



2010 Administration

Standard Grade – Credit

Practical Abilities

Finalised Marking Instructions

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	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 Use of different font – F Use of different style – TF Insert appropriate graphic – G Insert footer – Ftr Footer on single line – SL Footer centred – C	1 1 1 1 1 1 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 Edinburgh in CAPS or Initial Caps
- Accept address in CAPS
- Accept telephone number with or without the words – Telephone, Tel No, Tel no, Tel, Telephone No, Telephone Number, T
- Accept phone number keyed in with or without spacing
- Accept area code in brackets
- Accept e-mail address with or without the words – e-mail, email, Email, E-mail, E-Mail, E
- E-mail address must be in lower case, if not -1K
- Accept e-mail address/web address with/without underline
- Accept the web address with or without the words – Web, Web Address, Web address, W
- If more than one graphic inserted (same or different) -1K once
- 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	Ten marks are available for keyboarding – deduct one per error	Centre – C Bold – B Tab – T Italics – I Bullet Points – BP ₁ , BP ₂ One Page – FP * 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.	1 1 1 1 2* 1	
	K = 10	F =	7	17

- Inconsistent spacing between sections -1K once
- Award T function only if all paragraphs are aligned to the same point
- Accept as a table, with/without gridlines
- Award BP₂ function only if bullets and paragraphs match within each section
- All bullets must start at the same point, otherwise -1K
- Accept different types of bullet points as long as they are the same within each section
- Accept side headings in CAPS or Initial Caps provided consistent
- Accept side headings in bold, italics etc
- Expect 2LS after shoulder headings. Otherwise -1K once
- If numbers are left in, -1K once
- Expect additional space between side heading paragraphs, otherwise -1K once
- Maximum of -2K on all line spacing errors

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
3	Eight marks are available for keyboarding – deduct one per error	Creation of fields – F ₁ F ₂ Separation of fields Title, Forename, Surname – SF Creation of records – R ₁ R ₂ Formatting non-text fields: Date – D Sort on 2 fields: Branch – S ₁ Contract – S ₂ Print in list format – P Print 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* 1 2* 1 1 1 1 1	
	K = 8	F =	10	18

- Ignore ID field
- Accept abbreviated field names
- Accept fields in any order
- Field names must be consistent, if not -1K once
- If employee title and name in one field no SF function award but second F award can still be given
- If no titles shown -1K once but second F award can still be given
- 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
- If data truncated -1K per field (column)
- If record omitted -1K per record (also, second R function award cannot be given)
- If additional record inserted -1K per record
- Entire database in capitals -1K
- 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
- If a candidate's name is in a field and sorted – award sort function then penalise -1K once
- Accept spreadsheet as database
- Accept telephone number with/without space. If inconsistent -1K once
- Wrapping of text is acceptable (published in Word) but if a word is split -1K once

- Accept contact number of Peter Rosol and Peter Benchley reversed
- Telephone numbers must be different otherwise -1K once
- If candidate has reversed the Perth training needs (first alternative solution) -1K once
- If candidate has reversed all training needs (second alternative solution) -1K once
- All other training needs errors -1K each time

- Truncation of any formula will result in **no** function awards for that formula
- Accept absolute cells added in any position but must be labelled, otherwise -1K once
- Labels should be marked for accuracy but not style -1K max
- If there is a difference between figure and formulae printouts -1K once
- If figure printout shows gridlines, no PG award on formula printout
- Accept the main heading appearing in the header
- The whole row must be shaded in order to gain the Sh function award(s)
- The Total Loss in Income label can appear anywhere in the row
- Minimum heading acceptable is Total Loss, otherwise -1K
- Accept loss in income figures shown as – ie if shown as a negative figure with minus sign.
- Accept loss in income figure in the same row as the label
- If Retail Price column moved to horizontal row -1K once

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
5	Four marks are available for keyboarding – deduct one per error Candidate must change: <input type="checkbox"/> Marianne Graham’s surname to Mitchell <input type="checkbox"/> Miss to Mrs otherwise, -1K each	3 new records inserted – R ₁ , R ₂ Delete record – Ann Black – DelR Sort (Branch, Date started) – S ₁ S 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 2 1	
	K = 4	F =	6	10

- If original task reprinted without amendments, award no marks
- New data must be consistent with original database, if not -1K once
- If new data is truncated -1K per field
- If any new records omitted, no R₂ function award and -2K per record
- If all new records omitted, no R₁, R₂ function awards and -4K
- If candidate’s name is in a field and sorted – award sort function then penalise -1K once
- Accept printout on more than one page
- If date field in Task 3 was not awarded the D function, then an alphabetic sort is acceptable in this task
- Be aware of consequentiality

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
6	Eight marks are available for keyboarding – deduct one per error	Page break – PB Italics – I ₁ I ₂ Justify entire document – J Import Chart – Imp Pie Chart – Cht Correct figures – F Percentages shown – % Legend/Labels – L Footer – Ftr Page Number – PN Right Align – RA * 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.	1 2* 1 1 1 1 1 1 1 1 1	
	K = 8	F =	12	20

- Expect LOCATION keyed in CAPS at the margin – otherwise -1K
- Accept chart without a title
- If title shown, must have CAPS or Initial Caps, otherwise -1K
- Check title and labels for accuracy
- To award F function – figures must be as solution
- If candidate has keyed in source information or included spreadsheet in document -1K
- This additional information should be checked for accuracy -1K each error
- No L function award if key/legend duplicated in labels
- If no chart imported no function awards possible – Imp, Cht, F, %, L
- If only page 2 submitted, then no J and PB function awards are possible
- Award J function, only if justified on both pages
- Accept a variety of ref styles in footer
- UPJ re vertical position of footer, if too high, no Ftr function award
- If page number only on both pages, then award PN function
- If page number shown on page 2 only, award PN and Ftr functions
- If page number and ref on both pages, then award PN and RA functions, ref must be right aligned
- If document runs to 3 pages -1K (ignore any footer on page 3)
- Ignore if not stapled

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
7A	No marks are available for keyboarding	Print of search/query – Health and Safety – Q Customer Care – Q Sort – S Correct Fields – SPF ₁ , SPF ₂ * SPF ₁ for first correct field and SPF ₂ for remaining correct fields	 1 1 1 2*	
	K = 0	F =	5	5

- 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 all other awards possible
- If no search carried out ie complete database supplied – no award

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
7B	Four marks are available for keyboarding – deduct one per error Memo must include appropriate headings, viz MEMORANDUM TO: FROM: DATE: SUBJECT: If not -1 each	Mail merge fields: Name – M ₁ Branch – M ₂ Job Title – M ₃ Date Started – M ₄ Contact No – M ₅ Alignment of ‘session’ details – T Print master document – PM Print one merged memo – P	 1 1 1 1 1 1 1 1	
	K = 4	F =	8	12

- 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
 - Consistent spacing after To, From, Date, Subject, or blocked, if not -1K
- } -1K max
- Accept (Forename) or (Forename and Surname) or (Forename, Surname and Job Title) to gain M₁ award
 - Accept Jack Healey with or without Training and Development Manager
 - Accept irregular spacing between merged fields in the print merge (not in the master)
 - If field names in master do not match the query or original database – only T function award possible
 - If no search/query printout in 7A – check print merge against original database to award M, PM and P functions
 - Check that master has been used for the mail merge, if not, no P function award for print merge
 - Accept Date Started in any format
 - Accept Morning Session and Afternoon Session
 - Accept Morning session and Afternoon session
 - Accept Title added to name(s)
 - Date could be shown in both PM and P memo
 - Accept “Insert Date” as a field in the master memo

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
8	Eleven marks are available for keyboarding – deduct one per error	Different font – F Different style – TF Landscape layout – L Display – D (front) Back-to-back – BB Appropriate graphics – G ₁ , G ₂ Layout – T ₁ T ₂ Underline – U Print landscape – PL Display – D (back)	1 1 1 1 1 2* 2* 1 1 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 =	12	23

- Accept the date with/without 2010
- Award D function (front) where candidate has made full use of the whole page
- If 2 masters provided no BB award
- Award D function (back) where candidate has followed layout as shown **and** has made full use of the whole page
- Accept 18 as a word
- Activities can appear in any order
- Information describing each activity should be consistently aligned with the heading, one/two lines consistently underneath, otherwise -1K once
- Accept all Activity headings centred
- Accept all sections justified
- Accept table or all text boxes on back page with or without borders
- Award T₁ function the first time sections are consistently aligned
- Award T₂ function if all sections are consistently aligned
- If no space underneath top 2 activities, -1K once

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
9	Three marks are available for keyboarding E-mail must include: <input type="checkbox"/> suitable subject <input type="checkbox"/> date of holiday <input type="checkbox"/> request for changes required <input type="checkbox"/> candidate name somewhere in the e-mail (at least their first name) – deduct one per error or omission	Address – Ad Attachment – A Sent – S Print – P	1 1 1 1	
	K = 3	F =	4	7

- Accept any name in the e-mail address
- 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)
- Evidence of attachment
 - paper clip in sent items
 - document icon on e-mail printout
 - properties printout or list
 - attachment heading
- P function should be awarded regardless of the name at the top of the printout
- 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 -3K
- If no e-mail printout but evidence from the teacher that the e-mail has been received (eg inbox) then candidate **could** be awarded Ad, A and S functions (-3K as input not available for checking)
- No textspeak -1K each time
- No greeting required at start of e-mail

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
10	Four marks are available for keyboarding – deduct one per error	Insert Sundries items – Ins ₁ , Ins ₂ Delete Inverness and Perth columns – Del C Format Sundries percentage – % Replicate Total formula – R ₁ Replicate formula – R ₂ Update Sundries Total Inc after Disc – A Replicate Sundries Total Inc after Disc – R Print Landscape – PL Print formula – PF Print gridlines – PG * 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* 1 1 1 1 1	
	K = 4	F =	11	15

- **SUNDRIES** should appear in CAPS, bold and shaded – otherwise -1K
- If figures appear in Sundries row -1K
- Bottle and Carrier, etc should be keyed in with Initial Caps – otherwise -1K once
- Skull Cap and Heart Monitor figures are incorrect -1K once
- New absolute cell may be added in any position but must be labelled, otherwise -1K
- Label should be marked for accuracy but not style -1K
- If no \$/cell name has been used the relative copy is 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 20% – no absolute cell reference award but they could receive the R function awards
- If no formulae printout – maximum function award possible is 4 – Ins₁, Ins₂, DelC and %
- If no figure printout – mark keyboarding/accuracy on the formulae printout – truncation of data should be penalised – only % function unavailable
- 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
- Accept Skull Cap and Heart Monitor in any order, if figures incorrect, -1K once

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
11	<p>Twelve marks are available for keyboarding – deduct one per error</p> <p>Itinerary must show:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Itinerary <input type="checkbox"/> Claire Thomas and/or Sales Manager <input type="checkbox"/> Destination/reason <input type="checkbox"/> Dates <input type="checkbox"/> 0900 hours appt <input type="checkbox"/> 0945 hours appt <input type="checkbox"/> Travel to Perth by car <input type="checkbox"/> Time at Perth branch <input type="checkbox"/> Dinner reservation <input type="checkbox"/> Meeting with sales asst 1 <input type="checkbox"/> Meeting with sales asst 2 <input type="checkbox"/> Interview asst manager <p>Or -1K for each omitted</p>	<p><u>Web Pages</u> –</p> <p>Access website – Rail – W Train – Perth to Inverness – RI to arrive Monday before 8 pm – RI</p> <p>Train – Inverness to Edinburgh – RI must depart next day and after 1 pm – RI</p> <p>Access website – Hotel – W Inverness and 3* – RI with leisure – RI</p> <p><u>Itinerary</u> –</p> <p>Train times – Perth – Inverness – I Train times – Inverness – Edinburgh – I Name of hotel – I</p>		
	K = 12	F =	11	23

- Internet printout for Perth to Inverness must show a Monday and arrival before 8 pm to gain second RI function award
- The Internet printout for Inverness to Edinburgh must show departure on the next day and after 1 pm to gain second RI function award
- Internet printout must show any connection times and places, if not, no RI function award
- If more than one train time/hotel shown on the printout(s) candidate must highlight the train/hotel chosen, otherwise no second RI function award
- Accept either Haymarket or Waverley railway stations – times must match
- Internet printout(s) for hotel must show 3*, name and **full** address of hotel, and leisure facilities, to gain RI functions
- Accept Internet information copied into a WP document

- 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 I function mark in the itinerary
- Where there are connections, the itinerary must indicate the change, otherwise -1K once
- Railway station/train must be mentioned at the start of each journey eg Perth railway station, otherwise -1K once
- Accept hotel name only for I function award in itinerary
- Accept meetings with Sales Assistants in any order
- Do not accept full stops at end of details, if so -1K once
- Inconsistent spacing between times, -1K once

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
12	Two marks are available for keyboarding – deduct one per error	Date – w/c 5 April – D Appointments inserted – T ₁ T ₂ Team meeting – R ₁ R ₂ for Wednesday onwards Print in week 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.	1 2* 2* 1	
	K = 2	F =	6	8

- If note from teacher indicating NO ACCESS to electronic diary – no award for this task
- If uncertain whether electronic diary used, mark as seen and refer to PA
- Correct start and finish times/duration and location should be shown or no T function award for that item
- Accept any finish time for conference call – may indicate same start/finish time
- If data truncated – mark what is seen and no further penalty
- Accept screen dump
- Accept working week eg Monday–Friday

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
13	<p>Six marks are available for keyboarding – deduct one per error</p> <p>Letter must include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Reference <input type="checkbox"/> Date <input type="checkbox"/> Inside address <input type="checkbox"/> Salutation <input type="checkbox"/> Number attending <input type="checkbox"/> Confirmation of date <input type="checkbox"/> Confirmation of time <input type="checkbox"/> Complimentary close <input type="checkbox"/> Name and/or designation <p>Or -1K for each omitted</p>	Recall of letterhead – RF	1	
	K = 6	F =	1	7

- Headed paper must be the same as Task 1 to gain RF function award
 - 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 in signature block must be 4–6, otherwise -1K
- } Max -2K over these points
- The letterhead must be distinct from the body of the letter, ie text formats should not have been carried down into the letter. If they have -1K once
 - Accept appropriate subject heading
 - Salutation and complimentary close must correspond –
 - Dear Sir ... Yours faithfully
 - Dear Mr Spence or Dear Alan ... Yours sincerely

} Or -1K
 - If letter not fit for purpose ie ‘sense/grammar’ -1K once
 - If www.gosport.com is underlined in Task 13 but not in Task 1, you could award the RF function
 - Accept “The” manager in the inside address
 - Accept The Manager in the inside address and Dear Mr... in the salutation

[END OF MARKING INSTRUCTIONS]