



2010 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 Dingwall in capitals
- Accept Tel No/Telephone Number/Telephone No/Tel/T
- Accept telephone with space after code
- Accept telephone 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 e-mail address -1K

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
3	Twenty-five marks available for keyboarding – deduct one per error	Heading larger size – S Heading emboldened – B Underline – U ₁ U 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.	1 1 2*	
	K = 25	F =	4	29

- Accept the main headings in single line spacing
- Inconsistent spacing between sections -1K once
- Accept additional space before Notes section
- Accept telephone with space after code
- Accept telephone with code in brackets
- Accept a new paragraph at The bus...in Bookings
- Accept any page break

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
4	No marks are available for keyboarding	Access www.theaa.co.uk/www.rac.co.uk – W Select relevant information: Distance Dingwall to Dufftown – RI Route map Dingwall to Dufftown – RI Access www.theaa.com/www.rac.co.uk – W Select relevant information: 3-star hotel – RI Elgin – RI	1 1 1 1 1 1	
	K = 0	F =	6	6

- Accept any URL provided it mentions the AA or RAC
- If URL has no reference to 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 AA or RAC website to gain W function award

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
5	Three marks available for keyboarding – deduct one per error	Format Cells: Percentage – % Currency – £ Decimal Places – DP Formulae: Total (Junior) – F Relative Copy – R Overall Total – F Junior as a % – 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 Type of Member 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 a 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 (% , £, 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 5 marks
- 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
- 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 but must be consistent within sections
- Accept bullet points for the 2 lists
- Accept bullet points as Text Format

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
7B	No marks are available for keyboarding	Search for Strathpeffer walks – Q	1	
	K = 0	F =	1	1

- Be aware of consequentiality – errors in original database
- No award if Walk Name not shown
- Accept printout on 2 pages

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
8	Two marks available for keyboarding – deduct one per error E-mail must include: <ul style="list-style-type: none"> <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: FIRST AID TRAINING EVENING 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	Four marks available for keyboarding – deduct one per error	Centre heading – C Move text (Walk Grading) – CP Footer – Ftr Page number – PN Right align – RA	1 1 1 1 1	
	K = 4	F =	5	9

- Accept both headings centred or first line only
- If spacing before/after Walk Grading inconsistent, no CP function award
- Inconsistent spacing between new sections -1K once
- Heading for the new walk should be consistent with the others, if not -1K once
- Accept Braggie and/or Bhraggie

	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 – 24 May 2010 – 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 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 per error August not changed to September -1K	Insertion of a row – Ins Increase size of heading – S Formula for Family as a % of Total – F Print in specified format (formulae) – PF	1 1 1 1	
	K = 2	F =	4	6

- 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
- Accept Family as a % of Total Collected 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 – Ins and S
- If only formulae printout provided – all 4 function awards possible but -1K
- Truncation of formula will result in no F function award for that formula
- If there is a difference between figure and formulae printouts -1K once

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
12	Two marks 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 = 2	F =	6	8

- Accept bar or column chart
- If main, X and Y labels are shown award H, X and Y function marks
- Check title and labels for accuracy
- No L function award if key/legend duplicated in labels
- No L function award if Series 1 shown
- Title must have CAPS or Initial Caps – if not -1K
- If title is inappropriate, award H function and -1K
- Be aware of consequentiality ie figures and text from spreadsheet
- Accept graph on spreadsheet
- If no spreadsheet printout -1K
- If no chart printed no function awards possible

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
13	Thirteen marks are available for keyboarding – deduct one per error	Recall file (letterhead) – RF Size of heading – S Bullet points – BP ₁ BP ₂ Line spacing – LS * 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 = 13	F =	5	18

- 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 at least one clear line space)
- Line spacing before and after bullet point lists must be 2 or 3, otherwise -1K once
- The letterhead must be distinct from body of the document (ie text formats should not have been carried down into the document) – otherwise -1K
- Manuscript corrections must have been followed otherwise -1K each time
- Accept on 2 pages
- Accept any page break
- Accept 2LS on first set of bullet points
- If underline not on e-mail address in task 1 but in task 13 then award RF award
- Accept if bullet points are of a different style in each section
- Accept if bullet points are indented

[END OF MARKING INSTRUCTIONS]