

2003 Administration

Intermediate 2

Finalised Marking Instructions

TASK 1

DOGS NEED FAMILIES
202 Lambert Way Barchester BR33 2NT
email: dogsnfamilies@surfsolve.com
web: www.dogsnfamilies.org

Tel: 01234 933 9832

Fax: 01234 933 9830

MJ/Own Initials

Date as postmark

Dear Owner

DOG¹ TRAINING SERVICE

A well-behaved dog is a² happy dog! If your dog is well-trained³ you will be welcomed wherever you take⁴ him.

To be a good companion a⁵ dog needs some basic training. Remember - **a⁶ dog is for life** - you are in⁷partnership with your dog and training opens up⁸ a better line of communication between⁹ you. We, at Dogs Need Families, offer¹⁰ an excellent training service for you and¹¹ your canine friend.

Here are a few¹² useful training tips:

DO

- ❖ *use clear, short¹³ commands*
- ❖ *pat the dog's chest during obedience¹⁴ training if he is responding well*

DON'T¹⁵

- ❖ *leave a dog chained or tied*
- ❖ *use¹⁶ the dog's name as part of a¹⁷ command when calling him*

If you would¹⁸ like more information about the training services¹⁹ we offer, simply log-on to our website²⁰ or complete the tear-off slip below and²¹ return it to Jack Hart, Publications Editor.²²

Yours sincerely

Marcus Jones
Director

.....
Please send²³ me a copy of "The Good Dog²⁴ Guide".

Name

Address

.....

Intermediate 2 **Task 1 - Letter**

MARKS TO BE DEDUCTED

<i>Any change to template</i>	-1 mark
<i>Typographical error</i>	-1 mark per error (no max)
<i>Instructional error:</i> no reference actual date instead of “date as postmark” no subject heading inserted not printed on headed paper not fitting on one page any manuscript correction not carried out	-1 mark per error (no max)
<i>Inconsistencies:</i> Inconsistent use of hyphens Inconsistent use of dash Inconsistent spacing between paragraphs/before and after insert	-1 mark maximum per type of inconsistency
Incomplete document	See flags on document
Omission of text	Reduce total marks possible by -1 for every 7 words omitted or part of 7 words (no max)
Extraneous text	Deduct -1 mark for 7 extra words or part of 7 extra words (no max)
If letter signed	-1 mark

Other points arising from candidate scripts:

25 marks

Subject heading in wrong place	-1 mark
Accept underscore under DO and DON'T	
Accept initial capitals after bullets	
Yours <u>S</u> incerely	-1 mark if capital S
Own Name instead of Marcus Jones	-1 mark

Task 2a - PRINTOUT 1

Breed	Coat	Weight (kg)	Good with children	Grooming	Exercise level
Bichon Frise	fine, silky	5	Yes2		M
Boxer	short, straight	33	Yes0		A
Cocker Spaniel	flat, silky	12	YesP		A
German Shepherd	short or long double	38	Yes2		A
Golden Retriever	flat or wavy	34	Yes2		A
Japanese Akita	stiff outercoat	49	No0		R
Poodle	dense, rough, curly	27	YesP		A
Rottweiler	medium, straight	54	NoP		M
Scottish Terrier	coarse, soft undercoat	10	YesP		M
Shar Pei	loose, moderately rough	24	No0		D

AWARD:

Field names **total of 1 mark** (only if all entries accurate and completely visible with consistent capitalisation)

Per row **1½ marks** (only if all entries accurate and completely visible)

Alphabetical sort **1 mark**

DEDUCT:

Column/s omitted

Insertion of extra column/s

Capitalisation

Insertion of kgs and lbs in 'weight' field

No abbreviations for 'grooming' and 'exercise level' field

-2 marks for each column omitted – no max

-2 marks max

-1 mark max if breeds of dog not all initial capitals

-1 mark max

-1 mark max per field

17 marks

Task 2b - PRINTOUT 1						
Breed	Coat	Weight (kg)	Daily food allowance (g)	Good with children	Grooming	Exercise level
Bichon Frise	fine, silky	5	80	Yes2		M
Boxer	short, straight	33	240	Yes0		A
Cocker Spaniel	flat, silky	12	100	YesP		A
German Shepherd	short or long double	38	290	Yes2		A
Golden Retriever	flat or wavy	34	240	Yes2		A
Japanese Akita	stiff outercoat	49	335	No0		R
Old English Sheepdog	shaggy, coarse outercoat	36	270	Yes7		A
Poodle	dense, rough, curly	27	200	YesP		A
Rottweiler	medium, straight	54	350	No1		A
Scottish Terrier	coarse, soft undercoat	10	100	YesP		M

AWARD:

- Add field **1 mark** for field name (only if accurate and completely visible and capitalisation consistent with other field names)
- Details in new field **1½ marks** (only if all entries accurate and completely visible)
- Delete record **½ mark**
- Amend record **1 mark** (half mark each amendment)
- Add record **1½ marks** (only if accurate and completely visible. Apply same principles as in 2A, but do not deduct for lower case in “Old English Sheepdog”.)
- Alphabetical sort **½ mark**
- Correct field order **1 mark**

7 marks

Task 2b - PRINTOUT 2		
Breed	Exercise level	Daily food allowance (g)
Rottweiler	A	350
German Shepherd	A	290
Old English Sheepdog	A	270

AWARD:

Correct records **2 marks** (only if completely visible)

Correct fields **1 mark** (only if completely visible)

3 marks

Consequential errors possible from Task 2b printout 1 (Old English Sheepdog record not inserted or deletion of wrong record) – do not penalise

TASK 2C

PRINTOUT 1

ESTIMATED COST OF YOUR DOG						
Item	1st Quarter Jan-Mar	2nd Quarter Apr-Jun	3rd Quarter Jul-Sept	4th Quarter Oct-Dec	Annual Cost per Item	
Insurance	✓ £27.00	£27.00	£27.00	£27.00	✓ £108.00	
Booster injection			✓ £19.87		✓ £19.87	
Food	✓ £104.85	£104.85	£104.85	£104.85	✓ £419.40	
Dog walking service				✓ £55.00	✓ £55.00	
Kennels			✓ £105.00		✓ £105.00	
Grooming	✓ £25.00	£25.00	£25.00	£25.00	✓ £100.00	
Sundries	£10.00	£10.00	£10.00	✓ £20.00	✓ £50.00	
Quarterly Total (all items)	✓ £166.85	✓ £166.85	✓ £291.72	✓ £231.85		
				Total Annual Cost	✓ £857.27	
				Average Monthly Cost	✓ £71.44	
90%						

AWARD:

1/2 mark for each correct entry as indicated by (✓) above [20 ticks = 10 possible marks]
 [Take account of possible *consequential errors* in the column *Annual Cost per Item* and in the rows *Quarterly Total (all items)*; *Total Annual Cost*; and *Average Monthly Cost*.]

Delete row 1/2 mark
 Insert row 1/2 mark (if “Kennels” correctly keyed in and row inserted in correct place)
 Printed on one page 1 mark

12 marks

PRINTOUT 2

TASK 2C

Item	1st Quarter Jan-Mar	2nd Quarter Apr-Jun	3rd Quarter Jul-Sept	4th Quarter Oct-Dec	Annual Cost per Item
Insurance	£28.50	£28.50	£28.50	£28.50	£114.00

AWARD:

Correct figures

1 mark (only if completely accurate)

Requested rows only

1 mark

2 marks

**TASK 2C
PRINTOUT 3**

ESTIMATED COST OF YOUR DOG						
Item	1st Quarter Jan-Mar	2nd Quarter Apr-Jun	3rd Quarter Jul-Sept	4th Quarter Oct-Dec	Annual Cost per Item	
Booster injection			19.87		=SUM(B3:E3)	
Dog walking service				=5.5*10 ▼	=SUM(B4:E4)	
Food	=34.95*3		=34.95*3	(1 mark) =34.95*3	=SUM(B5:E5)	
Grooming	25	25	25	25	=SUM(B6:E6)	
Insurance	=30*\$A\$12	=30*\$A\$12	=30*\$A\$12	(1 mark) =30*\$A\$12	=SUM(B7:E7)	
Kennels			=7.5*14 ▼		=SUM(B8:E8)	
Sundries	10	10	10	20	=SUM(B9:E9)	
Quarterly Total (all items)	=SUM(B3:B9)	=SUM(C3:C9)	=SUM(D3:D9)	=SUM(E3:E9) ▼		
				Total Annual Cost	=SUM(F3:F9)	▼
0.95				Average Monthly Cost	=F11/12	▼

▼ if all correct

AWARD:

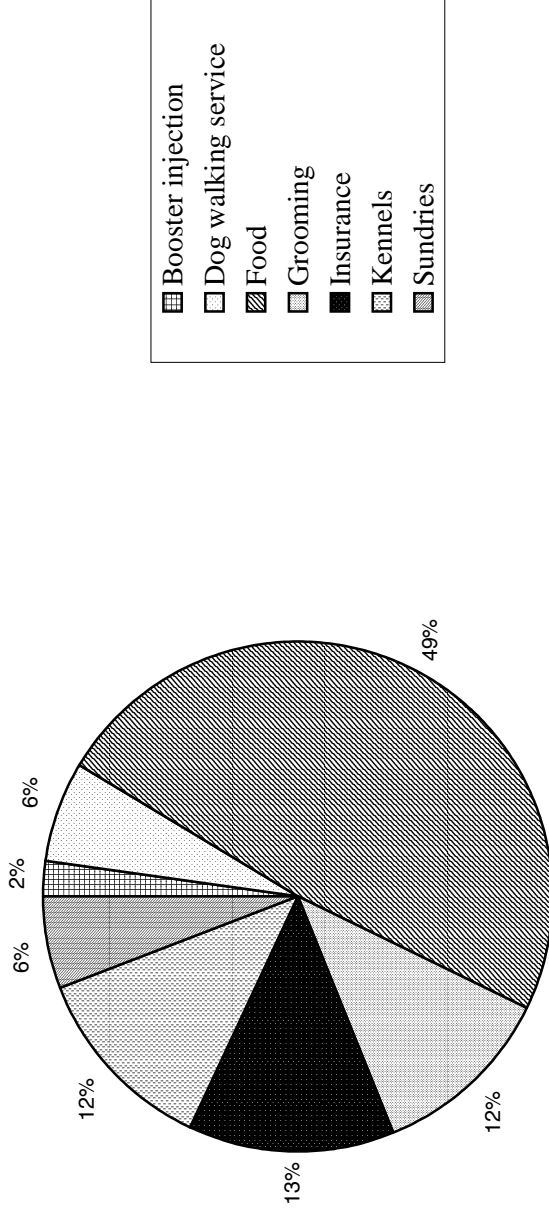
1/2 mark for each correct entry as indicated by (▼ s) above and **one full mark** where indicated.

Alphabetical sort

1 mark

6 marks

Annual Cost of your Dog



AWARD:

- Title **1 mark** (if accurate)
- Percentage breakdown **1/2 mark**
- Legend **1/2 mark**
- Separate sheet **1 mark**

ONLY AWARD MARKS IF PIE CHART PRESENTED

3 marks

TASK 3

1. As an Administrative Assistant you would expect to have a formal job description.

a) List **3** duties which might appear in your job description.

Photocopying, filing, faxing, reception duties, using variety of software applications (only one mark max for mentioning software applications), stock control, making travel arrangements, making arrangements for meetings, general administrative tasks.

Any three duties, 1 mark each

3 marks

b) As an employee, state **2** ways in which the firm's organisation chart might be helpful to you.

Lets you see:

Overall size and structure of organisation

Reporting structures

Lines of communication

Relationshipship of departments/managers in organisation

Any other suitable.

Any two ways, 1 mark each

2 marks

<p>2. Employees working from home often use e-mail to communicate with the office.</p> <p>a) How would an employee send a file to the office using e-mail?</p> <p><i>As an attachment</i></p> <p>b) Describe 2 other useful features of e-mail when communicating with colleagues.</p> <p>(Accept advantages only if comparison made eg faster than sending letter in post)</p> <p><i>You can:</i></p> <p><i>Forward, print, file, delete, delay sending the message</i></p> <p><i>Mark the message urgent</i></p> <p><i>Use address book, distribution lists, automatic signature</i></p> <p><i>Check when an e-mail message was opened and read</i></p> <p><i>Leave a message at any time of day or night</i></p> <p><i>Only accept 'attachment' if not given as answer to 2a</i></p> <p><i>Any other suitable.</i></p> <p>Any two features, 1 mark each</p>	<p>1 mark</p> <p>2 marks</p>
<p>3. It is essential that employees are familiar with legislation covering the use of information in the workplace.</p> <p>a) Name the legislation which governs data protection throughout the European Union.</p> <p><i>Data Protection Acts 1984 and 1998</i></p> <p>(1 mark must have at least one correct date)</p> <p>b) What is meant by a data subject?</p> <p><i>a person/organisation about whom information is held on a computer</i></p>	<p>1 mark</p> <p>1 mark</p>

4. The security of equipment and data is vital to an organisation. For each of the following, give **2** ways in which an organisation might protect:

a) computing equipment

lock unattended offices
don't locate on ground floor
bolt equipment to desk
use electronic tagging
use security chains

Accept references to controlled entry to premises eg
CCTV

security guards
swipe cards
iris recognition
Any other suitable

Any two ways, 1 mark each

2 marks

b) electronically stored data

issue computer users with passwords to prevent unauthorised access
change passwords frequently
lock away portable disks

back-up information held on computers in case of theft or damage

anti-virus software
use of firewall
iris recognition
use of dongle
Any other suitable

Any two ways, 1 mark each

2 marks

5. a) What does an itinerary tell the business traveller?

*Details of
travel,
accommodation and
events
for a trip.*

Three emboldened points, 1 mark each – Accept specific references to each category eg times of flights, name of hotel, venue for meeting

3 marks

b) State how the information in the itinerary would be organised.

In order of date and time.

1 mark

c) In addition to the itinerary name **2** pieces of documentation the business traveller might need for a business trip.

*Travel tickets
Relevant maps
Relevant papers for meetings/s eg Agenda, reports, presentation materials
Letters/faxes of confirmation
Current passport/visa
Travel guides
Any other suitable*

Any two pieces of documentation, 1 mark each

2 marks

6. An Annual General Meeting is required by law:

a) Name **2** items which might be discussed by shareholders at the Annual General Meeting of a company.

Minutes of previous meeting or any follow up action

Performance of company during year

Future business plans

Election of office bearers

Any other suitable

Any two items, 1 mark each

2 marks

b) The Annual General Meeting is a formal business meeting. Name **one** other type of formal business meeting.

Extraordinary General Meeting (EGM)

Board Meeting

Standing Committee Meeting

Any other suitable

Any one

1 mark

c) Give **one** duty which would be carried out during a meeting by:

i) the Chairperson;

Sign minutes of previous meeting

Work through agenda

Give everyone opportunity to speak

Sum up

Put matters to vote (when necessary)

Any other suitable

Any one

1 mark

ii) the Secretary.

Read minutes of previous meeting

Read apologies

Take minutes

Ensure chairperson signs previous minutes

Assist chairperson throughout meeting

Any other suitable

Any one

1 mark

END OF MARKING INSTRUCTIONS

Total 25 marks