SQA

2009 Administration

Standard Grade – Credit
Practical Abilities

Finalised Marking Instructions

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
1	Two marks are available for keyboarding – deduct one per error	Display effectively – D	1	
		Use of different font – F	1	
		Use of different style – TF	1	
		Insert appropriate graphic – G	1	
		Insert footer – Ftr	1	
		Footer on single line – SL	1	
		Correct alignment – A	1	
	K = 2	F =	7	9

- Award D function if the information has been suitably displayed on the page
- Do not accept change of font as style in this question
- Accept Perth in CAPS or Initial Capitals
- Accept address in CAPS
- Accept Telephone, Tel No, Tel no, Tel, Telephone No or Telephone Number
- Accept area code in brackets
- E-mail address must be in lowercase, if not -1K
- Accept e-mail, email, Email, E-mail, E-Mail
- Accept e-mail address/web address with/without underline
- Accept Web, Web Address, Web address
- Do not accept "The golf club's web address is…" -1K
- If reference or date inserted -1K once
- UPJ re vertical position of footer, if too high, no Ftr function award

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
2	Nineteen marks are available for keyboarding – deduct one per error	Centre – C	1	
		Size – S	1	
		Bold – $B_1 B_2$	2*	
		Italics – $I_1 I_2$	2*	
		Appropriate page break – PB	1	
		Number pages – PN	1	
		Margins for scorecard – M	1	
		Tabs – $T_1 T_2$	2*	
		* First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.		
	K = 19	F =	11	30

- Accept the hole numbers within the paragraphs as words – must be consistent – otherwise -1K once
- Accept the heading Scorecard as a shoulder heading or as part of the scorecard display
- If the heading Scorecard is part of the display award $B_2 I_2$ at The Course
- Award M function if left and right margins have been increased for the scorecard only
- The column headings within the scorecard must be highlighted in some way eg bold, underline or an additional line space – otherwise -1K
- Spacing within the scorecard should be consistent – if not -1K max
- Accept extra spacing between 9 and 10 and before In
- To gain $T_1 T_2$ function awards data within each column must be aligned in some way; headings may be aligned differently eg headings centred, data left aligned
- Accept scorecard with or without gridlines
- Accept scorecard on a third page. If so, accept Pages 1 and 2 numbered only or all pages numbered
- Do not accept the scorecard split, if so -1K

	Negative Marking	**Positive Marking**		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
3	Ten marks are available for keyboarding – deduct one per error	Creation of fields – F_1 F_2 Separation of fields Title, First Name, Surname – SF_1 Street, Town, Postcode – SF_2 Creation of records – R_1 R_2 Formatting non-text fields Date – D D Number – N Sort on 2 fields: Handicap – S_1 Surname – S_2 Print in list format – P Specific Print – SPF_1 SPF_2 Print in list format – P * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	2* 1 1 2* 2 1 1 1 1 2 1	
	K = 10	F =	15	25

- Ignore ID field
- Accept abbreviated field names
- Accept fields in any order
- Headings must be consistent, if not -1K once
- If contact name in one field no SF function award but second F award can still be given
- If title not included separately no SF function award but no keyboarding penalty
- If title field included but some records have no title -1K once
- If any other field omitted -1K per field and second F function award cannot be given
- Accept category split into Full, Junior, Senior
- If a salutation field is used (for later mail merge) award SF function for the salutation field provided there is a further field for contact name (first name and surname)
- If data truncated -1K per field (column)
- If record omitted -1K per record (also, second R function award cannot be given)
- Entire database in capitals -1K
- If a candidate's name is in a field and sorted – award sort function then penalise -1K once
- Capitalisation must be consistent, if not -1K each time (max -4)
- Accept towns all in CAPS or all with Initial Capitals – must be consistent or -1K once
- Accept spreadsheet as database
- Accept telephone number with/without space after code. If inconsistent -1K once
- Specified print should show only member's name, category and handicap:
  - award SPF_1 for Firstname, and SPF_2 for Surname, Category and Handicap **BUT**
  - if any additional fields printed, no SPF_2 award
  - ignore title field
  - if **all** fields printed no SPF functions should be awarded

- If category is wrongly calculated, -1K max for Juniors and -1K max for Seniors
- Wrapping of text is acceptable (published in Word) but if word is split -**1K per field/ column**
- Accept Fee Not Paid but check that Yes/No for each record is correct
- Ignore the order of records in second printout

Task	Negative Marking	Positive Marking		Total
	Keyboarding/Accuracy	**Functions/Other Skills**		**Total**
4	Four marks are available for keyboarding – deduct one per error Must include: Main Heading (Income/Sales and August) otherwise -1K	Format cells: Currency – £ £ Decimal Places – DP DP Underline – U_1 U_2 Formulae: Total Sales – F F A F Total Sales inc VAT – F A F Relative copy – R Printout showing formulae – PF Printout with gridlines etc – PG Printout in landscape – PL * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	2 2 2* 4 3 1 1 1 1	
	K = 4	F =	17	21

- Accept various alignments of figures/text but Cost Price, Total Sales and Total Sales inc VAT columns must be right aligned – if not -1K once
- Accept accountancy/currency formats as appropriate
- If figure printout has truncation -1K per column
- Accept different variations of formulae (but must be the same to achieve R function award)
- If no $/cell name has been used the relative copy not possible – no R function award for relative copy (ie there is an absolute cell reference but could not have been copied!)
- If figures used in the formulae – eg 40% – no absolute cell reference award but they could receive R function award
- If no formulae printout – maximum function award possible – 6 marks
- If no figure printout – no Currency or DP awards – mark keyboarding/accuracy on the formulae printout – truncation should be penalised -1K per column
- Truncation of any formula will result in **no** function awards for that formula eg Total Sales inc VAT
- Accept absolute cells added in any position but <u>must</u> be labelled, otherwise -1K once and labels should be marked for accuracy but not style -1K max
- Label must be appropriate eg mark up 40%, sales price 140% – if not -1K
- If there is a difference between figure and formulae printouts, -1K once
- If figure printout shows gridlines, no PG award on formula printout
- If formulae split across more columns that requested only award F and A functions in the specified columns

Task	**Negative Marking** Keyboarding/Accuracy	**Positive Marking** Functions/Other Skills		Total
	Keyboarding/Accuracy	**Functions/Other Skills**		**Total**
5	Two marks are available for keyboarding – deduct one per error	Forward – F Sent – S Print – P	1 1 1	
	K = 2	F =	3	5

- Accept any name in the e-mail address
- Evidence of forward   Fwd in the subject or inbox
  Original message included in printout
  Signed observation/letter/note from teacher
- Evidence of sending   Date and time
  Franked envelope
  Screen dump of sent list/box
  Observation checklist
  Signed observation/letter/note from teacher
  Returned e-mail confirming receipt
  Printout of properties
  Screen dump of inbox (teacher's)
- Accept screen dump of e-mail for P award if legible
- E-mail message must make sense, if not -1K once
- If no message in e-mail -2K
- If no e-mail printout but evidence from the teacher that the e-mail has been received (eg inbox) then candidate **could** be awarded F and S functions (-2K as input not available for checking)
- No textspeak -1K each time
- If candidate has altered subject heading, mark for accuracy – the candidate **may** not gain the F function award

	Negative Marking	**Positive Marking**		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**

6A	No marks are available for keyboarding	Print of search/query –
		     Members after 31/7 – Q
		     Paid Fees – Q
		     All fields printed – P
			1
			 1
			 1	

	K = 0	F =	3	3

- Be aware of consequentiality
- Check information in the search/query to see that it matches the candidate's database - the search must match the database – if not, no Q awards but P award still possible
- If no search carried out ie complete database supplied – no award

	Negative Marking	**Positive Marking**		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total

6B	Six marks are available for keyboarding – deduct one per error
	
	Letter must show/mention:
	
	❑ Reference
	❑ Date
	❑ 30% Refund
	❑ 2009 Fees 10% Discount
	❑ 31 March 2009
	
	If not -1 each
		Mail Merge
		Recall file: headed paper – RF
		Mail merge fields:
		   Full name – M_1
		   Address 1 – M_2
		   Town/Postcode – M_3
		   Salutation – M_4
		Print master document – PM
		Print merged documents – P
			1
			
			1
			1
			1
			1
			1
			1	

		K = 6	F = 7	13

- Headed paper must be the same as Task 1 (original) to gain RF function award
- Letterhead need not be on master to gain RF function mark but must be in merged letters
- Accept any line spacing after letterhead eg 2LS, 3LS, 4LS, 5LS (must be one clear line space)
- Line spacing between sections (ref to salutation) consistently 2 or consistently 3, otherwise -1K once
- Line spacing between sections (salutation to complimentary close) must be 2, otherwise -1K once
- Line spacing in signature block must be 4-6, otherwise -1K

Max -2 over these points

- The letterhead must be distinct from body of letter ie text formats should not have been carried down into the letter, if they have -1K once
- Accept irregular spacing between merged fields in the print merge (not in the master)
- Salutation – Accept Dear Title and Last Name, Dear First Name
- If generic name used at salutation eg Dear Member, no M_4 function award for salutation
- If Dear Sir/Madam used, accept Yours faithfully (no M_4 function award for salutation)
- If Dear Sir or Dear Madam used on its own it must match the addressee – if not -1K once
- If inappropriate subject heading -1K
- All dates in the body of the letter must include the year
- If letter not fit for purpose ie "sense, grammar" (UPJ) -1K once
- If name used in salutation, complimentary close must be Yours sincerely, if not -1K
- Yours sincerely/faithfully must use lower case, if not -1K
- Accept no designation, Club Captain or Captain, otherwise -1K
- If no master letter, only RF function award possible in the mail merge
- If field names in master letter do not match the query or original database then only RF function award available
- If no search/query printout in 6A – check print merge against original database to award M and P functions
- Check that master letter has been used for the mail merge, if not, no P function mark for print merge
- Microsoft XP/2003/2007 – <<Address block>> – award M functions as appropriate – check merged letters for database data – commas in the address block should not be penalised

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
7	Two marks are available for keyboarding – deduct one per error Candidate must change: ❑ Peter Ricca's address ❑ Full to Junior otherwise, -1K each bullet point	New record inserted – Susan Watson – R Delete record – Rachael Comrie – DelR Sort (Category, Surname) – S_1 S_2 Print in list format – P Query (Junior, 15 and over handicap) – Q Q Specific Print – SPF Sort (Handicap) – S	1 1 2 1 2 1 1	
	K = 2	F =	9	11

- If Task 3 reprinted without any amendments, award no marks – Specific Print function awards may still be available
- If new record omitted, no R function award and -2K
- Data in new record must be consistent with existing records, if not -1K once
- If **new** data truncated, -1K per field
- If candidate does not key in data for the **new** record correctly -1K each time
- Specified print should show **only** Firstname and Surname:
  - ❑ award SPF for Firstname and Surname **BUT**
  - ❑ if any additional fields printed, no SPF award
  - ❑ ignore Title field
  - ❑ if **all** fields printed no SPF functions should be awarded

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
8	Three marks are available for keyboarding – deduct one per error Candidate must change: ❑ August to September ❑ Numbers sold ❑ Mark-up to 50% otherwise, -1K each **time**	Sort – S_1 S_2 Highlight cell – TF Border cell – Bdr Mark-up Golf – F Mark-up Golf – A Relative copy – R Overall sales – F Print formulae – PF Print with gridlines etc – PG Print in landscape – PL Shading – Sh Specific print – SP	2* 1 1 1 1 1 1 1 1 1 1 1	
	K = 3	F =	13	16

- If no month stated in Task 4 – no further penalty
- Accept Total Overall Sales label in CAPS or Initial Caps
- If figure printout has truncation of new input -1K per column
- New absolute cell may be added in any position but <u>must</u> be labelled, otherwise -1K once and should be marked for accuracy but not style -1K
- Label must be appropriate eg mark-up golf clubs 60%, if not -1K
- Sort must be applied to all columns otherwise no S function award for that section
- Accept different variations of formulae (but must be the same to achieve R function award)
- If no $/cell name has been used the relative copy not possible − no R function award for relative copy (ie there is an absolute cell reference but could not have been copied!)
- If figures used in the formulae – eg 60% – no absolute cell reference award but they could receive the F and R function awards
- If no formulae printout – maximum function award possible – 6 marks
- If no figure printout – mark keyboarding/accuracy on the formulae printout – truncation of new data should be penalised -1K
- Truncation of formula will result in **no** function awards for that formula
- If there is a difference between figure and formulae printouts, -1K once
- If figure printout shows gridlines, no PG award on formulae printout

- Only Golf Club section should be shaded – if headings shaded no Sh function award
- Accept Golf Club section printout with or without main and column headings
- If all sections printed no SP function award but Sh function is possible
- If no Golf Club section printout – Sh function may still be awarded

Task	Negative Marking	Positive Marking		Total
	Keyboarding/Accuracy	**Functions/Other Skills**		**Total**
9	Eleven marks are available for keyboarding – deduct one per error	<u>Web Pages</u>		
		Access website – Flights – W	1	
		Outbound Flight(s), Friday after 5 pm – RI	1	
	Itinerary must show:	Inbound Flight(s), Monday after 1 pm – RI	1	
	❑ Itinerary			
	❑ Group Name			
	❑ Destination/reason	Access website – Hotel – W	1	
	❑ Dates	Hotel Dublin – RI	1	
	❑ Check-in times	Hotel 3* or 4* – RI	1	
	❑ Hotel arrival time			
	❑ Hotel pick-up times	Access website – Golf Course – W	1	
	❑ Tee-off times	Golf Course – Dublin – RI	1	
	❑ Dinner times	Contact Details – RI	1	
	❑ Departure from club times	Golf Course – Dublin – RI	1	
	❑ Departure for airport	Contact Details – RI	1	
	Or -1K for each omitted	<u>Itinerary</u>		
		Outbound journey – I	1	
		Inbound journey – I	1	
		Hotel – I	1	
	K = 11	F =	14	25

- Internet printout for flights must show the correct dates (last full weekend of the month) to gain the RI function awards be aware of consequentiality in transfer to itinerary
- Internet printout(s) must show any connection times and places, if not, no RI function awards
- If more than one flight/hotel shown on the printout candidate must highlight the flight/hotel chosen, otherwise no RI function awards
- Internet printout for hotel must show 3/4*, name and **full** address of hotel to gain RI functions
- Accept Internet information copied into a WP document
- Internet printout for golf courses must show Dublin and details of at least one method of contact

- All headings must be highlighted, if not -1K once
- Times within the itinerary must be distinct from the details, if not -1K once
- Accept 12-hour clock, if consistent, if not -1K once
- Dates and times in the itinerary must match those in the Internet printouts to gain I functions – be aware of consequential errors eg date wrong in Internet printout but correctly transferred to itinerary – award function mark in the itinerary
- Where there are connections, must indicate a change on the itinerary, if not -1K once
- Check-in times must be a minimum of 30 minutes, maximum of 2 hours before departure, otherwise -1K once
- Airport must be mentioned at the start of each journey eg Edinburgh to Dublin, otherwise -1K once
- Accept flight arrival time after midnight shown under Friday
- Hotel arrival time must be within 2 hours of flight arrival
- Accept hotel name only for I function award in itinerary

- Departure to airport from hotel must be **exactly** 45 mins before check-in time, otherwise -1K
- Do not accept full stops at end of details, if so -1K once
- Inconsistent spacing between times, -1K once
- Accept additional information outwith the times specified in the question, but mark for accuracy

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
10	Four marks are available for keyboarding – deduct one per error	Use of different font – F Use of different sizes – S Use of different style – TF Display – D	1 1 1 1	
	K =4	F =	4	8

- Tay Valley Golf Club and address/tel no/e-mail address must be shown on form, otherwise -1K
- Accept use of letterhead, mark for accuracy -1K per error (max -2K) and award any appropriate function marks
- Accept any appropriate heading for form eg Golf Booking Form. If no heading/ inappropriate heading, -1K
- Accept information headings as given, if changed and do not make sense, -1K once
- More space required for organiser contact details, – if not, do not award D function
- Capitalisation should be consistent, otherwise -1K once
- Accept details in different order
- Accept use of a table with or without gridlines
- If dotted/solid lines used, space between headings and lines should be consistent ⎤
- If dotted lines are used, there must be at least one space ⎬ -1K max
- If dotted/solid lines used, lines within a section must finish at the same point ⎦

	Negative Marking	**Positive Marking**		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
11	Eleven marks are available for keyboarding – deduct one per error	Margins 4 cm – M	1	
		Embolden shoulder headings – B_1 B_2	2*	
		Underline shoulder headings – U_1 U_2	2*	
		Appropriate page break – PB	1	
		Number page 2 only – PN	1	
		Justify – J	1	
		Insertion of spreadsheet – Ins	1	
		* First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.		
	K = 11	F =	9	20

- Accept use of a template file
- Accept any house style for Memorandum
  - ❑ Line spacing between To, From, Date, Subject should be equal, if not -1K ⎫
  - ❑ Minimum of 2LS before and after To, From, Date, Subject, if not -1K ⎬ -1K max
  - ❑ Consistent spacing after To, From, Date, Subject, or blocked, if not -1K ⎭
- Accept use of the word Memo
- Any details missing at Memo headings -1K each, max -2K
- If subject heading inappropriate -1K
- Ensure that spreadsheet insert matches Task 8 – otherwise no Ins function award
- Accept whole spreadsheet, with or without shading, inserted into memo – minimum information is given in solution
- Accept spreadsheet font and size changed to fit within margins or to match memo
- If spreadsheet is inserted into the wrong place in the memo – no Ins function award
- If spreadsheet is inserted into the correct place but spacing before and after is inconsistent – candidate will gain Ins function award but -1K
- Accept From: section with or without Club Professional
- Accept the spreadsheet outwith the margins

Task	**Negative Marking** Keyboarding/Accuracy	**Positive Marking** Functions/Other Skills		Total
	Keyboarding/Accuracy	**Functions/Other Skills**		**Total**
12	Three marks are available for keyboarding – deduct one per error	Insert appropriate graphic – G Different font – F Text format – TF Page border – Bdr	1 1 1 1	
	K = 3	F =	4	7

- TF function award cannot be given for different font
- If entire notice in CAPS, -1K
- Accept a variety of capitalisation at the start of each line
- Candidate must make good use of the page, otherwise -1K
- G function award cannot be given for graphic page border
- Graphic should be appropriate – golf, music, food, dance, party, otherwise no G function award

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
13	Three marks are available for keyboarding – deduct one per error	Appointments inserted – T_1 T_2 Task inserted – Tk Print in day format – P * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	2* 1 1	
	K = 3	F =	4	7

- If note from teacher indicating NO ACCESS to electronic diary – no award for this task
- Times should be as given – both start and finish times/duration shown or no T function award for that item
- If data truncated – mark what is seen and no further penalty
- Accept additional printout for task to gain Tk function award – software issue
- Accept the appointments on 2 pages but must be day format
- Start and finish times or duration of the meeting/event must be given to award T functions

[END OF MARKING INSTRUCTIONS]