



2010 Administration

Intermediate 1

Finalised Marking Instructions

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TASK 1a

All data must be *accurate* and *visible* to be awarded marks.

First Name	Surname	Address	Town	Postcode	Date of Birth	Emergency Contact	Telephone No	Special Diet
Zaheer	Raza	5B St Andrews Avenue	Dufftown	AB37 4FG	12/02/1996	Iqbal Raza	01340314012	No
Paula	Pilarska	4 Seafield Grove	Dufftown	AB37 5TK	28/01/1997	Kristoph Pilarska	01340718122	No
Oliver	Thomson	15 Everard Street	Dufftown	AB37 5WB	12/06/1996	Harry Thomson	07781240193	Yes
Joseph	Anderson	145 George Square	Craigellachie	AB38 6MH	05/06/1996	Karen Livingstone	01340114509	No
Alexander	McNulty	12 Castle Street	Craigellachie	AB38 7UN	16/07/1996	Joe McNulty	01340511293	No
Amy	Queen	9 High Street	Grantown on Spey	PH25 2RG	01/01/1997	Fergus Queen	07789123400	No
Kathleen	Mackie	41 Woodlands Drive	Grantown on Spey	PH26 2ZT	16/04/1996	Gordon Mackie	01479411204	Yes
Kirsty	Cheung	Riverview Cottage	Grantown on Spey	PH26 6BX	15/05/1996	Kin Cheung	01479817120	No
Hilary	Ferguson	Tomnavoulin	Grantown on Spey	PH26 7YH	21/03/1997	Sean Ferguson	07779812345	Yes
Jack	Summers	21 Woodlands Terrace	Grantown on Spey	PH26 9AS	19/11/1996	Robert Anderson	01479612509	No
Michelle	Atkinson	41 West End Gardens	Grantown on Spey	PH26 8YY	24/08/1994	Tommy Ralston	07765193477	No
Ryan	Campbell	66 Castle Street	Craigellachie	AB38 7UN	29/03/1995	Fiona Gregory	01340817134	Yes

2D

1E

1E

2A

2A

1P

AWARD:

Delete records – Caitlin Hughes and Derek O’Brien (1 mark per record)	2 marks	D
Add records – Michelle Atkinson and Ryan Campbell (-1 per error, max -2 per record)	4 marks	A
Amendment to Paula Pilarska’s Date of Birth	1 mark	E
Change Jack Summer’s Emergency Contact and No	1 mark	E
Print whole database, using landscape layout	1 mark	P
Total	9 marks	

NOTE

- If spaces in telephone numbers -1 max for task
- Inconsistent capitalisation within each record -1 max per record
- Special Diet field must be either tick box or Yes/No otherwise -1 max for task
- If no Task 1a Printout – max 4 marks on Task 1b Printout

TASK 1b

All data must be *accurate* and *visible* to be awarded marks.

1H

1E

1F

1A

First Name	Surname	Date of Birth	Contact	Telephone No	Special Diet	Diet Details
Joseph	Anderson	05/06/1996	Karen Livingstone	01340114509	No	
Michelle	Atkinson	24/08/1994	Tommy Ralston	07765193477	No	
Ryan	Campbell	29/03/1995	Fiona Gregory	01340817134	Yes	Vegetarian
Kirsty	Cheung	15/05/1996	Kin Cheung	01479817120	No	
Hilary	Ferguson	21/03/1997	Sean Ferguson	07779812345	Yes	Vegetarian
Kathleen	Mackie	16/04/1996	Gordon Mackie	01479411204	Yes	Nut Allergy
Alexander	McNulty	16/07/1996	Joe McNulty	01340511293	No	
Paula	Pilarska	28/01/1997	Kristoph Pilarska	01340718122	No	
Amy	Queen	01/01/1997	Fergus Queen	07789123400	No	
Zaheer	Raza	12/02/1996	Iqbal Raza	01340314012	No	
Jack	Summers	19/11/1996	Robert Anderson	01479612509	No	
Oliver	Thomson	12/06/1996	Harry Thomson	07781240193	Yes	Vegan

1S

2A

AWARD:

1P

Hide Address, Town and Postcode fields	1 mark	H
Change field Emergency Contact to Contact	1 mark	E
Add and complete field Diet Details: <ul style="list-style-type: none"> add field heading accurate entries correct (-1 per error, max -2) 	1 mark 1 mark 2 marks	F A A
Sort alphabetical order of Surname	1 mark	S
Print on one page	1 mark	P
Total	8 marks	

NOTE

- Fields must be hidden – not reduced width
- Capitalisation in field names must be initial capitals otherwise -1 max per task
- If Vegetarian is consistently incorrect -1 max
- Capitalisation of Diet Details field must be as copy otherwise -1 max per task
- If no Printout 1b – **max 4** awarded on Printout 1c

TASK 1c

All data must be *accurate* and *visible* to be awarded marks.

First Name	Surname	Diet Details	
Oliver	Thomson	Vegan	2F
Kathleen	Mackie	Nut Allergy	
Hilary	Ferguson	Vegetarian	
Ryan	Campbell	Vegetarian	1R

AWARD:

Correct records	1 mark	R
Print correct fields (all or nothing)	2 marks	F
Total	3 marks	

NOTE

- Be aware of consequentiality

TASK 2a

All data must be *accurate* and *visible* to be awarded marks.

Record of Payments 1H 1F					1H 1F
<i>Pupil's Name</i>	<i>Year</i>	<i>Deposit Paid</i>	<i>First Payment</i>	<i>Second Payment</i>	<i>Total Paid</i>
Hilary Ferguson	S3	£20	£50	£100	£170
Zaheer Raza	S3	£20	£100	£70	£190
Paula Pilarska	S3	£20	£20	£110	£150
Oliver Thomson	S3	£20	£25	£50	£95
Amy Queen	S3	£20	£75	£75	£170
Joseph Anderson	S3	£20	£50	£100	£170
Alexander McNulty	S3	£20	£50	£100	£170
Jack Summers	S3	£20	£40	£80	£140
Kathleen Mackie	S3	£20	£100	£40	£160
Kirsty Cheung	S3	£20	£50	£100	£170
Michelle Atkinson	S5	£20	£100	£75	£195
Ryan Campbell	S5	£20	£50	£100	£170

1H 1F

1F
1P

2A

2A

1A

2A

2A

AWARD:

Main heading: <ul style="list-style-type: none">entered correctlyformatted to size 14 and bold	1 mark 1 mark	H F
Column headings: <ul style="list-style-type: none">entered correctlyformatted (centre, italics and wrap)	1 mark 1 mark	H F
Pupil's Name column – data entered correctly (-1 per error, max -2)	2 marks	A
Year column – data entered correctly (-1 per error, max -2)	2 marks	A
Deposit Paid column – data entered correctly	1 mark	A
First Payment column – data entered correctly (-1 per error, max -2)	2 marks	A
Second Payment column – data entered correctly (-1 per error, max -2)	2 marks	A
Add column headed Total Paid: <ul style="list-style-type: none">in correct place and accurateformatted appropriately	1 mark 1 mark	H F
All cells formatted appropriately	1 mark	F
Printing instruction carried out correctly: <ul style="list-style-type: none">value view, on one page, show gridlines (no row/column headings)	1 mark	P
Total	17 marks	

NOTE

- Inconsistent capitalisation -1 max per task
- Do not award main heading format mark if column headings font size 14 and/or bold
- Do not award column heading format mark if main heading is centre/italic/wrap
- Only award format mark if column headings in C-E are wrapped – as shown in task
- Accept currency or accounting format

- Total Paid formula and Replication marked in Task 2b

- Total Paid column need not be wrapped
- If no printout for Task 2a – max 16 marks in value Printout 2b – all but **1P**
- If no printout for Task 2a or 2b – max 14 marks in formula Task 2b Printout 2 – no **1F** column headings, **1F** all cells formatted appropriately, no **1P**

TASK 2b – Printout 1

All data must be *accurate* and *visible* to be awarded marks.

Record of Payments							
Trip to London	1P	1H	1F				1C
<i>Pupil's Name</i>	<i>Year</i>	<i>Deposit Paid</i>	<i>First Payment</i>	<i>Second Payment</i>	<i>Total Paid</i>	1C <i>School's Contribution</i>	<i>Final Payment Due</i>
Hilary Ferguson	S3	£20	£50	£100	£170	£95	£60
Zaheer Raza	S3	£20	£100	£70	£190	£95	£40
Paula Pilarska	S3	£20	£20	£110	£150	£95	£80
Oliver Thomson	S3	£20	£25	£50	£95	£95	£135
Amy Queen	S3	£20	£75	£75	£170	£95	£60
Joseph Anderson	S3	£20	£50	£100	£170	£95	£60
Alexander McNulty	S3	£20	£50	£100	£170	£95	£60
Jack Summers	S3	£20	£40	£80	£140	£95	£90
Kathleen Mackie	S3	£20	£100	£40	£160	£95	£70
Kirsty Cheung	S3	£20	£50	£100	£170	£95	£60
Michelle Atkinson	S5	£20	£100	£75	£195	£70	£60
Ryan Campbell	S5	£20	£50	£100	£170	£70	£85
Total	1L				£1,950	£1,090	£860

2A

1P

AWARD:

Sub heading: <ul style="list-style-type: none"> in correct place entered correctly correct formatting (size 12 and bold) 	1 mark 1 mark 1 mark	P H F
School's Contribution column: <ul style="list-style-type: none"> accurate, in correct place and appropriately formatted data correctly entered and formatted appropriately 	1 mark 2 marks	C A
Final Payment Due column: <ul style="list-style-type: none"> accurate, in correct place and appropriately formatted 	1 mark	C
Total row: <ul style="list-style-type: none"> label is accurate, in correct place and formatted correctly (bold) 	1 mark	L
Printing instruction carried out correctly: <ul style="list-style-type: none"> value view, on one page, show gridlines (no row/column headings) 	1 mark	P
Total	9 marks	

NOTE

- Inconsistent capitalisation -1 max per task
- Sub-heading must be in A2 or A3
- Ignore extra blank row below/above sub-heading
- Column headings must be formatted consistently (centred, italics, wrapped) otherwise -1 max
- Be aware of consequentiality when awarding formatting marks
- If no value Task 2b Printout 1 – **max 6** marks in formula Task 2b Printout 2 (**1A** for School's Contribution column)

TASK 2b – Printout 2

All data must be *accurate* and *visible* to be awarded marks.

	A	B	C	D	E	F	G	H
1	Record of Payments							
2	Trip to London							
3	<i>Pupil's Name</i>	<i>Year</i>	<i>Deposit Paid</i>	<i>First Payment</i>	<i>Second Payment</i>	<i>Total Paid</i>	<i>School's Contribution</i>	<i>Final Payment Due</i>
4	Hilary Ferguson	S3	20	50	100	1F =SUM(C4:E4)	95	=325-F4-G4 1F
5	Zaheer Raza	S3	20	100	70	=SUM(C5:E5)	95	=325-F5-G5
6	Paula Pilarska	S3	20	20	110	=SUM(C6:E6)	95	=325-F6-G6
7	Oliver Thomson	S3	20	25	50	=SUM(C7:E7)	95	=325-F7-G7
8	Amy Queen	S3	20	75	75	=SUM(C8:E8)	95	=325-F8-G8
9	Joseph Anderson	S3	20	50	100	=SUM(C9:E9)	95	=325-F9-G9
10	Alexander McNulty	S3	20	50	100	=SUM(C10:E10)	95	=325-F10-G10
11	Jack Summers	S3	20	40	80	=SUM(C11:E11)	95	=325-F11-G11
12	Kathleen Mackie	S3	20	100	40	=SUM(C12:E12)	95	=325-F12-G12
13	Kirsty Cheung	S3	20	50	100	=SUM(C13:E13)	95	=325-F13-G13
14	Michelle Atkinson	S5	20	100	75	=SUM(C14:E14)	70	=325-F14-G14
15	Ryan Campbell	S5	20	50	100	1R =SUM(C15:E15)	70	=325-F15-G15 1R
16	Total					=SUM(F4:F15)	=SUM(G4:G15)	=SUM(H4:H15)

AWARD:

Total Paid column (from Task 2a):		
• suitable formula used in cell F4	1 mark	F
• replication	1 mark	R
Final Payment Due column:		
• suitable formula used in cell H4	1 mark	F
• replication	1 mark	R
Total row		
• suitable formula used in cell F16	1 mark	F
• replication	1 mark	R
Printing instruction carried out correctly:		
• formula view, on one page, show gridlines and row/column headings	1 mark	P
Total	7 marks	

NOTE

- Candidates need not use SUM function
- Suitable formula refers to the use of cell references
- If additional cells are completed in Total row do not award replication mark
- If no formula Printout 2 – no marks can be awarded

TASK 2c – Printout 1

All data must be *accurate* and *visible* to be awarded marks.

Record of Payments

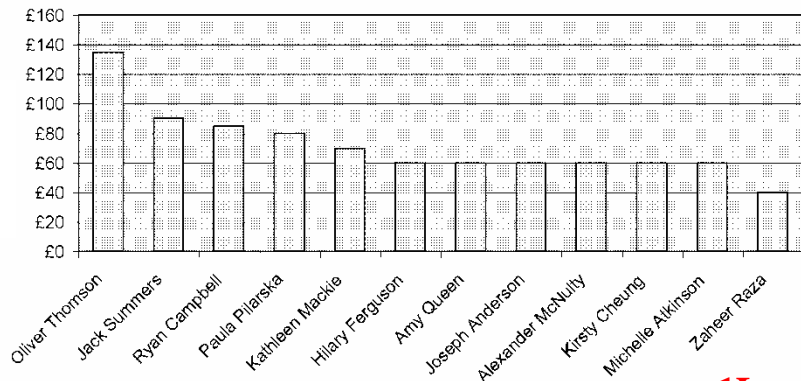
Trip to London

1H Pupil's Name	Final Payment Due
Oliver Thomson	£135
Jack Summers	£90
Ryan Campbell	£85
Paula Pilarska	£80
Kathleen Mackie	£70
Hilary Ferguson	£60
Amy Queen	£60
Joseph Anderson	£60
Alexander McNulty	£60
Kirsty Cheung	£60
Michelle Atkinson	£60
Zaheer Raza	£40
Total	£860

1S

Trip to London - Final Payments

1T



1B

1D

1L

AWARD:

1P

Hide columns B-G	1 mark	H
Sort order	1 mark	S
Chart:		
• type - bar	1 mark	B
• correct source data	1 mark	D
• chart title accurate and meaningful labels (all pupil names must be visible)	1 mark	T
• legend meaningful or removed	1 mark	L
Printing instruction carried out correctly:		
• chart and data on same sheet		
• all information visible	1 mark	P
Total	7 marks	

NOTE

- Accept bar or column chart
- Accept title in block capitals
- Be aware of consequentiality
- Ignore gridlines/row and column headings
- If formula view – do not award **1P**

TASK 3 – Printout 1



Group Booking Form

Name of Group/Organisation	Speyside Community High School	
Contact Name	William McClelland	
Job Title	Principal Teacher Social Subjects	
Contact Tel No	07782349126	2A
Group Size	No of adults - 2 No of children - 12	1A
Board (Please underline as appropriate)	Room Only <u>Bed and Breakfast</u> Dinner, Bed and Breakfast	1U
Room Type	No of single rooms - 2 No of twin rooms - 6 No of double rooms - 0	1A
Date of Arrival	4 October 2010	
Date of Departure	8 October 2010	1A
No of Nights	4	1A

Special Requests

Please use the space below to provide any additional information.

Our group will be checking in at approximately 1830 hours on the date of¹ arrival – please hold our rooms until this time.

1M
Due to our late arrival we request² that an evening meal be provided on the first day of our stay **only**.
1M

Early³ breakfasts are required for the following **dates and times**:

- Thursday 7 October 2010 at 0630 hours⁴
- Friday 8 October 2010 at 0600 hours

1M

1M

We would also like to request daily packed lunches. Please⁵ find below details of those in our party who have special dietary requirements:

First Name	Surname	Diet Details
Oliver	Thomson	Vegan
Kathleen	Mackie	Nut Allergy
Hilary	Ferguson	Vegetarian
Ryan	Campbell	Vegetarian

1I

1A

1P

TASK 3 – Printout 1 (continued)

AWARD:

Contact details entered correctly (-1 per error, max -2 marks) • Name of Organisation, Contact Name, Job Title, Contact Tel No	2 marks	A
Group Size details entered correctly	1 mark	A
Board details underlined	1 mark	U
Room Type details entered correctly	1 mark	A
Arrival and departure dates entered correctly including year (using an acceptable and consistent format)	1 mark	A
No of Nights entered correctly	1 mark	A
Keying in of Special Requests: • one mark for accurate text in each flagged section (6 sections) • all text within sections should be completed accurately • excludes manuscript corrections	6 marks	
Manuscript corrections: • NP • stet • trs • bullets	1 mark 1 mark 1 mark 1 mark	M M M M
Database search: • inserted in correct place • as per Task 1c	1 mark 1 mark	I A
Print on one page – must be portrait	1 mark	P
Total	20 marks	

NOTE

- If original information in form has been deleted/alterd -1 max
- -1 max per cell
- Accept Social Subjects Department in Name of Group/Organisation if school name also included
- Accept Bill McClelland, Mr McClelland
- Accept PT Social Subjects, Principal Teacher of Social Subjects or suitable variation
- No space in telephone number
- Group Size – accept 2 (members of) staff, 12 children
- Room Type – accept 2 rooms, 6 (twin) rooms, 0 or blank
- Date of Arrival/Departure – accept with or without day – must include year
- Inconsistent capitalisation within the form table -1 max
- If italics formatting is continued into Special Requests do not award flag **1**
- If formatting of dates in Special Requests does not match copy do not award flag **4**
- If spreadsheet has been inserted instead of search do not award **1I** or **1A**
- If search title is included it must be meaningful or blank or do not award **1A**
- Accept search if field names not included

Presentation/layout

- Incorrect or inconsistent spacing
 - after instruction line
 - between paragraphs
 - before and after bullets
 - before query
- do not award next flag - max 1

TASK 4

Question 1

- a State the names of any visitors who will need to be accounted for at 1030 hours when the fire alarm sounds. **2 marks**

- *Mrs Williamson*
- *Mr Sneddon*

One mark each correctly named visitor – no marks if more than 2

- b Outline the main purpose of the Fire Precautions (Places of Work) Regulations, 1995. **1 mark**

- *to protect employees in the event of a fire.*
- *any specific examples, eg employer should provide fire fighting equipment, etc*

One mark

- c Suggest an item of equipment which could be used to complete each task. Use a **different** item of equipment for each. **2 marks**

- i Protect maps of the building used by visitors

- *laminator*

- ii Collate the school's handbook (100-page document)

- *binder*
- *collator*
- *photocopier*
- *printer*

Must be an item of equipment

One mark each item of equipment – 2 marks

TASK 4 (continued)

Question 2

a State **3** qualities required of a suitable candidate for this job. **3 marks**

- *patient*
- *pleasant and polite/good with people/friendly/helpful*
- *enthusiastic/keen to learn*
- *neat and tidy/(well) organised*
- *hard working*
- *well presented*
- *reliable/trustworthy*
- *able to get on well with people/team*
- *able to cope under pressure/calm*
- *communication skills*

One mark each distinct quality

b Outline **one benefit** of a 'fixed-term contract of employment' to the employee. **1 mark**

- *employee can plan for the future*
- *may result in a higher rate of pay*
- *may lead to a permanent contract*
- *opportunity for a trial/short term period with organisation*

c Suggest **one benefit** to the employee of job sharing. **1 mark**

- *remain in employment while taking on other duties eg carer duties*
- *allows individuals to remain in workplace and cope with demands of home life*
- *can negotiate time off/hours worked with job sharer*
- *can be used as a way of reducing hours prior to retirement*
- *usually permanent post and therefore employee has same terms and conditions of full time employees*

TASK 4 (continued)

Question 3

a Outline 2 ways the following pieces of legislation are being breached in the picture above.

i Health and Safety at Work Act, 1974 **2 marks**

- *filing cabinet drawers left open*
- *trailing power cable*
- *interfering with equipment*
- *employees not trained properly*

One mark each– 2 marks

Must be ways the legislation is being breached not solutions on their own

ii Health and Safety (Display Screen Equipment) Regulations, 1992 **2 marks**

- *chair not adjustable*
- *keyboard not adjustable*
- *badly designed work-station*
- *anti-glare screen not provided*
- *blind not provided/closed*
- *lack of wrist support*
- *lack of foot rest*
- *employees not trained properly*

One mark each– 2 marks

Do not accept employees not trained properly for both

b Electronic filing has many advantages over paper-based systems. Describe 2 of these advantages. **2 marks**

- *saves space because no need for filing cabinets*
- *saves paper and reduces need for paper copies*
- *saves cost of paper and storage space*
- *information can be accessed by many staff at same time*
- *information can be easily found by using a search facility*
- *files amended electronically look more professional*
- *records can be easily sorted if required using the Sort facility*
- *back-up copies can be created*
- *access can be limited using passwords/read-only files*
- *files can be encrypted for security*
- *more difficult for records to be lost due to misfiling*

One mark each description – 2 marks

TASK 4 (continued)

Question 4

- a Suggest **2** uses the school administrative assistant could make of the Internet when organising the school trip to London. **2 marks**

- *check travel timetables*
- *search for accommodation/information about London*
- *compare prices of travel/accommodation/activities*
- *booking travel/accommodation/activities*
- *contact hotel or transport company using email*

One mark each suggestion – 2 marks

- b Describe **2** uses William McClelland (the group leader) could make of electronic communication during the school trip to London. **2 marks**

- *mobile phone – emergency contact with school/parents*
- *mobile phone/Laptop with WiFi connection – seek out additional information*
- *mobile phone/Laptop with WiFi connection – update school blog*
- *mobile phone/Laptop with WiFi connection – email to keep in touch with school*
- *PDA's contact details for pupils/parents; diary facility/reminders*
- *video conferencing – meeting with staff in school*

One mark each description – 2 marks

Must specify the type of electronic communication to be awarded mark

(20 marks)

[END OF MARKING INSTRUCTIONS]