidates will need to provide proof of the sent email only.