2011 Administration

Standard Grade Foundation

Finalised Marking Instructions

Candidates should be awarded marks in a PS question if the answer clearly indicates that the problem can be/has been solved.

			KU	PS
1	(a)	Human Resources	**1**	
	(b)	Purchases	**1**	
	(c)	Finance	**1**	
	(d)	Sales	**1**	
		Do not accept any other answers. **If answer repeated, award one mark at correct place.**		

			KU	PS
2	(a)	DTP/Publisher/Word/Graphics Accept Named Packages eg Clarisworks/Appleworks/Microsoft Office **DO NOT ACCEPT Microsoft or Apple on its own**	**1**	
	(b)	see table below		

Feature	Equipment	
Seals documents in a plastic film to protect them	**B – Laminator**	**1**
Produces large quantities of good quality documents	**D – Photocopier**	**1**
Holds pages of a booklet together	**C – Binder**	**1**
Transfers pictures on to a computer	**A – Scanner**	**1**

If answer repeated, award 1 mark at correct place.

Accept letter or name of equipment, if correct.

			KU	PS
3	(a)			
	(i)	Caledonian Cleaners should • Install anti-virus software – accept named software • Set up a firewall • Scan/check **regularly** • Update (anti-)virus software **Do not accept any reference to "back-up"**		**1**
	(ii)	Caledonian Cleaners should • Password protect files • Introduce user access levels		**1**
	(iii)	Staff should • Save files into named folders • Give files an appropriate name • Be given training • Use file management/Sherlock/Find File facility		**1**
	(b)	Database/Spreadsheet – accept named software	**1**	

			KU	PS
4	(a)	Howard & Jamieson should • Install blinds/anti-glare screens • (Remind staff to) adjust brightness/contrast controls • Give staff regular breaks/breaks from computer tasks • Send staff for regular eye tests • Provide/check training has been given		1
	(b)	Howard & Jamieson should • Provide staff with adjustable chairs • Provide staff with foot rests • Give staff regular breaks/breaks from computer tasks • Provide/check training has been given **A different solution must be given for each problem**		1

			KU	PS
5				

	Tick (√)
Projector	√
Fax	
Franking Machine	
Interactive Whiteboard	√

KU: 1 (Projector), 1 (Interactive Whiteboard)

Do not accept any alternative answers.
If 3 boxes ticked and 2 correct, award one mark.
If 3 boxes ticked and one correct, no marks.
If 4 boxes ticked, no marks.

			KU	PS

6			

Equipment	Incoming Mail	Outgoing Mail	KU
Postage Scales		√	1
Letter Opener	√		1
Date Stamp	√		1
Franking Machine		√	1

Do not accept any alternative answers.
No award if tick in both Incoming and Outgoing Mail boxes.

			KU	PS

7	(a)	Open-plan/Flexible/Landscaped	1	

(b) SOLUTION 1

Ailsa Computer Services should provide

- hot desks
- touchdown areas

PS: 1

SOLUTION 2

Ailsa Computer Services should provide

- Carrels/dividers/sound proof screens/baffle boards
- Cellular office/hot office/hot room
- Separate rooms for equipment

PS: 1

SOLUTION 3

Ailsa Computer Services should introduce

- Flexitime
- Homeworking/teleworking
- Staff warnings

PS: 1

		KU	PS

8				
		Tick (√)		**1**
	Use a dictionary	√		
	Use a Satellite Navigation System			
	Use Who's Who			
	Use a spell checker	√		**1**

Do not accept any alternative answers.
If 3 boxes ticked and 2 correct, award one mark.
If 3 boxes ticked and one correct, no marks.
If 4 boxes ticked, no marks.

		KU	PS

9			TRUE	FALSE		
	(a)	A search engine is used to find websites using keywords.	√		**1**	
	(b)	Favourites is used to take you to another page on a website.		√	**1**	
	(c)	Hyperlinks are used to store websites you visit frequently.		√	**1**	

Do not accept any alternative answers.
No award if tick in both True and False boxes.

		KU	PS
10 (a)	• =Sum(B3:B6) or =Sum(B3..B6) or =Sum(B6:B3) or =Sum (B6..B3) • =B3+B4+B5+B6 or =Sum(B3+B4+B5+B6) • Autosum/Σ **Do not accept if = not included (except where candidate has used Autosum)**		**1**
(b)	Gary could • Use a chart/graph/bar chart/line chart/pie chart		**1**

		KU	PS

11 (a)			

	Tick (√
Keep a Visitors' Book	
Provide comfortable seating	√
Keep an Appointments Book	
Re-decorate and put posters on the walls	√

PS marks: 1 (Provide comfortable seating), 1 (Re-decorate and put posters on the walls)

Do not accept any alternative answers.
If 3 boxes ticked and 2 correct, award one mark.
If 3 boxes ticked and one correct, no marks.
If 4 boxes ticked, no marks.

(b) Any 2 from the following

- Computer
- Fax
- Telephone/answering machine/switchboard/mobile phone/pager
- Photocopier
- Printer

Do not accept any reference to books/diaries
Do not accept any items of stationery

KU: 2

		KU	PS
12 (a)	Reception/Main Entrance	1	
(b)	Ann Wisz	1	
	DO NOT ACCEPT Managing Director		
(c)	Sales	1	
(d)	4	1	
(e)	Jodie should		
	Go to Ann Wisz/Managing Director		1

		KU	PS
13 (a)	Richard should		
	Delete the record/row		1
(b)	Richard should		
	Search/query/filter the database		1

		KU	PS
14		1	

		Tick (√)
	Staff In/Out Book	
	Accident Book	√
	Postage Book	
	First Aid Handbook	

Do not accept any alternative answers

If 2 or more boxes ticked, no marks.

			KU	PS
15 (a)	Watson & Quinn should provide ▪ a mobile phone ▪ a pager ▪ PDA/Blackberry/Smart phone			1
(b)	Watson & Quinn should provide ▪ an after hours number ▪ e-commerce ▪ Fax (number) ▪ telephone answering machine ▪ voicemail ▪ e-mail			1
(c)	Confidential documents should ▪ be sent by post/recorded delivery/special delivery ▪ be sent by courier ▪ be sent by e-mail (as an attachment) ▪ be sent by electronic fax			1

			KU	PS
16 (a)	**ITINERARY FOR ADAM EL KASABY**			
	Travelling to Aberdeen			
	On _13 May (2011)_			1
	_0730_ hours	Check-in for Flight EZ 324 to Aberdeen Airport		1
	0830 hours	Depart Glasgow Airport		
	_0930_ hours	Arrive Aberdeen Airport		1
	0945 hours	Taxi to Financial Solutions Head Office at 45 High Street, Aberdeen		
	1130 hours to 1330 hours	_Meeting with Graham Monks (of Financial Solutions)_		1
	_1400_ hours to _1600_ hours	Lunch at The Grand Hotel, 55 High Street, Aberdeen		1
	1610 hours	Taxi to Aberdeen Airport		
	_1700_ hours	Check-in for Flight EZ 546 to Glasgow Airport		1
	1800 hours	_Depart Aberdeen (Airport)_		1
	1900 hours	Arrive at Glasgow Airport		
(b)	Cash/credit card/debit card		1	
	Accept named cards.			
	DO NOT ACCEPT Money/Cheque			

TOTAL = 28 KU

TOTAL = 27 PS

[END OF MARKING INSTRUCTIONS]