



2012 Administration

Intermediate 1

Finalised Marking Instructions

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TASK 1a Printout

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

Fun Day - Money Raised	1H	1F		1C	1W	1H
Activity	Under 12s Sponsorship	Over 12s Sponsorship		Entry Fees		Total
Star Jump Challenge	£44.25	£56.62		£0.00		£100.87
Fabulous Frisbee	£42.38	£35.67		£0.00		£78.05
Relay Marathon	£15.67	£20.45		£0.00		£36.12
Shoot Some Hoops	£0.00	£0.00		£37.00		£37.00
Penalty Shootout	£0.00	£0.00		£110.50		£110.50
Backwards Long Jump	£42.35	£0.00		£0.00		£42.35
Dry Obstacle Course	£0.00	£0.00		£68.53		£68.53
Space Hop, Skip and Jump	£38.10	£0.00		£0.00		£38.10
Wet Obstacle Course	£0.00	£0.00		£134.45		£134.45
Sub Total	£182.75	£112.74		£350.48		£645.97

1R

1L 1B

1F

AWARD:

1P

Main heading: entered accurately in correct place formatted to size 14 and different font	H F	1 1
Column headings (A-D): entered accurately in correct place wrapped as shown (B and C); columns right aligned (B,C and D) and consistent vertical alignment	C W	1 1
Input data into spreadsheet (rows 3-11, A-D): 9 activities and related data (1 mark per row)		9
Add column headed Total: entered accurately in correct place right aligned (or consequential to alignment of B, C and D)	H R	1 1
Add row labelled Sub Total: entered accurately in correct place – directly below last activity embolden row	L B	1 1
All figures currency to 2 decimal places	F	1
Printing instruction carried out correctly: value view on one page show gridlines only	P	1
Total		19 marks

Additional 4 marks are awarded in Task 1b Printout 2,

- Column: Total formula and replication
- Row: Sub Total formula and replication

Notes

- Accept Main Heading block capitals and/or bold
- Accept Total label block capitals and/or bold
- Accept Sub Total label block capitals
- If candidate has changed all the SS labels and values to font size 14/different font - do not award
1F

TASK 1b – Printout 1

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

Fun Day - Money Raised				
Activity	Under 12s Sponsorship	Over 12s Sponsorship	Entry Fees	Total
Star Jump Challenge	£44.25	£56.62	£0.00	£100.87
Fabulous Frisbee	£42.38	£35.67	£0.00	£78.05
Relay Marathon	£15.67	£20.45	£0.00	£36.12
Shoot Some Hoops	£0.00	£0.00	£37.00	£37.00
Penalty Shootout	£0.00	£0.00	£110.50	£110.50
Backwards Long Jump	£42.35	£0.00	£0.00	£42.35
Dry Obstacle Course	£0.00	£0.00	£68.53	£68.53
Space Hop, Skip and Jump	£38.10	£0.00	£0.00	£38.10
Wet Obstacle Course	£0.00	£0.00	£134.45	£134.45
Sub Total	£182.75	£112.74	£350.48	£645.97
Donations				£250.00
Profits from Drinks Stall				£135.78
Profits from Healthy Snack Bar				£105.56
Total Money Raised				£1,137.31
Number of Support Worker Days				6

1L

1A

1L

1F

1P

1L **AWARD:**

1F 1P

Rows 13-15		
Labels accurate and in the correct place	L	1
Values accurate and in the correct place	A	1
Total Money Raised row:		
Label accurate, in correct place	L	1
Row appropriately formatted - font size 14 and italics	F	1
Add label to show number of support workers being funded:		
Appropriate label in appropriate place	P	1
Label accurate with reference to Option C	L	1
All cells formatted appropriately	F	1
Printing instruction carried out correctly: value view on one page show gridlines only	P	1
Total	8 marks	

Notes

- The label for Support Worker Days must make sense – to award **1P**
- Label must include the words – Worker and Days – to award **1P**
- Ignore capitalisation for this label
- Reference to Option C eg copying the whole line – award **1L** if accurate
- Number of Support Worker Days must be a whole number or do not award **1F** for formatting
- Rows 13-16 should have no blank rows, however accept blank rows before Support Worker Days

TASK 1b – Printout 2

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

	A	B	C	D	E
1	Fun Day - Money Raised				
2	Activity	Under 12s Sponsorship	Over 12s Sponsorship	Entry Fees	Total
3	Star Jump Challenge	44.25	56.62	0	=SUM(B3:D3)
4	Fabulous Frisbee	42.38	35.67	0	=SUM(B4:D4)
5	Relay Marathon	15.67	20.45	0	=SUM(B5:D5)
6	Shoot Some Hoops	0	0	37	=SUM(B6:D6)
7	Penalty Shootout	0	0	110.5	=SUM(B7:D7)
8	Backwards Long Jump	42.35	0	0	=SUM(B8:D8)
9	Dry Obstacle Course	0	0	68.53	=SUM(B9:D9)
10	Space Hop, Skip and Jump	38.1	0	0	=SUM(B10:D10)
11	Wet Obstacle Course	0	0	134.45	=SUM(B11:D11)
12	Sub Total	=SUM(B3:B11) 1F	=SUM(C3:C11)	=SUM(D3:D11)	=SUM(E3:E11)
13	Donations				250
14	Profits from Drinks Stall				135.78
15	Profits from Healthy Snack Bar				105.56
16	Total Money Raised				=SUM(E12:E15) 1F
17	Number of Support Worker Days				=E16/184 1F

1F

1R

1R

1F

1F

1P

TASK 1b – Printout 2 (continued)

AWARD:

Total column*: accurate formula used in cell E3 replicated (E4:E11)	F R	1 1
Sub Total row*: accurate formula used in cell B12 replicated (C12:E12)	F R	1 1
Total Money Raised row: accurate formula used in cell E16 (or another suitable cell – B16, C16, D16)	F	1
Support Worker row: accurate formula used in appropriate cell (must be same row as label)	F	1
Printing instruction carried out correctly: formula view on one page show gridlines and row/column headings	P	1
Total		7 marks

* from Task 1a

Notes

- Accept any formula which works

	A	B	C	D	E
1	Fun Day - Money Raised				
2	Activity	Under 12s Sponsorship	Over 12s Sponsorship	Entry Fees	Total
3	Star Jump Challenge	44.25	56.62	0	=SUM(B3:D3)
4	Fabulous Frisbee	42.38	35.67	0	=SUM(B4:D4)
5	Relay Marathon	15.67	20.45	0	=SUM(B5:D5)
6	Shoot Some Hoops	0	0	37	=SUM(B6:D6)
7	Penalty Shootout	0	0	110.5	=SUM(B7:D7)
8	Backwards Long Jump	42.35	0	0	=SUM(B8:D8)
9	Dry Obstacle Course	0	0	68.53	=SUM(B9:D9)
10	Space Hop, Skip and Jump	38.1	0	0	=SUM(B10:D10)
11	Wet Obstacle Course	0	0	134.45	=SUM(B11:D11)
12	Sub Total	=SUM(B3:B11)	=SUM(C3:C11)	=SUM(D3:D11)	=SUM(E3:E11)
13	Donations				250
14	Profits from Drinks Stall				135.78
15	Profits from Healthy Snack Bar				105.56
16	Total Money Raised				=SUM(E12:E15)
17	Number of Support Worker Days				=E16/184

Printouts submitted incorrectly or not submitted

If Task 1a is submitted as a formula printout go to Task 1b Printout 1 and mark the task – max **18** marks (no print mark)

If Task 1a is submitted as a formula printout and Task 1b Printout 1 is not submitted - **15** marks (no formatting or print marks)

If Task 1a is not submitted and Task 1b Printout 1 is submitted – max **18** marks (no printout mark)

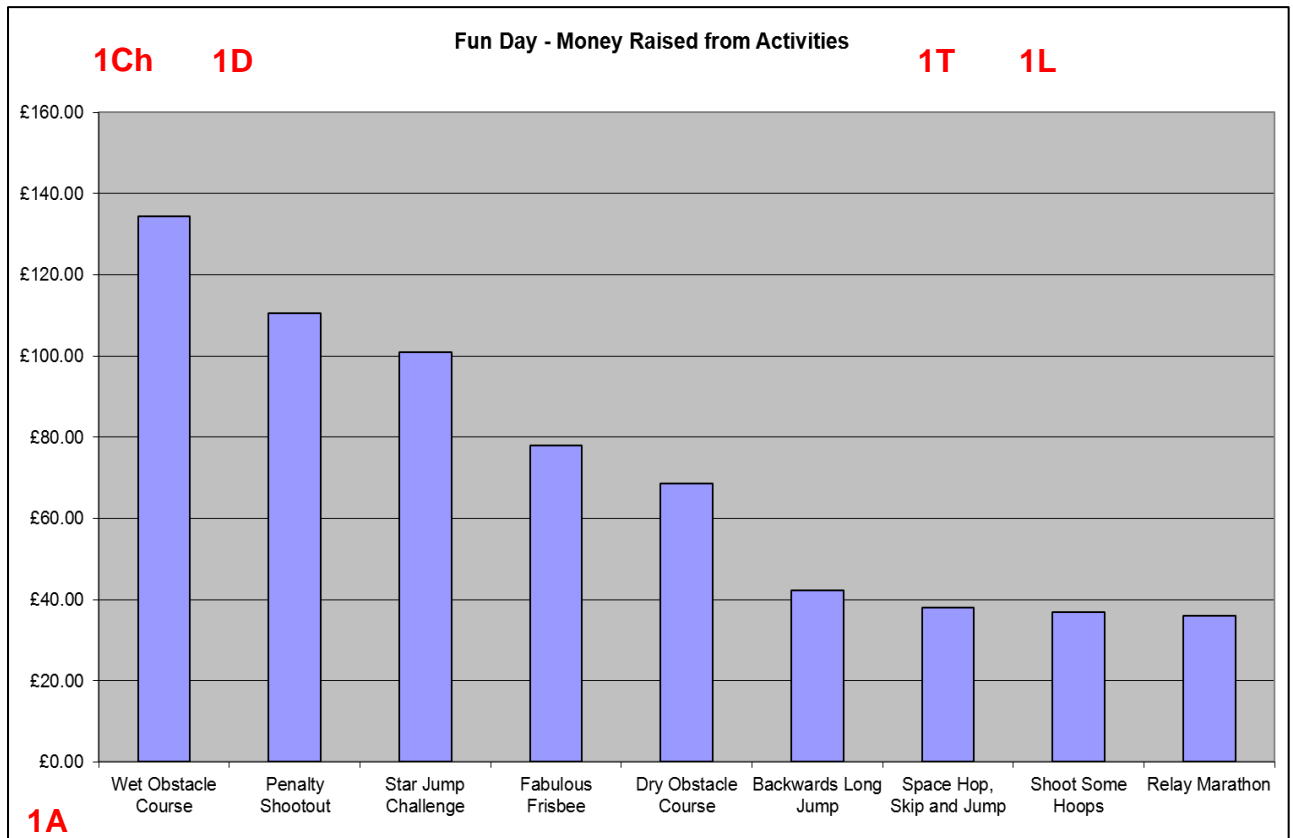
If Task 1a and Task 1b Printout 1 are not submitted but Task 1b Printout 2 is submitted

- max **15** marks for Task 1a (no formatting or print marks) and
- max **6** marks for Task 1b Printout 1 (no currency formatting or print mark)
- If Task 1b Printout 2 is not submitted – **no marks** can be awarded on any other printout

If Task 1b Printout 1 is not submitted – max **6** marks – no **1F** and no **1P**

TASK 1c

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



AWARD:

Sort order descending	S	1
Chart: type – bar or column correct source data chart title accurate axis labels meaningful or removed, accurate and consistent (all activities/money amounts must be visible) legend removed (or meaningful)	CH D T A L	1 1 1 1 1
Printing instruction carried out correctly: chart on separate sheet all information visible	P	1
Total		7 marks

Notes

- If the word Total is included in the legend – do not award **1L**
- Where Total is used as an axis label it must relate to the money amounts
- If no chart printout, check Task 3 and if inserted, mark accordingly (max **6** marks – no print mark)

TASK 2a

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

Activity	Leader	Suitability	Location	Time	Helpers
Star Jump Challenge	Helen Wood	All	Dance Studio	All day	1E 2
Fabulous Frisbee	Sandy Robertson	All	Playing Fields	Morning	2
Relay Marathon	Charlie Wood	All	Playing Fields	Afternoon	3
Shoot Some Hoops	Bill Williams	Over 12s	Gym Hall	Morning	1
Penalty Shootout	Stuart Kirkpatrick	All	Astroturf	Afternoon	0
Dry Obstacle Course	Nan Monteith	All	Games Hall	All day	3
Space Hop, Skip and Jump	Margaret Stark 1E	Under 12s	Playing Fields	Morning	4
Wet Obstacle Course	Steph Kenny	All	Swimming Pool	All day	4
Backwards Long Jump	Margaret Stark	Under 12s	Playing Fields	Afternoon	1 2R

1D

1P

AWARD:

Delete record – Table Top Tournament	D	1
Amendment to Space Hop, Skip and Jump record	E	1
Amendment to Star Jump Challenge record	E	1
Add record – Backwards Long Jump (1 per error per field)	R	2
Print database on one page	P	1
Total	6 marks	

Notes

- If Margaret Stark is spelt consistently incorrectly, do not award **1E** - but do not penalise on the second occasion.
- Penalise capitalisation – max **1 per field**
- If no Task 2a – max **5** marks awarded from Task 2b (no print mark)

TASK 2b

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

1N 1N
1F 1F

Activity	Leader	Suitability	Location	Time	Helpers	Target	Target Achieved
Backwards Long Jump	Margaret Stark	Under 12s	Playing Fields	Afternoon	1	£75.00	No
Dry Obstacle Course	Nan Monteith	All	Games Hall	All day	3	£80.00	No
Fabulous Frisbee	Sandy Robertson	All	Playing Fields	Morning	2	£80.00	No
Penalty Shootout	Stuart Kirkpatrick	All	Astroturf	Afternoon	0	£95.00	Yes
Relay Marathon	Charlie Wood	All	Playing Fields	Afternoon	3	£45.00	No
Shoot Some Hoops	Bill Williams	Over 12s	Gym Hall	Morning	1	£25.00	Yes
Space Hop, Skip and Jump	Margaret Stark	Under 12s	Playing Fields	Morning	4	£20.00	Yes
Star Jump Challenge	Helen Wood	All	Dance Studio	All day	2	£80.00	Yes
Wet Obstacle Course	Steph Kenny	All	Swimming Pool	All day	4	£100.00	Yes

1S

2A 2A 1P

AWARD:

Add and complete new field Target: heading accurate formatted to currency entries correct (1 per error, max 2)	N F A	1 1 2
Add and complete new field Target Achieved: heading accurate – (do not award if truncated) formatted to Yes/No entries correct (1 per error, max 2)	N F A	1 1 2
Sort alphabetical order by Activity	S	1
Print on one page	P	1
Total		10 marks

Note – do not award **1F** in Target Achieved field if candidates have formatted True/False

Task 2b – **unsorted** with additional fields added - Check **Target column**

Correct version

Activity	Leader	Suitability	Location	Time	Helpers	Target	Target Achieved
Star Jump Challenge	Helen Wood	All	Dance Studio	All day	2	£80.00	Yes
Fabulous Frisbee	Sandy Robertson	All	Playing Fields	Morning	2	£80.00	No
Relay Marathon	Charlie Wood	All	Playing Fields	Afternoon	3	£45.00	No
Shoot Some Hoops	Bill Williams	Over 12s	Gym Hall	Morning	1	£25.00	Yes
Penalty Shootout	Stuart Kirkpatrick	All	Astroturf	Afternoon	0	£95.00	Yes
Dry Obstacle Course	Nan Monteith	All	Games Hall	All day	3	£80.00	No
Space Hop, Skip and Jump	Margaret Stark	Under 12s	Playing Fields	Morning	4	£20.00	Yes
Wet Obstacle Course	Steph Kenny	All	Swimming Pool	All day	4	£100.00	Yes
Backwards Long Jump	Margaret Stark	Under 12s	Playing Fields	Afternoon	1	£75.00	No

Incorrect version

Activity	Leader	Suitability	Location	Time	Helpers	Target	Target Achieved
Star Jump Challenge	Helen Wood	All	Dance Studio	All day	2	£75.00	Yes
Fabulous Frisbee	Sandy Robertson	All	Playing Fields	Morning	2	£80.00	No
Relay Marathon	Charlie Wood	All	Playing Fields	Afternoon	3	£80.00	No
Shoot Some Hoops	Bill Williams	Over 12s	Gym Hall	Morning	1	£95.00	Yes
Penalty Shootout	Stuart Kirkpatrick	All	Astroturf	Afternoon	0	£45.00	Yes
Dry Obstacle Course	Nan Monteith	All	Games Hall	All day	3	£25.00	No
Space Hop, Skip and Jump	Margaret Stark	Under 12s	Playing Fields	Morning	4	£20.00	Yes
Wet Obstacle Course	Steph Kenny	All	Swimming Pool	All day	4	£80.00	Yes
Backwards Long Jump	Margaret Stark	Under 12s	Playing Fields	Afternoon	1	£100.00	No

TASK 2c

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

Activity	Leader	Suitability	Location	Time	Target	Target Achieved
Star Jump Challenge	Helen Wood	All	Dance Studio	All day	£80.00	Yes
Fabulous Frisbee	Sandy Robertson	All	Playing Fields	Morning	£80.00	No
Penalty Shootout	Stuart Kirkpatrick	All	Astroturf	Afternoon	£95.00	Yes
Dry Obstacle Course	Nan Monteith	All	Games Hall	All day	£80.00	No
Wet Obstacle Course	Steph Kenny	All	Swimming Pool	All day	£100.00	Yes

1F

1R 1P

AWARD:

Correct records – Target over 75	R	1
Correct fields – all except Helpers	F	1
Print in any order, can be on 2 pages	P	1
Total	3 marks	

TASK 3



The Eildons Youth Club
 c/o Borders Community School
 Woodcock Drive
 Melrose
 TD7 8GI

1L

eildons@youthclubs.org.uk

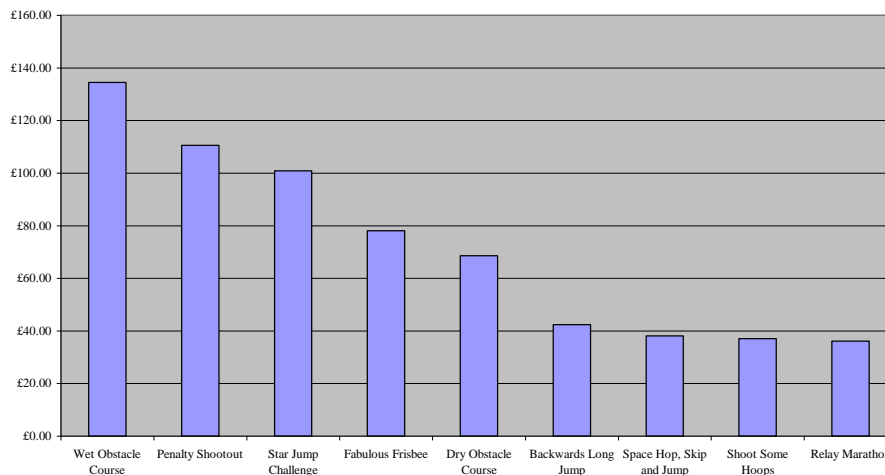
SR/--- 1R

04 May 2012 1D

Dear Parent/Guardian

Thank you for your support of our recent Fun Day. ^{1M} The event ¹ comprised 9 activities – some were sponsored and for others an entry fee was charged. ¹ From the chart below you can see how much was raised by each activity: ¹

Fun Day - Money Raised from Activities



1P
1Ch

I am pleased to report that once money from donations and catering were included, ¹ we raised a total of **£1,137.31**. ^{1E}

^{1M}

Special congratulations go to Gemma Black who managed 45 ¹ star jumps in one minute and raised **£19.15** from sponsorship.

^{1E}

Our next event is a Family Picnic ¹ on 28 July 2012. We hope you will be able to **join in** ^{1M} and help raise ¹ more money for local charities.

Yours faithfully

Sandy Robertson
 Youth Club Leader ¹

1P 1P

TASK 3 (continued)

AWARD:

Use of letterhead file	L	1
Accurate reference	R	1
Accurate date	D	1
Keying in of text: One mark for accurate text in each flagged section (8 sections) Excludes manuscript corrections		8
Manuscript corrections: run on	M	1
NP	M	1
stet	M	1
Spreadsheet chart: inserted in correct place as per Task 1c	P Ch	1 1
Missing money figures: total raised as per Task 1b	E	1
Gemma's sponsorship	E	1
Presentation – consistency in spacing and layout	P	1
Print on one page – must be portrait	P	1
Total		20 marks

Notes

- accept any of the following date formats within the ref/date section
 - 4 May 2012
 - 04 May 2012
 - 4th May 2012
 - Friday 4 May 2012
 - Friday 04 May 2012
 - 4/5/12
 - 4/5/2012
 - 04/05/12
 - 04/05/2012

However the date of the family picnic must be as specified

- To be awarded the Chart mark (Ch), the chart must be identical to Task 1c ie if labels are visible in Task 1c they must be visible in the letter.
- To be awarded the presentation mark, all elements of a business letter must appear – ref, date, salutation, paragraphs, complimentary close, name and designation. Spacing must be consistent throughout – including the inserted graph.
- To be awarded the presentation mark the inserted graph can be left-aligned, indented or centred
- Accept £1,137.31 in italics (as per SS) – however do not award **1P** presentation

TASK 4

Question 1

- a State the name of this diagram. 1
- *organisation chart/organagram*
- b Outline the purpose of this diagram. 1
- *(receptionist can use the organisation chart) to make sure visitors see the right person*
 - *allows visitors to see where the person they are visiting fits in*
 - *allows visitors to see the size of the organisation*
 - *(new members of) staff can see their relationship with others*
 - *staff can refer to it for names/designation/extension number*
 - *staff know where to go for help*
 - *staff can see chain of command*
- c Identify **one** other item of information that may be included in this document. 1
- *room number*
 - *contact number*
 - *photograph*

Note – credit specific references to Youth Club

Question 2

- Identify **3** hazards in the picture. 3
- *chair not adjustable/ back not supported*
 - *badly designed work-station*
 - *anti-glare screen not provided*
 - *unsuitable lighting*
 - *lack of wrist support*
 - *lack of foot rest*
 - *trailing wires*
 - *filling cabinets not closed properly*

One mark each hazard – 3 marks

TASK 4 (continued)

Question 3

a Outline **one feature** of **e-mail** that would be useful to Sandy when organising this event.

1

- *can be sent at any time of the day*
- *create distribution groups/contacts list*
- *send email to many recipients at the same time*
- *attach documents/files to email*
- *mark email urgent*
- *include others using cc / bcc*
- *apply a read receipt*
- *use folders to store related messages*

DO NOT ACCEPT – send an email to lots of people – it must say at the same time or refer to a group

b Describe **one feature** of an **e-diary** that would be useful to Sandy when organising this event.

1

- *Set a reminder to pop up a warning for upcoming deadline/meeting/appointment*
- *Use a to-do list to make sure everything is completed*
- *Entering dates/reminders in more than one diary at a time*
- *Can alert double booking of appointments*
- *Invitations can be sent for events*
- *Calendar so Sandy knows when the event is happening*

TASK 4 (continued)

Question 4

- a Name the legislation that exists to protect personal information. 1
- Data Protection Act*
- b Outline 2 **methods** of keeping personal information held on computer secure. 2
- *issue all staff with passwords*
 - *have passwords on computers*
 - *change passwords regularly*
 - *ensure computer is logged off when not in use*
 - *take/make regular back-ups*
 - *install anti-virus software/install a firewall*
 - *computers kept in locked room*
 - *apply/make files read only files*
 - *encryption of data/files*

One mark each method – 2 marks

- c Outline 2 **disadvantages** of manual filing. 2
- *only one person can use the file at a time*
 - *files can be easily lost*
 - *files can be easily damaged*
 - *time taken to makes changes*
 - *changes can be difficult to read*
 - *more storage space required*
 - *difficult to back up*
 - *time taken to find a file*

One mark each disadvantage – 2 marks

TASK 4 (continued)

Question 5

- a State 2 **duties** that may be included in the Job Description for the post of Receptionist. 2
- *greeting visitors/keeping visitor records/issuing visitors' passes*
 - *answering the phone/connecting calls*
 - *entering appointments in diary/e-diary*
 - *sending/answering emails*
 - *creating/updating/editing a database*
 - *creating/updating/editing a spreadsheet*
 - *creating/updating/editing a document eg letter*
 - *accepting cash/cheque from people*
 - *dealing with mail duties*
 - *tasks relating to activity programme eg making posters*

DO NOT ACCEPT 'responsible for supporting evening activity programme'

One mark each duty – 2 marks

- b Outline the **purpose** of a Person Specification in the recruitment process. 1
- *find right person for the job*
 - *used to prepare the job advert*
 - *used to prepare interview questions*
 - *candidate can use to see if they are suitable for the job.*
- c Describe 2 flexible working practices, **other than job share**. 2
- **part-time** where worker does fewer hours than full-time
 - **flexi-time** where worker can choose start and/or finish time
 - **homeworking** where worker works from home
 - **teleworking** where worker uses ICT to work away from the office
 - **hot desking** where worker books a workstation at place of work
 - **career break** where worker takes time off for personal reasons eg to have a family

Working practice must be identified. One mark each working practice – 2 marks

- d Describe 2 advantages to the employee of flexible working. 2
- *allows employees to stay in employment while taking on other duties eg carer duties*
 - *reduces stress by allowing employees to choose working hours/workplace*
 - *reduces time and money spent travelling*
 - *reduces the need to change jobs by allowing employees to choose working hours*
 - *allows employees to have a better work/life balance*
 - *allows employees to make arrangements for personal appointments*
 - *hours can be banked to allow employee to take a day off*

DO NOT ACCEPT 'choose your own hours' on its own – it is a feature and not an advantage

One mark each advantage – 2 marks

(20 marks)

[END OF MARKING INSTRUCTIONS]