



**2011 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 footer – Ftr Footer on single line – SL Footer right aligned – RA	1 1 1 1 1 1	
	K = 2	F =	6	8

- Award D function if the information has been suitably displayed on the page
- Do not award D function if layout of address is same as question
- If commas shown – 1K once
- Do not accept change of font as style in this question
- Accept Inverness in CAPS or Initial Capitals
- Accept address in CAPS
- Ignore any graphic inserted
- Accept telephone number with or without the words – Telephone, Tel No, Tel no, Tel, T, ☎, Telephone No or Telephone Number
- Accept phone number keyed in with or without appropriate spacing
- Accept Fax No/Fax Number/Fax/F
- Accept e-mail address with or without the words - e-mail, email, Email, E-mail, E-Mail, E, ✉
- E-mail address must be in lowercase, 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 reference or date inserted –1K once
- UPJ re vertical position of footer, if too high, no Ftr function award

	Negative Marking	Positive Marking		Total
Task	Keyboarding/Accuracy	Functions/Other Skills		
2	Fifteen marks are available for keyboarding – deduct one per error	Margins – M Centre – C Larger Size – S Italics – I Footer – Ftr	1 1 1 1 1	
	K = 15	F =	5	20

- Expect 2LS after shoulder headings, if not – 1K (if consistent)
  - Expect 2LS or 3LS consistently above first shoulder heading and before final paragraph, otherwise – 1K
  - Expect 2LS consistently between each numbered item
  - Accept shoulder headings in CAPS with/without highlight or Initial Caps and highlighted, if not – 1K once
  - If bullets left in – 1K once
  - If inconsistent spacing between number and text, – 1K once
  - Accept today's date left aligned, centred or right aligned in footer
  - Accept numbered items left aligned or indented as long as consistent
- } maximum of -2K on these 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 <sub>1</sub> F <sub>2</sub> Separation of fields – Address, Town, Postcode – SF <sub>1</sub> Title, First Name, Surname – SF <sub>2</sub>  Creation of records – R <sub>1</sub> R <sub>2</sub> Formatting non-text fields Number – N Date – D Sort on 2 fields: Product – S <sub>1</sub> Supplier – S <sub>2</sub> 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 1  2*  1 1  1 1 1 1	
	K = 8	F =	12	20

- Ignore ID field
- Accept abbreviated field names
- Accept fields in any order
- Field names must be consistent, if not –1K once
- If supplier address in one field no SF<sub>1</sub> function award but second F award can still be given
- If contact name in one field no SF<sub>2</sub> 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
- 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
- Wrapping of text is acceptable (published in Word) but if word is split – 1K per field/column
- UPJ re product names eg Dairy/Dairy Produce, Flowers/Fresh Flowers,
- DNA supplier/supplies after product name – 1K once
- Accept numbers left or right aligned if consistent
- Only accept Michael Thomson as contact for Stuart Brown & Sons, otherwise – 1K

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
4	Seven marks are available for keyboarding – deduct one per error	Text formatting – TF Display – D Bold – B Right Alignment – RA Size – S Appropriate graphics – G G Border – Bdr Produce A4 back-to back-menu – BK, BK  * 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* 2* 2* 2 1 2	
	K = 7	F =	14	21

- Accept menu folded A4 lengthways or A4 widthways
- Award D function only if candidate has completed **all** layout instructions
- UPJ regarding spacing and fonts when awarding D function award
- Only double sided menu with correct orientation gains both BK awards
- If more than 2 graphics inserted do not award 2<sup>nd</sup> G function
- If graphics in the wrong place do not award 2<sup>nd</sup> G function
- Accept crème with or without the grave accent
- Accept description with an Initial Capital at first word only
- DNA description in Initial Capitals, – 1K once
- Accept with or without the brackets as long as consistent, otherwise – 1K once
- If quotation marks are shown at “Happy 21<sup>st</sup> Birthday Lindsey” – 1K
- Accept an exclamation mark after Lindsay

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
5	Three marks are available for keyboarding – deduct one per error	Format cells: Currency – £ Decimal Places – DP* Decimal Place – OT – DP Formulae: Chef Costs – F, F, F, A Relative/Absolute/Named – R Totals – Staff Cost – F Food Cost – F Overheads – F Miscellaneous – F Event Cost – F  Printout showing formulae – PF Printout with gridlines etc – 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.	1 2* 1 4 1 1 1 1 1 1 1 1 1 1 1 1	
	K =3	F =	16	19

- Ignore any errors in the original file and any additional text formatting
- Accept various alignments of figures and text but currency must be right aligned
- Accept accountancy/currency formats as appropriate
- Accept Miscellaneous figures in either cells B16-B18 or C16-C18 or D16-D18
- If figure printout has truncation – 1K per column
- Accept different variations of formulae
- If figures used in the formulae – no absolute cell reference award but they could receive R function award
- If no formulae printout – maximum function award possible – 4 (£, DP<sub>1</sub>, DP<sub>2</sub>, DP)
- 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
- Accept figures in any cell (opposite appropriate wage rate) on rows 23, 24, 25 and 27
- If there is a difference between figure and formulae printouts, – 1K once
- If figure printout shows gridlines, no PG award on formula printout
- If candidates have used absolute references or named cells for wage rates award R function
- If candidates have used a formulae for basic hours and overtime hours, if correct no problem, if wrong – 1K but could still gain all F awards
- If candidates use split cells to calculate the total wages – they can only gain the A and R functions
- If candidate has inserted another column for no of staff then – 1K
- If candidates have not worked out basic hours correctly if consistent – 1K once, otherwise – 1K each time
- If candidates have entered individual basic and overtime hours – 1K once but could still be awarded all F functions

	<b>Negative Marking</b>	<b>Positive Marking</b>		
<b>Task</b>	<b>Keyboarding/Accuracy</b>	<b>Functions/Other Skills</b>		<b>Total</b>
6	Three marks are available for keyboarding – deduct one per error	Fit to page – FP Footer – Ftr Appropriate graphic – G Display – D Tabs – T	1 1 1 1 1	
	K = 3	F =	5	8

- Only award FP mark if candidate has made full use of page
- D award for acceptable display/layout of form
- Award T only if lines/boxes are directly underneath each other on form
- Accept categories listed in any order
- Accept use of letterhead (with/without the original footer)
- Accept heading above or below restaurant details
- If no heading – 1K
- Capitalisation must be consistent, otherwise – 1K each time, max – 4K
- Accept prize draw as one word
- Ignore any extraneous material in the heading and mark for accuracy only
- Accept table with or without gridlines

	Negative Marking	Positive Marking		Total
Task	Keyboarding/Accuracy	Functions/Other Skills		
7	<p>Two marks are available for keyboarding – deduct one per error</p> <p>Candidate must change:</p> <ul style="list-style-type: none"> <li>□ The Flower Pot address to 12 Union Grove, Inverness, IV2 3PP</li> <li>□ Spence &amp; Saunders contact name and email address to Jennifer Saunders jenn@coolmail.co.uk</li> </ul>	<p>New record inserted – The Deer Place – NR</p> <p>Delete record – Stuart Brown &amp; Son – DelR</p> <p>Sort (alpha order of supplier) – S</p> <p>Print in list format – P</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p>	
	K = 2	F =	4	6

- 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 candidate's name appears in 'supplier' field and sorted – award sort function then penalise – 1K once
- DNA deer as product – must be venison – 1K
- Accept any date up to 31 March



	Negative Marking	Positive Marking		Total
Task	Keyboarding/Accuracy	Functions/Other Skills		
8	Seven marks are available for keyboarding – deduct one per error	Recall file – RF Remove footer – Del Ftr Italics – I <sub>1</sub> I <sub>2</sub> Justify entire document – J  * 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 2* 1	
	K = 7	F =	5	12

- Expect heading – Specific Dietary Requirements – at least 2LS after last line of previous text – otherwise – 1K
- Expect heading – Specific Dietary Requirements – in CAPS or Initial Caps and highlighted – otherwise – 1K
- Accept heading – Specific Dietary Requirements – left aligned or centred
- Expect shoulder headings to be keyed in as Task 2, ie Caps with/without highlight or Initial Caps with highlight – otherwise – 1K once

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
9A	No marks are available for keyboarding	Print of search/query – Less than 28 days – Q Sort – S Correct Fields – SPF <sub>1</sub> , SPF <sub>2</sub>  SPF <sub>1</sub> for first correct field and SPF <sub>2</sub> for remaining correct fields	1 1 2	
	K = 0	F =	4	4

- 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 award but other awards still possible
- If no search carried out ie complete database supplied – no Q award but other awards still possible

	Negative Marking	Positive Marking		Total
Task	Keyboarding/Accuracy	Functions/Other Skills		
9B	Six marks are available for keyboarding – deduct one per error	Recall File - RF Mail merge fields: Contact/Company Name – M <sub>1</sub> Address, town and postcode – M <sub>2</sub> First Name – M <sub>3</sub> Product – M <sub>4</sub> Terms days – M <sub>5</sub> Print master document – PM Print one letter – P	1 1 1 1 1 1 1	
	K = 6	F =	8	14

- Letterhead must be the same as Task 1 (original) to gain RF award
  - Letterhead need not be on master to gain RF function award but must be in merged letter
  - 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 once
  - 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 either/both Contact Name and Company Name at inside address
  - Accept (First Name), (First Name and Surname – with or without title) and (Title and Surname) to gain M<sub>3</sub> award
  - If Dear Sir/Madam used, accept Yours faithfully (No M<sub>3</sub> function award)
  - If Dear Sir or Dear Madam used on its own it must match the addressee – if not – 1K once
  - Yours sincerely or Yours faithfully must use lower case – otherwise – 1K once
  - Accept complimentary close with or without Owner – otherwise – 1K
  - 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 – no function awards possible
  - If no search/query printout in 9A – check print merge against original database to award PM and P functions
  - Check that master has been used for the mail merge, if not, no P function award for print merge
  - If no master letter, only RF function award possible in the mail 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
  - If first name and surname is split in the database then do not accept Dear Firstname Surname
- } – 2K max

	Negative Marking	Positive Marking		Total
Task	Keyboarding/Accuracy	Functions/Other Skills		
10A	Nine marks are available for keyboarding – deduct one per error	Download file – D Centre main heading – C Italics – I Line Spacing – LS Bold – B <sub>1</sub> B <sub>2</sub> Bullet points – BP <sub>1</sub> BP <sub>2</sub> Fit to 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* 2 1	
	K = 9	F =	9	18

- In order to gain the D award the first 3 comments must appear
- Inconsistent spacing between sections, – 1K once
- Award BP<sub>2</sub> function only if bullet style match within each section
- All bullets must start at the same point, within a section, otherwise – 1K once
- Accept main heading in CAPS/Initial Caps and highlighted
- Sub headings must be in CAPS, otherwise – 1K once
- If paragraphs do not appear at the beginning of the document – 1K
- If more than the comments are in double line spacing do not award LS function

	Negative Marking	Positive Marking		Total
Task	Keyboarding/Accuracy	Functions/Other Skills		
10B	Two marks are available for keyboarding  E-mail must include  ○ request for notification of changes required ○ info by end of week  – deduct one per error or omission	Reply function – R Attachment – At Sent – S Print – P	1 1 1 1	
	K = 2	F =	4	6

- If e-mail does not make sense – 1K once
- 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
- Do not award P function mark if evidence that e-mail has been printed from teacher's inbox (eg teacher name at top of printout)
- Accept screen dump of e-mail as printout if legible
- 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 R and S functions (– 2K as input not available for checking)
- No textspeak – 1K each time
- If candidate has altered the subject heading, mark for accuracy as normal – the candidate may not gain the R function award
- Be aware that some systems eg GLOW automatically adjust line spacing. DO NOT penalise inconsistent spacing
- Candidates name should be at the end of the e-mail, otherwise – 1K

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
11	Two marks are available for keyboarding – deduct one per error	Delete row – DeIR Discount – % Decimal Place – DP New formula – F, F Insert a row – Ins Italics – I Embolden – B Shading – Sh Border – Bdr 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.	1 1 1 2 1 1 1 1 1 1 1	
	K = 2	F =	12	14

- Discount 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 figure printout – mark keyboarding/accuracy on the formula printout – truncation of data should be penalised – do not award % and DP functions
- If no formulae printout – do not award F, F, PG and PF functions
- Truncation of formula will result in **no** function awards for that formula
- Only award Ins function if at least one clear row left before Wage Rates
- If there is a difference between figure and formulae printouts – 1K once
- If figure printout shows gridlines, no PG award on formulae printout
- Do not award Bdr and Sh functions if any other cell(s) have been bordered and shaded
- Do not accept the discount amount on the same row as the label, – 1K
- The formulae for cost after discount must be in one appropriate cell

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
12	<p>Six marks are available for keyboarding – deduct one per error</p> <p>Itinerary must show:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Itinerary – Sarah Alexander</li> <li><input type="checkbox"/> Destination/reason</li> <li><input type="checkbox"/> Dates</li> <li><input type="checkbox"/> Meeting with Mr MacLean</li> <li><input type="checkbox"/> Staff briefing</li> <li><input type="checkbox"/> Lunch</li> <li><input type="checkbox"/> Departure time from Inverness</li> <li><input type="checkbox"/> Arrival time at Glasgow Queen Street</li> <li><input type="checkbox"/> Hotel name and address</li> <li><input type="checkbox"/> Good Food Exhibition</li> <li><input type="checkbox"/> Meeting with Jessica and address</li> </ul> <p>Or –1K for each omitted</p>	<p><u>Web Pages</u> –</p> <p>Access website – Rail – W Train – Inverness to Glasgow – RI to depart after 1.30 pm – RI</p> <p>Access website – Hotel – W Glasgow and 3/4* – RI</p> <p>Access website – King’s Theatre – W What’s on Wednesday – RI</p> <p><u>Itinerary</u> –</p> <p>Correct arrival time – Glasgow – I Name and address of hotel – I</p>		
	K = 6	F = 9	9	15

- Internet printout(s) must show any connection times and places, if not, no RI function awards
- If more than one train time/hotel shown on the printout candidate must highlight the train/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
- To gain hotel RI award – Glasgow must be shown on printout
- Date/range of dates on theatre printout must correspond with itinerary date – otherwise no RI function award
- Accept Internet information copied into a WP document
  
- All Itinerary 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 printout to gain I function – 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, must indicate a change on the itinerary, if not – 1K once
- Railway station must be mentioned at the start of each journey eg Inverness railway station, otherwise – 1K once

- Accept hotel name only for I function award in itinerary
- Do not accept full stops at end of details, if so – 1K once
- Inconsistent spacing between times – 1K once
- If theatre information is in the itinerary as an event then – 1K and mark for accuracy
- If theatre information is in the itinerary as a suggestion mark for accuracy only
- Any other additional information mark for accuracy only
- Must show street and town to gain RI award



	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
13	Two marks are available for keyboarding – deduct one per error	Date – w/c should correspond with dates on Itinerary to gain D Appointments inserted – T <sub>1</sub> T <sub>2</sub> Staff Briefing – R <sub>1</sub> R <sub>2</sub> for Monday to Saturday inclusive Print in 7 day format – P Task – Tk  * 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 1	
	K = 2	F =	7	9

- 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 screen dump
- Accept task/to do list on a separate page
- The diary date must be the same or week after the itinerary, otherwise no D function award

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
14	<p>Six marks are available for keyboarding – deduct one per error</p> <p>Printout must include:</p> <ul style="list-style-type: none"> <li>• Details of meeting – who it is with time (venue)</li> <li>• Reminder to check the Good Customer Service document</li> </ul> <p>Or – 1K for each omitted</p>	No marks are available for functions		
	K = 6	F =	0	6

- Accept MEMO/MEMORANDUM
- If candidate starts task at first paragraph – 2K
- Accept use of a template file
- Memorandum/Memo heading has to be in CAPS or highlighted in some way, if not – 1K
- 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
- Any details missing at Memo headings – 1K each, max – 2K
- If memo not fit for purpose ie 'sense/grammar' –1K once
- Accept the memo from Sarah or the candidate – check that the memo makes sense, otherwise – 1K once

} – 1K  
max

[END OF MARKING INSTRUCTIONS]