



2009 Administration

**Standard Grade – General
Practical Abilities**

Finalised Marking Instructions

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	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
1	Two marks available for keyboarding – deduct one per error	Bold – B Italics – I Insert graphic – G Appropriate graphic – A	1 1 1 1	
	K = 2	F =	4	6

- If all text in bold – no B function award
- If all text in italics – no I function award
- If letterhead is too large/long -1K (UPJ)
- Accept Aberdeen or Dyce in capitals but if both -1K
- Accept Telephone Number/Telephone No/Tel No
- Accept Fax Number or Fax No
- Accept telephone/fax number with space after code
- Accept telephone/fax number with code in brackets
- Accept e-mail, email, Email, E-mail, E-Mail
- Accept e-mail address with or without underline
- Do not accept capitals in email address -1K

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
2	Twelve marks available for keyboarding – deduct one per error	Creation of fields – F ₁ F ₂ Creation of records – R ₁ R ₂ Formatting of fields: Date – D Sort on <i>Line of Business</i> – S ₁ Sort on <i>Company Name</i> – 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* 2* 1 1 1 1	
	K = 12	F =	8	20

- Ignore ID/primary key
- Accept fields in any order
- Accept abbreviated field headings
- Accept field headings in initial caps or CAPS if consistent – if not -1K once
- If data and/or field headings truncated -1K per field
- If Contact Name is one field, no second F function award but no keyboarding penalty
- If a field is omitted -1K per field (also second F function award cannot be given)
- If a record is omitted -1K per record (also second R function award cannot be given)
- Accept towns in CAPS or initial caps if consistent, if not -1K once
- Capitalisation must be consistent eg Food and Drink, if not -1K each time (max -4)
- Entire database in capitals -1K
- Accept telephone numbers as given or with space after code if consistent, if not -1K once
- If candidate's name is in a field and sorted – award sort function and then penalise -1K
- If candidate has only sorted on one field then can only gain one S function award
- Accept printout on more than one page
- Accept any date format, even left aligned but check **closely** for use of date format (spelling)

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
3	Eighteen marks available for keyboarding – deduct one per error	Heading larger size – S Heading centred – C Bold – B ₁ B ₂ Fits on one page – FP Italics – I * 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 1	
	K = 18	F =	6	24

- Inconsistent or inappropriate spacing between sections -1K once
- Accept exclamation mark with or without bold in first shoulder heading
- To obtain the S and C function awards, both headings must be increased in size and centred
- Accept the main headings in single line spacing

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
4		Access www.firstgroup.com/scotrail – W Select relevant information: Sleeper Aberdeen to London on Friday – RI Sleeper London to Aberdeen on Sunday – RI Access www.theaa.com or www.rac.co.uk – W Select relevant information: 3-star hotel – RI London – RI	1 1 1 1 1 1 1	
	K = 0		F = 6	6

- Accept any URL provided it mentions Scotrail or Firstgroup
- Accept any URL provided it mentions the AA or RAC
- If URL has no reference to Scotrail, Firstgroup, AA or RAC then no W function award(s) but other functions can be given
- If letter provided explaining no access to specified sites, award all function marks as appropriate
- Accept if information from specified website has been copied into a WP document – must still be evidence of Scotrail, Firstgroup, AA or RAC website to gain W function award
- If sleeper times not clearly indicated then no RI function award – must be highlighted in some way if more than one train available
- If candidate selects a sleeper which shows 1 change, accept and award RI function

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
5	Three marks available for keyboarding – deduct one per error	Font size of heading – S Formatted for Currency – £ Format Currency as whole numbers – DP Formula for Total Fare Income – F Relative Copy – R Formula for Total No of Passengers – F Formula for Total Income – F Print formulae – PF	1 1 1 1 1 1 1 1	
	K = 3	F =	8	11

- Accept main heading in CAPS or Initial Caps with/without additional highlighting
- Format of column headings should be consistent eg CAPS, Initial Caps, bold etc if not -1K once
- List of Categories should be consistent eg CAPS, Initial Caps, bold etc – if not -1K once
- Accept various alignments of figures/text but currency must be right aligned – if not -1K once
- Accept accountancy format for currency
- Accept any formula which works
- For R function to be awarded candidate's formulae must be copied (correct or incorrect)
- Accept with or without shading
- If formula is entered in any of the shaded cells -1K once
- Accept spreadsheet printout(s) with/without row and column headings and/or gridlines
- If the printout for formulae is missing – maximum function award possible 3 marks (S, £, DP)
- If the printout for figures is missing mark the formulae printout for accuracy (truncation of text should be penalised -1K per column) – maximum function award possible 7 marks – cannot receive function award for £
- Truncation of formula(e) will result in no function awards for that formula(e)
- If there is a difference between figure and formulae printouts -1K
- No need to wrap text in headings
- Ignore additional shading provided that text/data is visible

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
6	Four marks available for keyboarding – deduct one per error	Different font – F Different size – S Other suitable text format – TF Insert graphic – G Appropriate graphic – A	1 1 1 1 1	
	K = 4	F =	5	9

- If entire notice in capitals -1K
- Candidate must make use of whole page, if not -1K
- Accept variety of capitalisation at the start of each line
- There should not be full stops in the notice, if so -1K once
- If candidate has keyed in the section starting “For some it is ...” as a paragraph, **expect** full stops in that paragraph. For consistency, the candidate may have added full stops after “... part of our team” and ... “Come along and find out more”. If so, accept

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
7A	Four marks available for keyboarding – deduct one per error Miss Wendy Barrie not changed to Mr Johnny Connors -1K	New record inserted – Trotter International Traders – R Field Deleted – Line of Business – DelF New field inserted – Party Size – NF New field – number field – N Sort database (<i>Date of Last Visit</i>) – S Print in list format – P	1 1 1 1 1 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 new field omitted, no N or NF function awards and -1K
- If new record omitted, no R function award and -2K
- If candidate's name is in a field and sorted – award sort function and -1K
- Accept printout on more than one page
- Date for Trotter International will differ from candidate to candidate
- If date field in Task 2 was awarded the D function mark but it was left aligned, be aware of the sort in this task before awarding the S function – if sorted alphabetically, no S award
- If date field in Task 2 was not awarded the D function then an alphabetic sort is acceptable in this task

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
7B		Search for customers with party size >=60 – Q Print records showing all fields – P	1 1	
	K = 0	F =	2	2

- Be aware of consequentiality – errors in original database
- If all fields not shown no P function award
- Accept printout on 2 pages

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
8	Two marks available for keyboarding – deduct one mark per error E-mail must include: <input type="checkbox"/> a few words of explanation, if not -2K <input type="checkbox"/> candidate name somewhere in the e-mail (at least their first name), if not -1K	Use of reply function – R Evidence of reply having been sent – S Evidence of attachment being sent – A Printout of e-mail – P	1 1 1 1	
	K = 2	F =	4	6

- Accept any name in the e-mail address
- Evidence of reply?
 - Re: Information Leaflet in the subject or inbox
 - Original message included in printout
 - Signed observation/letter/note from teacher
- Evidence of attachment?
 - Paper clip in sent items
 - Document icon on e-mail printout
 - Properties printout or list
 - Attachment heading
- 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)
- 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 e-mail printout but evidence from the teacher that the e-mail has been received (eg inbox) then candidate **could** be awarded R, S and A function marks (-2K as input not available for checking)
- No textspeak -1K each time
- If candidate has altered subject heading, mark for accuracy as normal – the candidate **may** not gain the R function award

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
9	Six marks available for keyboarding – deduct one per error	Page Break – PB Tab – T Headings in bold – Con Justify paragraphs – J Footer Ftr Page Number – PN	1 1 1 1 1 1	
	K = 6	F =	6	12

- Inconsistent or inappropriate spacing between sections -1K once
- Both headings must be in bold to gain Con function award
- If original headings also underlined then new headings must be consistent with this to gain Con function award
- To gain the T function award figures must be either left or right aligned

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
10	Two marks available for keyboarding – deduct one per error	Correct bookings inserted T T Tasks inserted in to-do list – TK TK Printout in day format – 12 June 2009 – P	2 2 1	
	K = 2	F =	5	7

- 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
- Booking, venue and duration (both start and finish time) should be as given – or no T function award for that item
- For Tasks: accept To Do List, Events
- Ignore any additional tasks listed
- Accept the “task list” on a second page
- Where information is truncated, mark as shown but do not penalise for truncation

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
11	Two marks available for keyboarding – deduct one mark per error	Insertion of a row – Ins Decimal places – whole number – DP Percentage – % Formula for Family Saver as a % – F Print in specified format (formulae) – PF	1 1 1 1 1	
	K = 2	F =	5	7

- Mark only the edits asked in the task – ignore any other changes made by the candidate
- If insertion is in the wrong place no Ins function award
- For Ins function to be awarded all 3 totals (Family Fare Income, Total No of Passengers and Total Income) must have been updated
- Accept Family Saver label in CAPS or Initial Caps
- Accept spreadsheet printout with/without row and column headings and/or gridlines
- If only figure printout provided – only 2 function awards possible – % and DP
- If only formulae printout provided – only 3 function awards possible – Ins, F and PF
- Truncation of formula(e) will result in no F function awards for that formula(e)
- If there is a difference between figure and formulae printouts -1K once

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
12	One mark available for keyboarding – deduct one per error	Correct choice of chart – bar – CHT Correct application of figures – F Titles/labels (main, X and Y) – H, X, Y Legend/Key and Labels – L	1 1 3 1	
	K = 1	F =	6	7

- Accept bar or column chart
- If main, X and Y labels are shown award H, X and Y function marks
- Only check title for accuracy
- Title must have Initial Caps or CAPS – if not -1K
- If title is inappropriate, award H function and -1K
- If more than 2006 and 2007 figures selected – no F function award
- Be aware of consequentiality ie figures and text from spreadsheet
- Accept graph on spreadsheet – ignore teacher input
- Accept railway names as legend and years on x axis

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
13	<p>Nineteen marks are available for keyboarding – deduct one per error</p> <p>Candidate must include:</p> <p><input type="checkbox"/> Reference</p> <p><input type="checkbox"/> Date as postmark</p> <p>If not -1K each</p>	<p>Recall file (letterhead) – RF</p> <p>Underline all shoulder headings – U₁ U₂</p> <p>Justify paragraphs – J</p> <ul style="list-style-type: none"> • 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. 	<p>1</p> <p>2*</p> <p>1</p>	
	K = 19	F =	4	23

- 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 between sections (salutation to complimentary close) must be 2 (or 3 before and after displays) otherwise -1K once
 - Line spacing in signature block must be 4-6, otherwise -1K
 - The letterhead must be distinct from body of letter (ie text formats should not have been carried down into the letter) – otherwise -1K
 - The body of the letter should be the same font – if not -1K once
 - Manuscript corrections must have been followed otherwise -1K each time
 - Either 2LS before and after shoulder headings or 3LS before and 2LS after otherwise -1K once
 - Accept any page break, even if a sentence is split
 - Accept Yours faithfully or Yours sincerely, otherwise -1K
 - Accept souvenir or souvenir
 - Accept Yard or yard
 - If actual date rather than date as postmark -1K once
 - Accept Postmark or postmark
- } Max -2 over these points

[END OF MARKING INSTRUCTIONS]