



**2011 Administration**

**Standard Grade General  
Practical Abilities**

**Finalised Marking Instructions**



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	<b>Negative Marking</b>	<b>Positive Marking</b>		
<b>Task</b>	<b>Keyboarding/Accuracy</b>	<b>Functions/Other Skills</b>		<b>Total</b>
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 Edinburgh in capitals
- Accept Tel No/Telephone Number/Telephone No/T/
- Accept telephone number with or without appropriate spacing
- Accept e-mail/email/Email/E-mail/E-Mail/E/
- Accept e-mail address with or without underline
- Accept Fax No/Fax Number/Fax/F
- Do not accept capitals in e-mail address – 1K
- LifeStyle must have a capital S otherwise – 1K

	Negative Marking	Positive Marking		Total
Task	Keyboarding/Accuracy	Functions/Other Skills		
2	Seventeen marks available for keyboarding – deduct one per error	Heading larger size – S Heading emboldened – B Italics – I Underline – U <sub>1</sub> U <sub>2</sub>  * 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*	
	K = 17	F =	5	22

- Inconsistent spacing between paragraphs – 1K once
- Accept paragraph beginning “If, however,.....” as run-on **OR** as new paragraph
- Accept any page break
- Accept litte or little
- Accept double or single quotation marks at “grow” and “Little K” if consistent, otherwise – 1K

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
3	Twelve marks available for keyboarding – deduct one per error	Creation of fields – F <sub>1</sub> F <sub>2</sub> Creation of records – R <sub>1</sub> R <sub>2</sub> Formatting of fields: Date – D Currency – £ Number – N Decimal Places – DP Sort on 2 fields: <i>Acc Opened</i> – S <sub>1</sub> <i>Credit Limit</i> – S <sub>2</sub> 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  1 1 1	
	K = 12	F =	11	23

- Ignore ID/primary key
- Accept fields in any order
- Accept abbreviated field headings
- Accept field headings in CAPS or Initial Caps if consistent – if not –1K once.
- If data and/or field headings truncated –1K per field
- If Customer Name in 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, if not – 1K each time (max -4K)
- Entire database in capitals –1K
- If candidate's name is in a field and sorted – award sort function and then penalise –1K
- Accept Initial Cap at beginning of Susan Anderson's, Shannon Patterson's or Kayden Aberg's e-mail addresses – does not need to be consistent
- Accept printout on more than one page

	<b>Negative Marking</b>	<b>Positive Marking</b>		
<b>Task</b>	<b>Keyboarding/Accuracy</b>	<b>Functions/Other Skills</b>		<b>Total</b>
4	Three marks available for keyboarding – deduct one per error	Size of Main Heading – S  Format Cells: Currency – £ Decimal Places – DP  Formulae: Total Salary Cost – F Relative Copy – R Overall Salary Cost – F  Print formulae – PF	1   1 1  1 1 1  1	
	K = 3	F =	7	10

- Accept main heading in CAPS or Initial Caps with/without additional highlighting
- If sub heading size is same as Main Heading do not award S function mark
- Format of column headings should be consistent eg CAPS, Initial Caps, bold etc if not – 1K once
- List of Position 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
- Ignore additional shading provided that text/data is visible
- 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 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

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
5	No marks are available for keyboarding	Access www.airfrance.co.uk – W Select relevant information: Edinburgh to Paris, Charles de Gaulle – RI Paris, Charles de Gaulle to Edinburgh – RI Afternoon Flight - RI  Access www.expedia.co.uk – W Select relevant information: 4-star hotel – RI Paris – RI	1  1 1  1  1 1	
	K = 0	F =	7	7

- Accept any URL provided it mentions Air France for travel and Expedia for accommodation
- If URL has no reference to Air France or Expedia 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 Air France or Expedia website to gain W function award
- In order to gain travel RI's dates of travel must be shown on printout
- In order to gain Afternoon Flight RI – selected flight must leave Paris, Charles de Gaulle after 12 noon and before 6 pm
- Selected flight must be highlighted to gain RI function award(s)
- Flight may not be direct to gain RI award
- Flights must be highlighted to gain RI function award(s)

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
6	Two marks available for keyboarding – deduct one 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: BOOKING CONFIRMATION 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)
- Accept screen dump of e-mail for P award if legible
- 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)
- 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
- Be aware that some systems eg GLOW automatically adjust line spacing. DO NOT penalise inconsistent spacing

	<b>Negative Marking</b>	<b>Positive Marking</b>		
<b>Task</b>	<b>Keyboarding/Accuracy</b>	<b>Functions/Other Skills</b>		<b>Total</b>
7	Six marks available for keyboarding – deduct one per error	Change Margins – M Justify – J Footer – Ftr Page numbers – PN Page Break – PB Tab – T <sub>1</sub> , T <sub>2</sub>	1 1 1 1 1 2	
	K = 6	F =	7	13

- Inconsistent spacing between new sections – 1K once
- Heading for the Adult Range should be consistent with the others, if not – 1K
- Heading for Get the Designer Look! should be consistent with the others, if not – 1K
- Page Numbers must be shown in the footer area of both pages to gain PN function award
- Accept with or without the heading Decoration
- If the candidate has deleted more than one paragraph, – 1K
- Be aware of consequentiality (run on)
- Accept tables with or without gridlines
- If only 2 columns shown then only award 1 T function
- Accept if candidate has right aligned currency – award both T function awards if appropriate



	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
8A	Four marks available for keyboarding – deduct one per error  Susan Anderson not changed to Susan Jackson – 1K Miss not changed to Mrs – 1K E-mail unchanged – 1K	Record deleted – Kayden Aberg – DelR New record inserted – Duncan Spears – R Field deleted – <i>Acc Opened</i> – DelF New field inserted – <i>Contact Method</i> – NF Sort on 2 fields: <i>Contact Method</i> – S <sub>1</sub> <i>Surname</i> – S <sub>2</sub> Print in list format – P	1 1 1 1 1 1 1	
	K = 4	F =	7	11

- 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 NF function award 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
- Be aware of consequentiality eg e-mail

	<b>Negative Marking</b>	<b>Positive Marking</b>		
<b>Task</b>	<b>Keyboarding/Accuracy</b>	<b>Functions/Other Skills</b>		<b>Total</b>
8B	No marks are available for keyboarding	Search for: Customers who live in Edinburgh – Q Credit Limit >£800 – Q	1 1	
	K = 0	F =	2	2

- Be aware of consequentiality – errors in original database
- Accept printout on 2 pages

	<b>Negative Marking</b>	<b>Positive Marking</b>		
<b>Task</b>	<b>Keyboarding/Accuracy</b>	<b>Functions/Other Skills</b>		<b>Total</b>
9	Eight marks available for keyboarding - deduct one per error	Larger Size – S Line Spacing – LS – 1.5	1 1	
	K = 8	F =	2	10

- If entire document in CAPS –1K
- Both lines must be larger size, otherwise no S function award
- Accept bullet points for the list
- Accept any spacing before and after the list – must be consistent, otherwise -1K

	<b>Negative Marking</b>	<b>Positive Marking</b>		
<b>Task</b>	<b>Keyboarding/Accuracy</b>	<b>Functions/Other Skills</b>		<b>Total</b>
10A	Two marks available for keyboarding – deduct one per error	Insertion of a row – Ins Formula for % of Overall Salary – F Formula for Warehouse Manager – F  Format Cells: Percentage – % Decimal Places – DP Print in specified format (formulae) – PF	1 1 1  1 1 1	
	K = 2	F =	6	8

- 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 Showroom Staff Salaries as a % of Overall Salary label in CAPS or Initial Caps
- Accept spreadsheet printout with/without row and column headings and/or gridlines
- If only figure printout provided – only 3 function awards possible – Ins, % and DP
- If only formulae printout provided – only 4 function awards possible – Ins, F, F, and PF
- 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
- Label must be appropriate
- Label should be in initial caps, otherwise – 1K once

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
10B	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

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
11	Eight marks are available for keyboarding – deduct one per error	Bold – B	1	
	K = 8	F =	1	9

- 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
  - Only accept Memo From: Richard Muldrow, Store Manager – otherwise –1K
  - Accept any date before 31 March 2011
  - Accept the subject heading in any style eg CAPS, Initial Caps, bold
  - If all text in bold – no B function award
  - Spacing before and after list should be consistent, otherwise – 1K once
  - Accept bold with or without underline
  - Accept bullet points for the list
  - If sentence in CAPS and underlined – 1K
  - If candidate has moved incorrectly/not moved sentence – 1K
- } – 1K  
max

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
12	One mark available for keyboarding – deduct one per error	Correct meetings inserted – T T Task inserted in to-do list – TK Printout in day format – 23 May 2011 – P	2 1 1	
	K = 1	F =	4	5

- 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
- Meeting 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
- Accept meetings with or without the word meetings

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
13	Eight marks are available for keyboarding – deduct one per error	Recall file (letterhead) – RF Bold – B	1 1	
	K = 8	F =	2	10

- 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 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
  - The letterhead must be distinct from body of the document (ie text formats should not have been carried down into the document) – otherwise – 1K
  - Do not award B function if bold carried down into the body of the letter
  - Accept only Senior Administrative Assistant
  - Accept hyperlink as underscore for web address
  - If candidate has not underlined 2010 Performance Report and/or web address – 1K each time
  - Accept on 2 pages
  - Accept any appropriate page break
  - Accept full stop in web address underlined
  - Accept hyperlink underlined/not underlined in RF file
- } Max -2K over these points

[END OF MARKING INSTRUCTIONS]