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 2016/17 only

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

Twelvetrees

This edition: February 2017 (version 1.0)

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.

Assignment Task

You work as an Administrative Assistant for Sean Burns, who is the Managing Director of Twelvetrees. Twelvetrees currently operate two holiday parks in Oban and Fort William which specialise in glamping. Customers have a range of choices in terms of accommodation and facilities at the parks. Some of the accommodation is privately owned and rented out by Twelvetrees on behalf of the owners.

The company is also in the process of opening a third park in Gairloch and this will be one of the main points to be discussed at the company's Annual General Meeting which is to be held in May 2017.

Your task is to complete some administrative tasks in preparation for the forthcoming AGM.

The tasks are listed below. You could use this as a to-do list and tick off each task as you complete it.
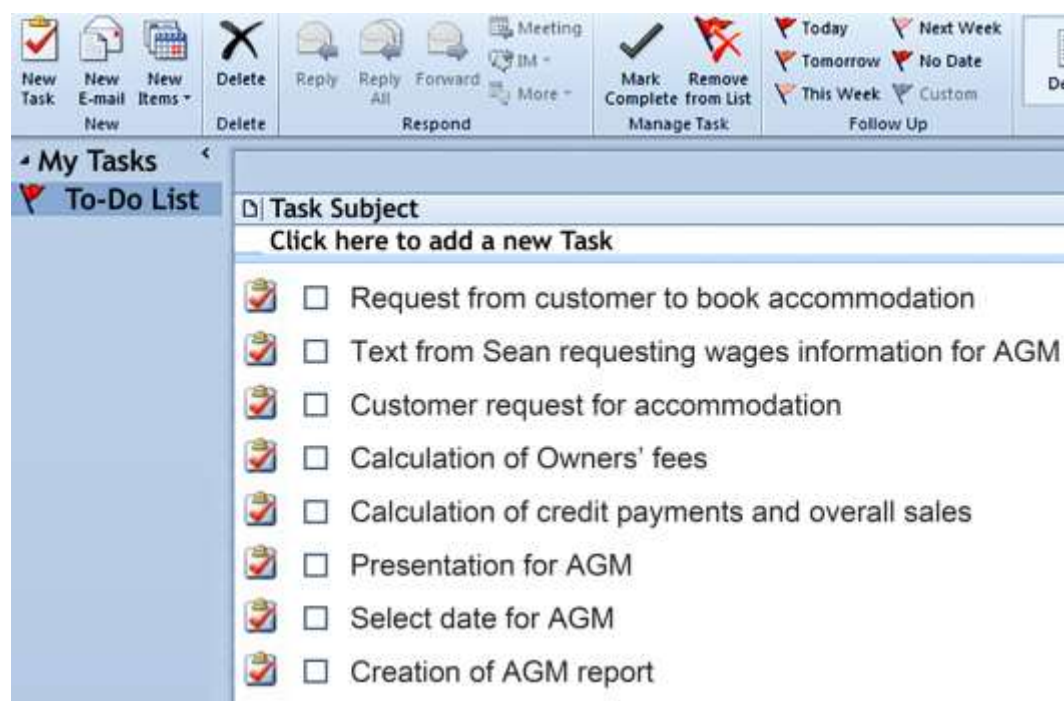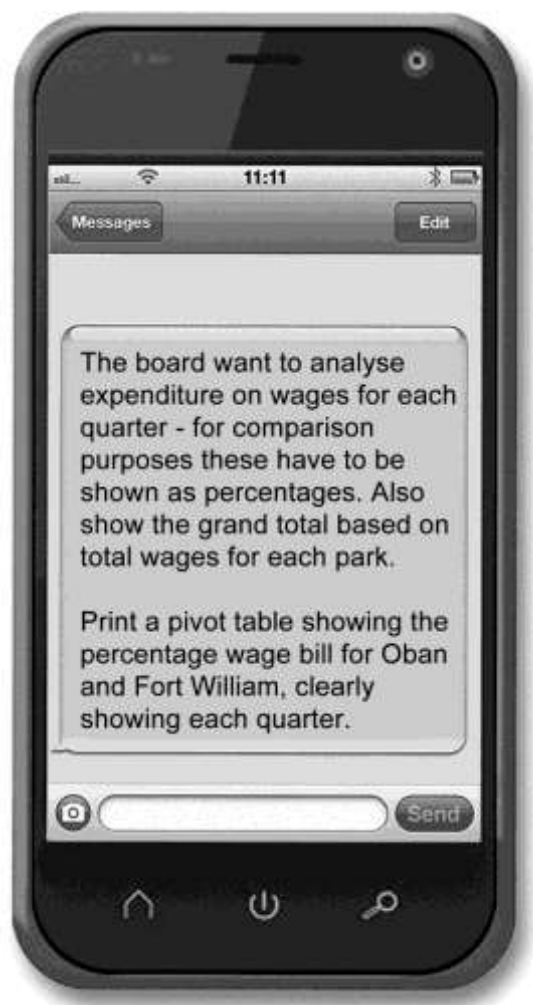
Create a form showing the customer details with a sub-form showing all their bookings.

Mrs Sutherland has sent in the booking form below — input all of this information into a form.

Print a copy of the form for Mrs Sutherland, only include all fields from the booking form below and a booking ID (this will be automatically generated).

TWELVETREES					
BOOKING FORM					
PERSONAL DETAILS					
TITLE	Mrs	**FIRST NAME**	Chelsea	**LAST NAME**	Sutherland
STREET	15 Canal Road			**TOWN**	Falkirk
POST CODE	FK3 7GF	**MOBILE NUMBER**		07398272721	
EMAIL	chelseasutherland@ayecloud.com		**RETURNING CUSTOMER**		No*
HOLIDAY DETAILS					
ACCOMMODATION NAME		Doc			
ARRIVAL DATE	28/7/17	**DEPARTURE DATE**	31/7/17	**NO OF NIGHTS**	3
FOR OFFICE USE ONLY	*Customer ID S300				

Message from Sean Burns

The board want to analyse expenditure on wages for each quarter - for comparison purposes these have to be shown as percentages. Also show the grand total based on total wages for each park.

Print a pivot table showing the percentage wage bill for Oban and Fort William, clearly showing each quarter.

Mrs Mason and her partner would like to book accommodation for 5 nights this summer. She has a budget of £500 in total. They will be accompanied by their 3 children who will make extensive use of the site's leisure facilities and hence the Mason's would like this to be included with the accommodation. The family enjoy cooking outdoors and so require the use of a barbecue.

Print a copy of the accommodation available to Mrs Mason. Include the name of the accommodation, the number of people the accommodation sleeps, price per night, facilities and the type.

Some of the accommodation on our site is privately owned. Twelvetrees takes bookings on behalf of these owners and charges a 10% fee per booking. Calculate the value of each booking made and the amount private owners receive from Twelvetrees after fees have been deducted.

Show this information in a report grouped by owner and sort by accommodation name. The total amount due to each owner and the overall amount due should be labelled appropriately. The report should have a relevant title that reflects the content and include the company logo at the top right hand side.

I have been working on the figures for the sales of the new development for the AGM. I require you to complete the worksheets using the following information:

- Calculate the number and value of each type of accommodation. Print this worksheet in both value and formulae view.

- All customers are required to pay a 10% deposit at the time of purchase.

- Customers were given a number of Payment Options to help to spread the cost of their purchase. Interest will be charged on the Payment Options as follows:

   o   Option 3 (Pay over 10 years) – 20%
   o   Option 2 (Pay over 5 years) – 10%
   o   Option 1 (Pay over 2 years) – 5%

Print a copy of the worksheet, on one page omitting the Accommodation Type and Sleeps columns. I will require value and formulae view.

Please find attached a presentation about our new holiday park called Strathbay near Gairloch. The presentation will be shown at our AGM but requires some changes to be made first. Please update the presentation using the information below as well as the comments in the file. These comments should be deleted once actioned.
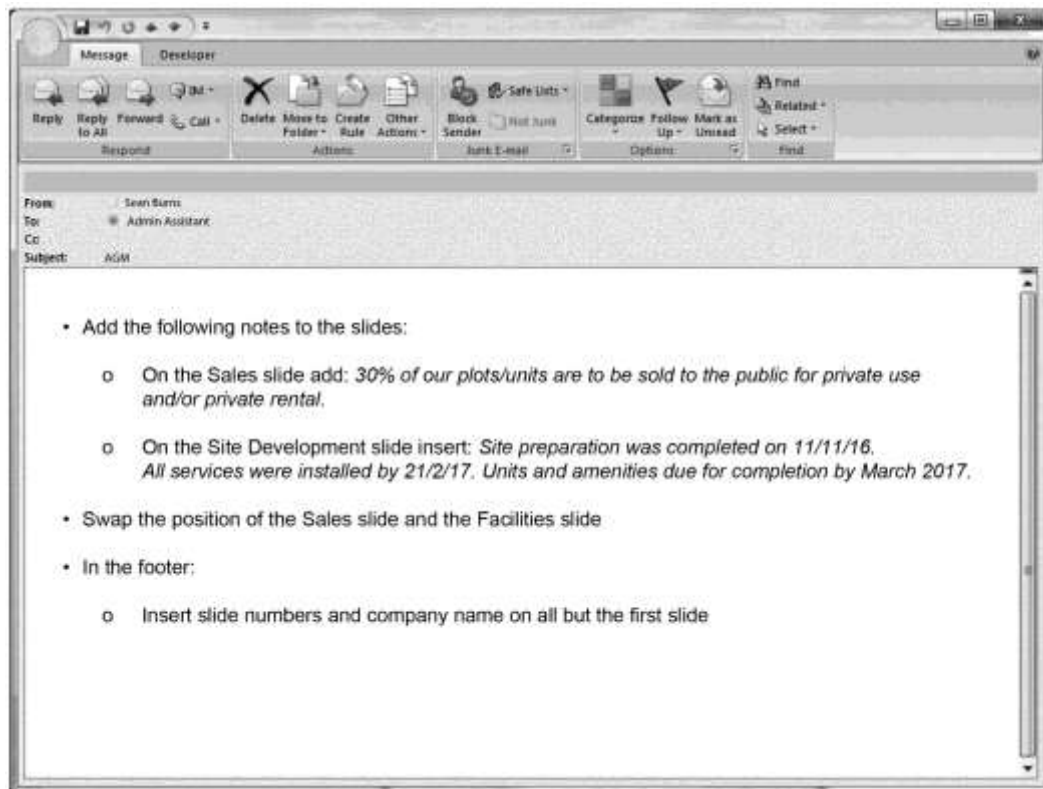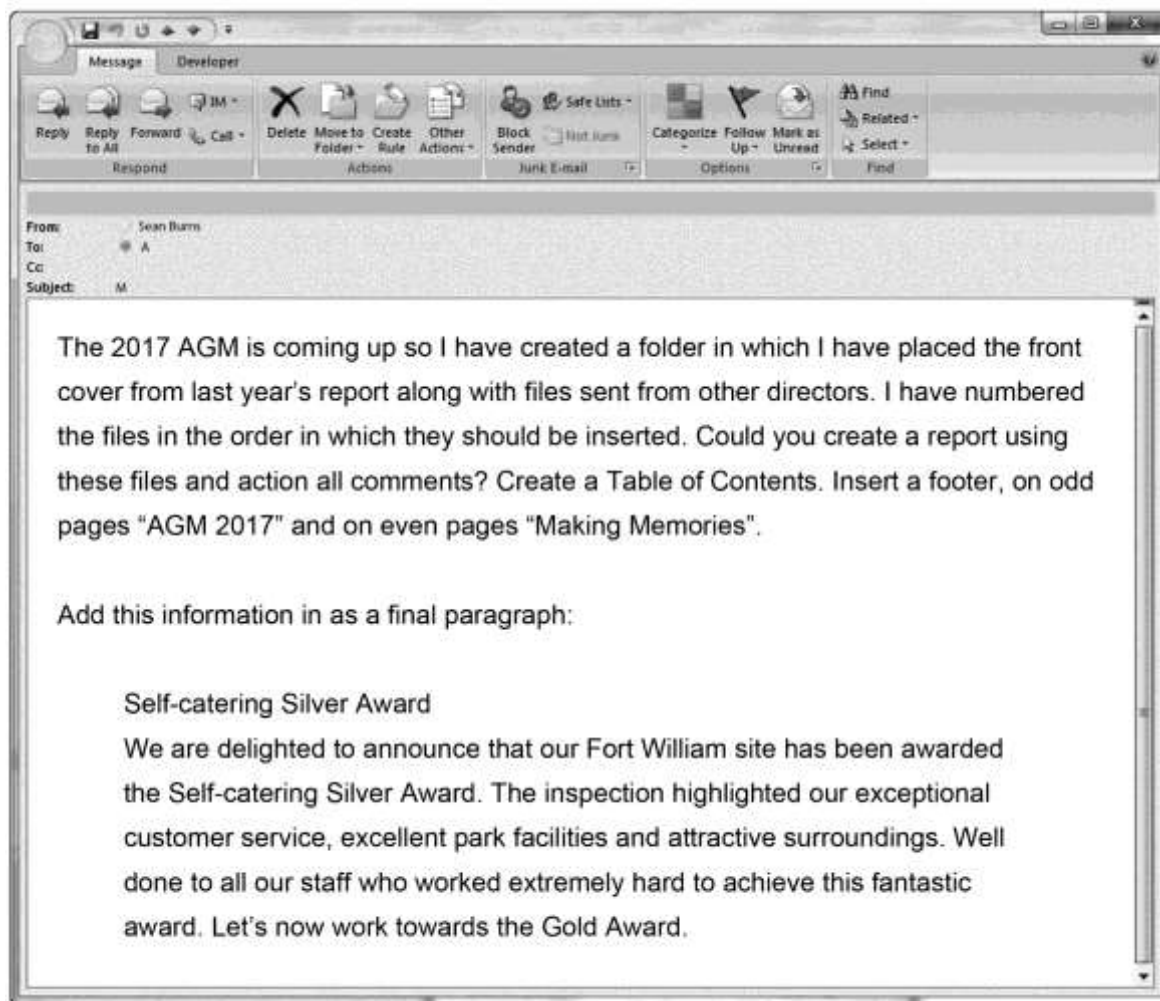

Print:
- a copy of the full presentation showing the notes
- a full page copy of the Location slide

Use the information from the group chat to enter the date and time into an ediary. Print in weekly view.

From: Sean Burm
To: A
Cc:
Subject: M

The 2017 AGM is coming up so I have created a folder in which I have placed the front cover from last year's report along with files sent from other directors. I have numbered the files in the order in which they should be inserted. Could you create a report using these files and action all comments? Create a Table of Contents. Insert a footer, on odd pages "AGM 2017" and on even pages "Making Memories".

Add this information in as a final paragraph:

Self-catering Silver Award
We are delighted to announce that our Fort William site has been awarded the Self-catering Silver Award. The inspection highlighted our exceptional customer service, excellent park facilities and attractive surroundings. Well done to all our staff who worked extremely hard to achieve this fantastic award. Let's now work towards the Gold Award.

Print the completed document as an A5 booklet.