

STANDARD GRADE BUSINESS MANAGEMENT PRACTICAL ABILITIES—2013

IMPORTANT INFORMATION

Guidelines for all levels of Practical Abilities Reports

- 1 **All candidates** must experience decision 11 ie “Running their business”. The decisions made prior to this are planning decisions which build up to running the business.
- 2 All candidates should have access to their written report **as they work through** the *business@work* **TO DO** list.
- 3 Please ensure that each pupil is being presented at the most appropriate Level.
- 4 Candidates are asked to reflect on decisions taken during *business@work*. Candidates’ answers should relate to their original decisions. These may differ from one candidate to another.
- 5 In addition to information contained within *business@work* candidates can refer to other course notes.
- 6 Credit Level candidates should not write their answers on the question paper. Answers should be written in ink or word processed on separate sheets of paper. Foundation and General Level candidates should use the workbook provided by SQA to complete their reports.

Guidelines for assessing

- 1 Marks should be allocated according to the exemplar answers/marking guidelines provided. **No half marks must be awarded.**
- 2 Teachers are encouraged to analyse carefully all pupil answers, particularly at Credit Level, to ensure marks awarded are warranted at this level.
- 3 Teachers should use their professional judgement to award marks based on the exemplar answers and guidelines for marking provided.
- 4 If candidates provide answers and justifications which are not included in the exemplar answers provided, but are nonetheless valid, teachers should award marks appropriately.
- 5 Exemplar answers/marking guidelines with all amendments clearly shown should be included with the candidate sample for verification.

SPECIFIC INFORMATION (FOUNDATION/GENERAL/CREDIT LEVEL REPORTS)

Report	Printouts required	Specific information
F	Section 2—Question 7(d) requires a printout from the Player’s Workbook showing the page that shows Production Assistant chosen.	It is recommended that candidates have access to the Foundation Report issued by the SQA as they work through the TO DO list.
	Section 2—Question 7(e) requires a printout from the Player’s Workbook showing the wording of letters to successful and unsuccessful applicants.	
G	Section 2—Question 6(a) requires a printout from the Start-up File showing the page that gives information about Employees & Wages.	It is recommended that candidates have access to the General Report issued by the SQA as they work through the TO DO list.
	Section 2—Question 7(a)(ii) requires a printout from the Player’s Workbook showing the Person Specification.	
C	Section 2—Question 4(a) requires a printout from business@work showing items included in the Person and Job Specifications.	It is recommended that candidates have access to the Credit Report issued by the SQA as they work through the TO DO list.
	Section 2—Question 5(a) requires a printout from BusinessWorks.com showing the Interview Checklist.	

[END OF IMPORTANT INFORMATION]

NATIONAL
QUALIFICATIONS
2013

BUSINESS
MANAGEMENT
STANDARD GRADE
Credit Level
Practical Abilities Report

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***business@work*—Report**

It is now time to prepare a report to summarise your thoughts on your business.

Your report is split into the following 3 sections.

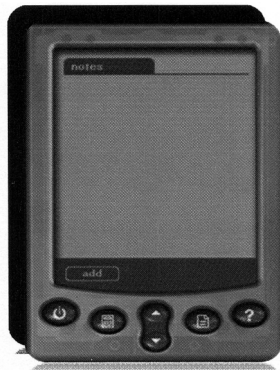
- Section 1—USING ***business@work***
- Section 2—RECRUITMENT & SELECTION
- Section 3—INTO THE FUTURE

Complete your report using the information from the scenario and other course materials.

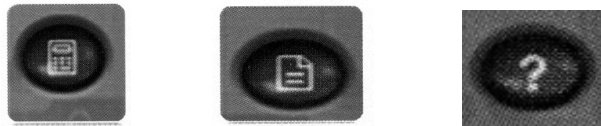
[Turn over

SECTION 1—USING *business@work*

Marks PA



1. (a) Explain the purpose of the PDA. 1
- (b) The buttons shown below are part of the PDA.



Explain, using examples, how each could be used during *business@work*. 3

- (c) The features of the PDA in *business@work* are limited.
Suggest and justify **3** additional features which could be added to your PDA to support you during *business@work*. 6

2. (a) Information on how to use the PDA is available on the **demo**.
Describe **2** ways you can access this information. 2

- (b) Suggest **2** advantages and **2** disadvantages of using the **demo** within *business@work*. 4

3. Your PC also provides access to other tools which must be used within *business@work*. Two of these are shown below:



Identify a piece of information from each of the tools above. Explain how this information helped you make a decision in *business@work*. 4

SECTION 2—RECRUITMENT & SELECTION

Marks PA



4. (a) Print out the pages from *business@work* showing the items you have included in the Job Specification and the Person Specification for your Production Assistant. 1
- (b) Select 2 items you have chosen to include in your Job Specification for your Production Assistant and justify your choice. *A different justification must be given for each.* 2
- (c) Explain how you would use both the Job Specification and Person Specification when recruiting and selecting your new employees. 4
5. (a) Print a copy of your Interview Checklist. 1
- (b) Explain the benefits of the Interview Checklist during the interview process. 3
- (c) Apart from an interview, identify and justify 2 other methods of selecting a candidate for employment in your stationery business. 4
- (d) Justify the importance of asking all candidates the same questions. 2
- (e) Whilst meeting with other entrepreneurs you have become aware of legislation which can affect the recruitment and selection process. Identify 3 pieces of legislation you need to be aware of when recruiting and selecting a suitable candidate. 3

[Turn over

SECTION 3—INTO THE FUTURE

Marks PA



D C Thomson & Co Ltd, is a publishing company based in Dundee best known for producing the newspapers; The Dundee Courier, The Evening Telegraph, The Sunday Post for Dundee, Angus and Fife. The company also publishes a range of magazines and comics such as the People's Friend and The Beano.

The company produces more than 200 million comics, magazines, and newspapers every year from offices in Dundee, Glasgow, Manchester and London. The company uses batch production and ensures that quality is checked at various stages of production. The company employs around 1,700 workers. Recently, 350 employees at D C Thomson & Co Ltd were made redundant with the closure of the Printworks in Dundee, along with a section of the Kingsway Print Plant. This was brought about by a social trend as customers are less willing to buy newspapers and magazines which have caused a huge drop in sales over the years.

D C Thomson & Co Ltd is committed to producing publications that strive to meet the ever changing needs of their customers and developing new products for a successful future.

Adapted from www.dcthomson.co.uk

6. D C Thomson is a private limited company. Your stationery business is a sole trader.

Compare the features of a sole trader with that of a private limited company. 2

7. (a) One of the aims of D C Thomson is to meet the ever changing needs of their customers.

Suggest and justify 2 other aims which you may have for your stationery business. 4

- (b) Describe and justify the 2 types of market research you could use to identify the ever changing needs of your customers. 4

Marks

PA

8. (a) D C Thomson uses batch production when manufacturing its newspapers, magazines and comics and checks for quality during production.

Describe another suitable method of production you may use in your stationery business. Justify your choice.

2

- (b) Describe the advantages to your stationery business of having a quality product.

2

9. (a) D C Thomson has to develop new products to have a successful future. Your stationery business will also have to develop new products to meet the ever changing needs of your customers.

Describe **3** stages you would have to go through before launching your new product.

3

- (b) External factors have caused D C Thomson's sales to drop.

Other than social trends describe **3** external factors which could affect your stationery business.

3

[END OF REPORT]

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NATIONAL
QUALIFICATIONS
2013

BUSINESS
MANAGEMENT
STANDARD GRADE
Credit Level
Practical Abilities Report
Exemplar answers/Marking guidelines

Notes for Teachers

Important Information

- Important Information has been provided as a separate document and issued to centres by SQA.
- This contains specific information which will assist teachers to support candidates through the project eg highlighting when printouts are required.
- Teachers should read this **before** candidates start *business@work* and their Practical Abilities reports.

Credit level candidates should not write their answers on the question paper. Answers should be word processed or written on separate sheets of paper. Candidates should be issued with the cover sheet provided (*business@work Report*) to preface their answers.

When candidates are asked to reflect on decisions taken during *business@work* their answers should relate to their original decisions. These may differ from one candidate to another.

Teachers should use their professional judgement to award marks based on the exemplar answers and guidelines for marking provided.

If candidates provide answers and justifications which are not included in the exemplar answers/marking guidelines provided, but are nonetheless valid, teachers should award marks appropriately.

Marks should be allocated according to the exemplar answers/marking guidelines provided—**half marks must not be awarded.**

Marking guidelines with all amendments clearly shown should be included with the candidate sample for verification.

Teachers should ensure that marks awarded are allocated to answers which are of Credit standard.

***business@work*—Report**

It is now time to prepare a report to summarise your thoughts on your business.

Your report is split into the following 3 sections.

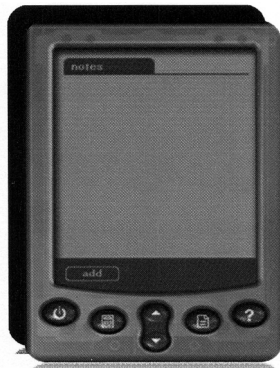
- Section 1—USING ***business@work***
- Section 2—RECRUITMENT & SELECTION
- Section 3—INTO THE FUTURE

Complete your report using the information from the scenario and other course materials.

[Turn over

SECTION 1—USING **business@work**

Marks PA

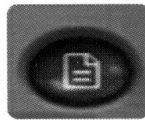
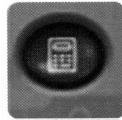


1. (a) Explain the purpose of the PDA.

- *To make notes which will help you to make decisions as you progress through the to-do-list*
- *To make calculations which will help you to make decisions as you progress through the to-do-list*
- *To make notes on its own is not enough*

1

(b) The buttons shown below are part of the PDA.



Explain, using examples, how each could be used during **business@work**.

The calculator could be used for the following:

- *To calculate revenue at different selling prices*
- *To calculate revenue at different sales volumes*
- *To calculate profit/loss*

The notes button could be used for the following:

- *To take notes on applicants for the post of Admin & Production Assistant*
- *To take notes on the location sites*
- *To take notes from BusinessWorks.com*

The help button could be used for the following:

- *To help the user to find out how to use the features of the PDA*

1 mark available for each feature. Must explain each button to get 3 marks. Candidates MUST give a specific reason related to business@work.

3

1. (continued)

(c) The features of the PDA in *business@work* are limited.

Suggest and justify **3** additional features which could be added to your PDA to support you during *business@work*.

- *Email could be added so you do not need to access messages via the PC during the simulation*
- *Internet could be added which would enable access to BusinessWorks.com/Google/any reference to a webpage without having to go to the PC*
- *A digital camera could be included which would enable you to take digital pictures. This could be of use when visiting the different sites to locate your business*
- *The ability to link to a printer. This would allow you, for example, to printout notes on the candidates interviewed for the Administration and Production Assistant. This would allow you to print straight from your PDA*
- *Copy & Paste facility—this would allow you copy from the Start-up file and paste into your PDA without having to word process*
- *Calendar—this would allow you to store appointments and access them when out of the office*
- *Address Book/Contacts—this would allow you to add contacts when out of the office. This would also allow you to access contact details when out of the office.*
- *Mobile phone—this would allow you to contact anyone from your address book when out of the office*

1 mark for each additional feature (max 3). 1 mark for each valid justification

6

[Turn over

2. (a) Information on how to use the PDA is available on the **demo**.

Marks

PA

Describe **2** ways you can access this information.

- *Click on Demo then click on watch Full Demo.*
- *Click on Demo then click on the part you wish to learn about*

1 mark per description.

2

(b) Suggest **2** advantages and **2** disadvantages of using the **demo** within *business@work*.

Advantages

- *You can pause the demo*
- *The demo shows how to operate the tools in the office*
- *You can select specific tools to watch instead of watching the whole demo.*
- *Can be revisited at any time*

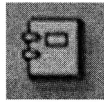
Disadvantages

- *It doesn't show you how to operate all aspects of the office*
- *There is no sound—only visual and written information*
- *Demo speed is too slow*
- *Time consuming to watch the full demo*

1 mark per advantage and disadvantage, must have 2 of each.

4

3. Your PC also provides access to other tools which must be used within *business@work*. Two of these are shown below:



Identify a piece of information from each of the tools above. Explain how this information helped you make a decision in *business@work*.

Start-up File

- *The Start-up File tells you that the loan should be between £5000 and £6000*
 - *This helped me complete my business plan*
 - *This helped me to decide which site to choose*
- *The Start-up File tells you that you should aim to produce between 3500 and 4000 units per month in the early months of trading*
 - *This helped me know how much I should aim to produce every month*
- *The Start-up File tells you that if you set your price at £2.89*
 - *This gave me the information to enter into my Production Planner and to estimate how much income I would make every month*
- *The Start-up File tells you that there is a local supplier called Glendale's and that they will give you credit of 30 days*
 - *This helped me as I did not have to research possible supplier in and around the local area*
 - *This helped me decide which site to choose as wanted to locate close to my supplier to reduce costs*
- *The Start-up File tells me that my competitors are Prestige Print, The Publishing House and Stop Press*
 - *This allowed me to pick up a site which was not too close to them*

Site Planner

- *The Site Planner showed me financial information on each Site (rent, rates and alterations)*
 - *This helped me to decide whether I should locate my business*
 - *This helped me easily compare sites against one another*
- *The Site Planner showed me how much of a loan I needed if I choose a site*
 - *This helped me decide how much I would need to borrow from the bank*

This list is not exhaustive

1 mark per description.

4

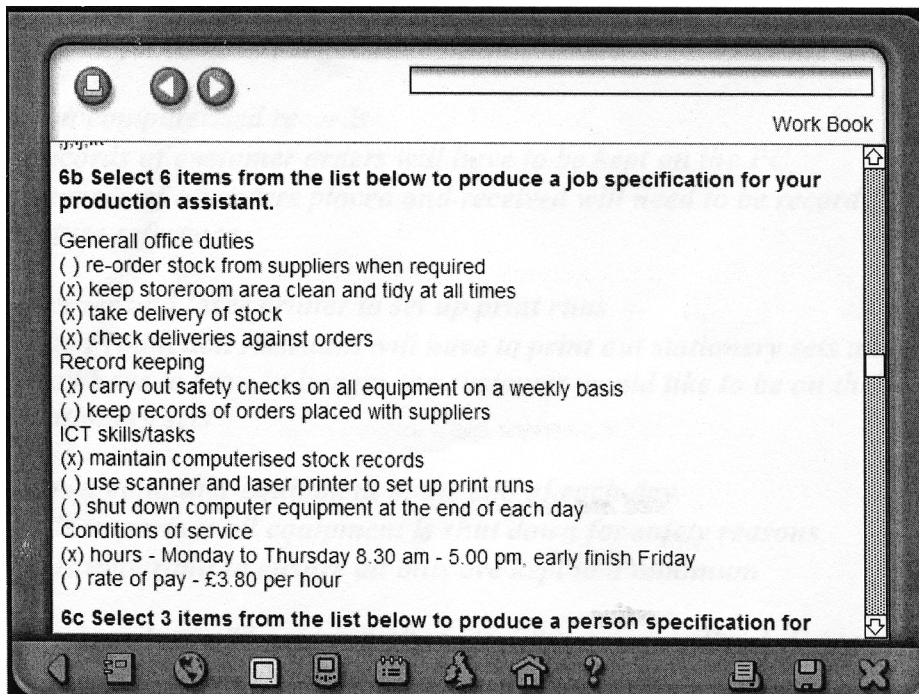
SECTION 2—RECRUITMENT & SELECTION

Marks PA



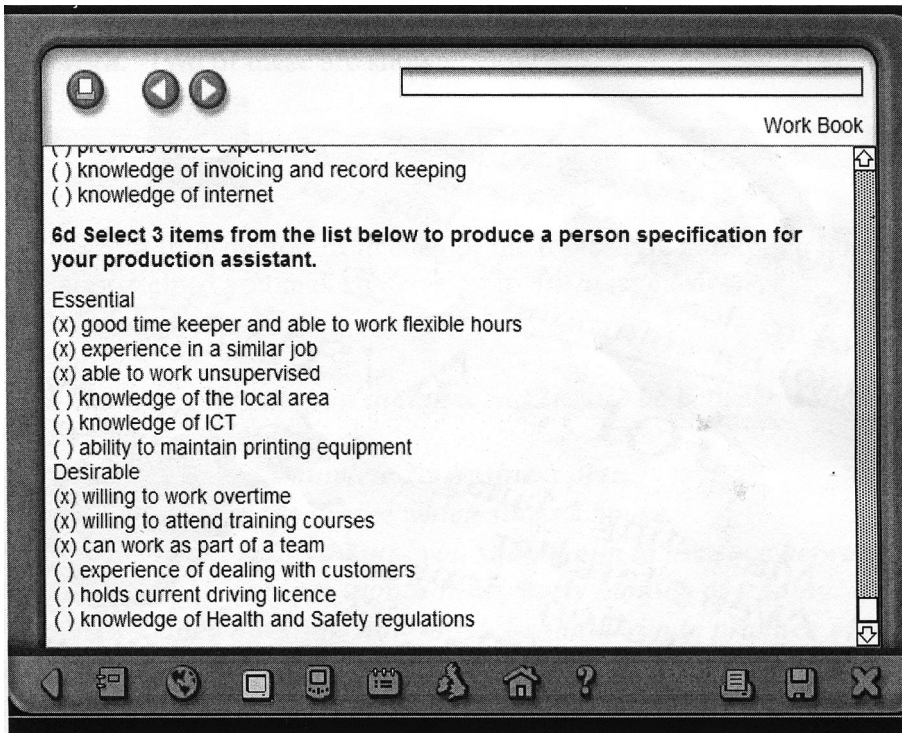
4. (a) Print out the pages from *business@work* showing the items you have included in the Job Specification and the Person Specification for your Production Assistant.

Print out from Player's Workbook



4. (a) (continued)

Print out from Player's Workbook



[Turn over

4. (continued)

- (b) Select 2 items you have chosen to include in your Job Specification for your Production Assistant and justify your choice. *A different justification must be given for each.*

Re-order stock from suppliers when required

- *If stock is not ordered when required the business will not be able to produce and may lose sales/customers*
- *If stock does not arrive on time customers may shop somewhere else*

Keep storeroom clean and tidy at all times

- *To provide a safe environment for all employees to work in*
- *To help meet health and safety legislation*

Take delivery of stock

- *Production Assistant will have to take delivery of stock to allow them to produce the stationery sets. No stock will mean no production*

Check delivery against orders

- *It is important that all goods ordered are received, otherwise the business will be paying for goods that might not have been received from the supplier*

Carry out safety checks on all equipment on a weekly basis

- *To ensure safety in the workplace and to avoid accidents*
- *To help meet health and safety legislation*

Keep records of orders placed with suppliers

- *Have to be able to compare orders with invoices to ensure you are paying for the correct goods*

Maintain computerised records

- *Records of customer orders will have to be kept on the PC*
- *Records of all orders placed and received will need to be recorded for future reference*

Use scanner and laser printer to set up print runs

- *The Production Assistant will have to print out stationery sets and may have to scan in images the customer would like to be on their stationery sets*

Shut down computer equipment at the end of the day

- *It is important all equipment is shut down for safety reasons*
- *It is important to ensure all bills are kept to a minimum*

Hours—Monday to Thursday 8.30 am to 5.00 pm, early finish Friday

- *These are the hours of business and the employee must be able to work these hours*

1 mark per justification, a different justification must be given to gain 2 marks.

4. (continued)

(c) Explain how you would use both the Job Specification and Person Specification when recruiting and selecting your new employees.

Job Specification

- *Helps you decide on the contents of the Person Specification*
- *Can be used to give applicants information about what the job involves*
- *Helps you decide which questions are to be asked in the interview*
- *Can be used to draw up the Job Advert*

Person Specification

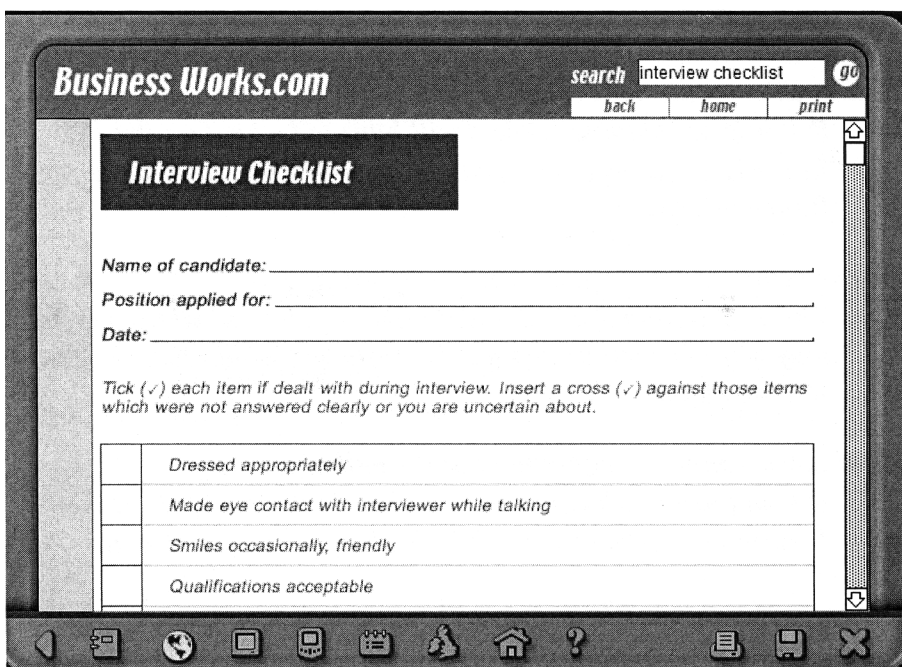
- *Compared against Letter of Application to identify if candidate had the relevant skills, experience and qualities*
- *Compared against Interview Checklist to help identify if candidate had the relevant skills, experience and qualities*
- *Can be used to distinguish between the “essential” and “desirable” skills required for the job*
- *Helps you decide which questions are to be asked in the interview*
- *Can be used to draw up the Job Advert*

1 mark per explanation. Different explanations must be given for both the Job Specification and Person Specification. Maximum of 3 if only a Job Specification or a Person Specification is given.

4

5. (a) Print a copy of your Interview Checklist.

Print out from BusinessWorks.com



1

5. (continued)

(b) Explain the benefits of the Interview Checklist during the interview process.

- *Can be used to measure the interviewee against the Person Specification*
- *Can be used to take brief notes on each interviewee*
- *Comparisons can be made between all interviewees once all interviews have taken place*
- *Straightforward to complete so interviewees will not be distracted*
- *Accurate feedback given as information is written down for future reference*
- *Kept as a record so if any queries are made about the interview process at a later date*

1 mark for each relevant point made.

3

(c) Apart from an interview, identify and justify 2 other methods of selecting a candidate for employment in your stationery business.

- *Testing—candidates can be given a variety of tests that can measure their appropriateness for a post*
- *Headhunting—where the business approaches the person who they consider to be the ideal candidate for the post and asks them to fill the vacancy*
- *Reference—where the business can contact a past employer to gain information on the candidates character and time keeping*
- *Application Form/CV—to gain information on the candidates past experience and qualifications to determine whether or not they are suitable for interview*
- *Trial period—allows the business to see the candidate in a real life situation and allows them to see for themselves whether the candidate can do the job*

Note: Only one type of testing accepted.

4

Marks	PA
2	
3	

5. (continued)

(d) Justify the importance of asking all candidates the same questions.

- *Fairness, gives each candidate equal opportunities*
- *Easier comparison*
- *All candidates given similar information*
- *It is company policy*

Any 2 suitable points.

(e) Whilst meeting with other entrepreneurs you have become aware of legislation which can affect the recruitment and selection process.

Identify 3 pieces of legislation you need to be aware of when recruiting and selecting a suitable candidate.

- *Minimum Wage Regulation*
- *Sex Discrimination Act*
- *Equal Pay Act*
- *Race Relations Act*
- *Age Discrimination Act*
- *Disability Discrimination Act*
- *Equality Act*

The word Act or Regulation must be written by the candidate to be awarded a mark. The year of the legislation does not have to be present.

If a candidate only makes reference to the Equality Act they should be awarded 3 marks.

[Turn over

SECTION 3—INTO THE FUTURE



D C Thomson & Co Ltd, is a publishing company based in Dundee best known for producing the newspapers; The Dundee Courier, The Evening Telegraph, The Sunday Post for Dundee, Angus and Fife. The company also publishes a range of magazines and comics such as the People's Friend and The Beano.

The company produces more than 200 million comics, magazines, and newspapers every year from offices in Dundee, Glasgow, Manchester and London. The company uses batch production and ensures that quality is checked at various stages of production. The company employs around 1,700 workers. Recently, 350 employees at D C Thomson & Co Ltd were made redundant with the closure of the Printworks in Dundee, along with a section of the Kingsway Print Plant. This was brought about by a social trend as customers are less willing to buy newspapers and magazines which have caused a huge drop in sales over the years.

D C Thomson & Co Ltd is committed to producing publications that strive to meet the ever changing needs of their customers and developing new products for a successful future.

Adapted from www.dcthomson.co.uk

6. D C Thomson is a private limited company. Your stationery business is a sole trader.

Compare the features of a sole trader with that of a private limited company.

- ***A sole trader has unlimited liability but shareholders have limited liability***
- ***A sole trader is owned by 1 person but a ltd is owned by shareholders***
- ***In a sole trader the decisions are made by the sole trader however in a ltd the decisions are made by a Board of Directors***
- ***A sole trader is very easy to set up, this is different to a ltd as it has a more complicated legal process to set up a business***
- ***A sole trader can be funded by a bank loan on the other hand a ltd can be funded by selling more shares***
- ***A sole trader can keep all the profits this is different to a ltd as it has to share its profits between all shareholders***
- ***A sole trader and a ltd can have the same objectives: eg making profit or to expand***

A DIRECT COMPARISON MUST BE MADE FOR CANDIDATES TO OBTAIN MARKS.

7. (a) One of the aims of D C Thomson is to meet the ever changing needs of their customers.

Suggest and justify 2 other aims which you may have for your stationery business.

- *To maximise profits—to achieve the highest possible level of profit which will keep the owners happy*
- *To grow/expand—expansion may result in greater profits and allow the business to take advantage of economies of scale*
- *Survival—many new/small businesses fail. In early stages you may be happy just to remain trading*
- *Increase sales—to generate more profits and to become better known*
- *Improve production quality—to keep customers satisfied and to encourage repeat custom*

1 mark for a suggestion and 1 mark for justification (different justifications required).

4

- (b) Describe and justify the 2 types of market research you could use to identify the ever changing needs of your customers.

Field Research—information which has been gathered and used for the same purpose

- *The most up-to-date information available*
- *The most appropriate information can be gathered*
- *Not available to competitors*

Desk Research—information which has been gathered for one purpose and then used for another

- *Often inexpensive to purchase*
- *Easy to obtain*
- *Amount of information available*
- *Wide range of information available from different sources*

No mark given for identification of the type of market research—only the description.

4

[Turn over

8. (a) D C Thomson uses batch production when manufacturing its newspapers, magazines and comics and checks for quality during production.

Describe another suitable method of production you may use in your stationery business. Justify your choice.

- *Job Production—when unique one-off products are produced*
- *Can meet customer's needs exactly*
- *A higher price can be charged for goods*
- *Employees are more motivated as they see their value of their skills*
- *Customer orders can be altered once they have been started*

No mark given for the identification of the method of production—only the description. Flow/Mass production not accepted.

2

- (b) Describe the advantages to your stationery business of having a quality product.

- *Good reputation*
- *High sales/profits*
- *Ability to charge a higher selling price*
- *Customer loyalty/repeat customers*
- *Easier to introduce new products as customers trust your business*

2

9. (a) D C Thomson has to develop new products to have a successful future. Your stationery business will also have to develop new products to meet the ever changing needs of your customers.

Describe 3 stages you would have to go through before launching your new product.

- *Market research gathered to determine consumer demand*
- *Thought pool/Thought Showers/Brainstorming by company to come up with ideas*
- *Prototype created to test ideas*
- *Product testing carried out to highlight possible problems*
- *Test marketing to gather consumer opinion*
- *Modifications made to prototype*
- *Marketing campaign decided upon—marketing mix*
- *Spotting gap in the market*
- *Obtaining finance*
- *Product launched*
- *Research and development*

1 mark per description—order is irrelevant.

3

9. (continued)

(b) External factors have caused D C Thomson's sales to drop.

Other than social trends describe **3** external factors which could affect your stationery business.

Political

- *New legislation may be introduced*
- *Taxation may change (reduce or increase)*
- *A change in Government Spending/Policies*

Economic

- *A recession*
- *A change in interest rates*
- *An increase/decrease in unemployment*
- *A change in exchange rates*

Competition

- *They may introduce a new product range*
- *They may reduce their prices*
- *A new competitor may open up nearby*

Technological

- *More advanced equipment may become available*

Environmental

- *A natural disaster may occur*
- *Severe weather may not allow customers to leave home*

No mark given for the identification of an external factor—only the description.

3

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FOR OFFICIAL USE

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INTERNAL ASSESSMENT

Flyleaf

NATIONAL
QUALIFICATIONS
2013

**BUSINESS MANAGEMENT
STANDARD GRADE**
Practical Abilities

Fill in these particulars.

Full name of centre

Centre number

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Forename(s)

Surname

Date of birth

Day Month Year

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Scottish candidate number

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Final Grade for
Practical Abilities

(See B3 inside)

A Determination of Mark

1 Enter the candidate's mark for each question in the Report.

Foundation Level **Total Mark Available** **60**

Task	Candidate's Marks	Task	Candidate's Marks
1		8	
2		9	
3		10	
4		11	
5		12	
6		13	
7		14	

Candidate's marks total

Percentage of available marks

General Level **Total Mark Available** **60**

Task	Candidate's Marks	Task	Candidate's Marks
1		7	
2		8	
3		9	
4		10	
5		11	
6		12	

Candidate's marks total

Percentage of available marks

Credit Level **Total Mark Available** **60**

Task	Candidate's Marks	Task	Candidate's Marks
1		6	
2		7	
3		8	
4		9	
5			

Candidate's marks total

Percentage of available marks

B Determination of Provisional and Final Grades

1 Enter **Provisional Grade**

2 Enter the **Final Grade**
(where different from provisional grade
an explanation must appear in the
Teacher's Comments section below)

Teacher's Comments (where appropriate)
(This section must **ONLY** be completed where the final grade has been affected by assistance given by the teacher.
Information on the degree and instances must be provided.)

3 The **Final Grade** for Practical Abilities should be entered in the appropriate box on the front page.

Teacher responsible _____

Date _____

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National Qualifications 2013

Standard Grade Business Management—Practical Abilities

Notes to Teachers on Internal Assessment and Completion of Internal Assessment Flyleaf

1 General

Reference should be made to Section 6.7 *Internal Assessment of Practical Abilities* in the Arrangements in Business Management issued in 1998.

2 The Report

Every candidate should be issued with a set of tasks at the appropriate Level to enable them to complete a Report for Practical Abilities Assessment.

Candidates should be familiar with the *business@work* simulation (Stationery Scenario) issued on CD ROM 1.1 (or updated CD ROM 2.1) previously by the Scottish Qualifications Authority.

To complete the tasks candidates may access:

- the *business@work* simulation
- their own Player's Workbook (produced by *business@work* during the familiarisation process)
- other course materials.

Remind candidates that:

- all work submitted must be their own. (If it is established that the work of another candidate has been submitted as their own, SQA may cancel awards in all their subjects.)
- requests for teacher assistance, if excessive, may reduce the grade awarded for the work. (Teachers should distinguish between clarification and assistance—see paragraph 6.7.1 of the Arrangements.)

No work or material may be taken out of the centre.

3 Assessment

Assess each report and record the marks on **Internal Assessment Flyleaf** for each candidate concerned in accordance with paragraph 6 7 2 of the Arrangements.

The following table shows the relationship between marks and grades.

Percentage of available marks	Foundation Level		General Level		Credit Level	
	45–60	5	45–60	3	45–60	1
75–100	45–60	5	45–60	3	45–60	1
50–74	30–44	6	30–44	4	30–44	2
40–49	24–29	7	24–29	5	24–29	3
0–39	0–23	7	0–23	7*	0–23	7*

*** Grades 6 and 4 are not available at General and Credit Levels respectively. Candidates who do not complete the TO DO list should be awarded a grade 7.**

Enter the final grade for each candidate in the appropriate box on the front page of **Internal Assessment Flyleaf**.

Teachers should note that:

- a the completed **Internal Assessment Flyleaf** for each candidate
- b the completed *business@work* Report for each candidate
- c a printout of a class list with passwords*
- d a printout of each candidate's TO DO list*
- e any other printouts required by the F, G and C Reports†
- f a copy of exemplar answers/marking guidelines with any additions made

will be required for central verification.

In early March 2013, Forms SGER 00 will be issued for the recording and submission of the final grades to SQA. Appropriate returns must be submitted by the due date.

If any candidate experiences technical difficulties as a result of using the CD ROM, this must be documented **at the time** in the event that SQA might request such information prior to Central Verification.

* Teachers should refer to the *business@work* User Guide issued to centres with the CD for further information on how to carry out printouts.

† Teachers should refer to the document *Important Information* for further information relating to the F, G and C Reports.