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NATIONAL  
QUALIFICATIONS  
2011

BUSINESS  
MANAGEMENT  
STANDARD GRADE  
General Level  
Practical Abilities Report



# ***business@work*** ***Report***

***Pupil name*** \_\_\_\_\_

***Business name*** \_\_\_\_\_



## ***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.

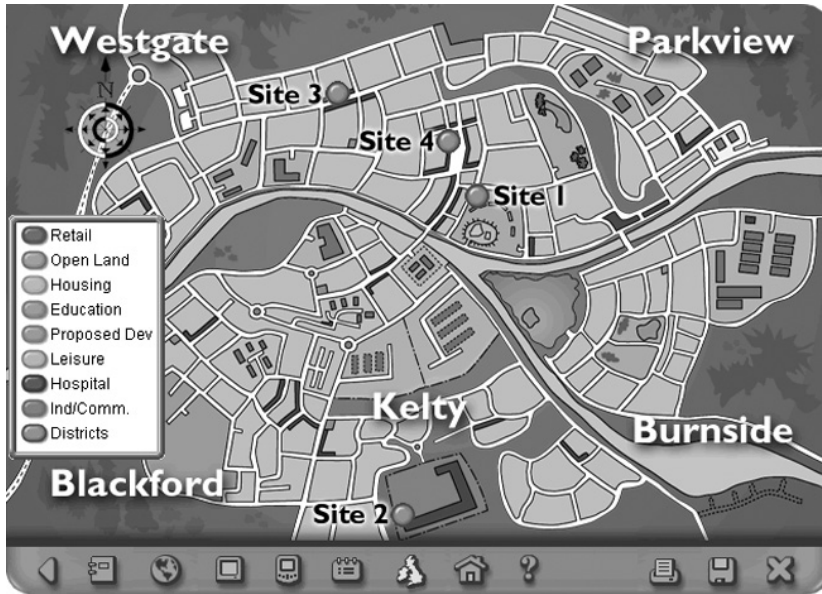
- Section 1 — USING ***business@work***
- Section 2 — LOCATION
- Section 3 — SUSTAINABLE SUCCESS

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

**[Turn over**

**SECTION 1—USING *business@work***

The following tasks relate to the use of the map of Mereside.



1. (a) Use the map of Mereside to identify the district that contains the following businesses.

Businesses	District
Kintore plc	
BJ Meats	
Glendale's Paper Processing	

3

- (b) Use the map of Mereside to identify which site is closest in location to the given area of interest.

Area of Interest	Site
Tron Shopping Centre	
Castle	
Halls of Residence	
Hospital	

4

Marks

PA

2. Once you have clicked on a particular site, **2** more screens of information about the site are available to you.

Explain how you access each screen and suggest **one** piece of information gained from **each** screen.

Screen	How Accessed	Information
(i)		
(ii)		

4

[Turn over

Marks

PA

3. Once you have interrogated the map, your site information is transferred to the **Site Planner**.



- (a) Identify **one** piece of information that has been transferred into your **Site Planner**.

\_\_\_\_\_

1

- (b) (i) Identify **one** piece of information that has been calculated by the **Site Planner**.

\_\_\_\_\_

1

- (ii) Identify the site which is the **least** appropriate on the basis of the financial advice given by Marie and give a reason for your choice.

Site \_\_\_\_\_

Reason \_\_\_\_\_

\_\_\_\_\_

2

*Marks*

PA

4. (a) Identify **one** tool from your office you can take when visiting each of the sites.

\_\_\_\_\_

**1**

- (b) Suggest **one** way the tool identified in (a) might assist you when making your location decision.

\_\_\_\_\_

**1**

- (c) Suggest **one** limitation of the tool identified in (a).

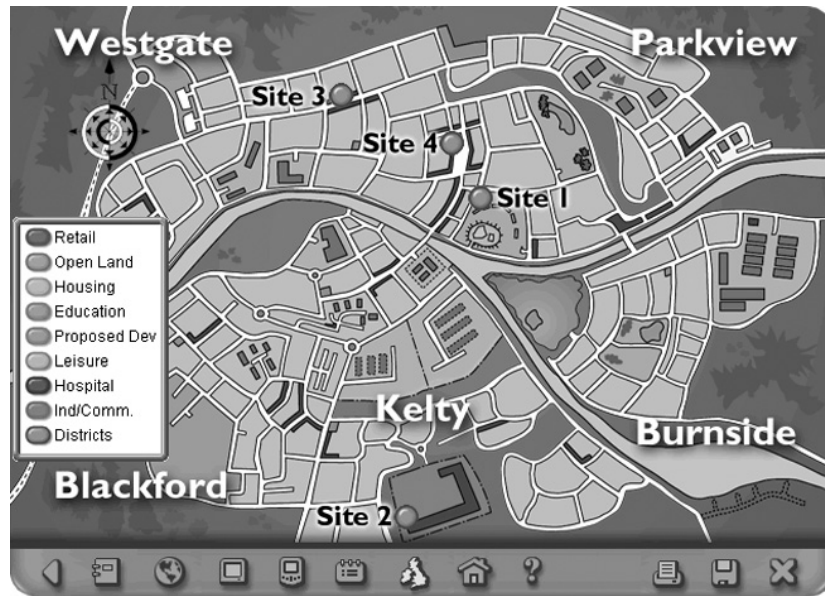
\_\_\_\_\_

**1**

**[Turn over**

## SECTION 2—LOCATION

With only 4 commercial sites to choose from, you must carefully consider all the information given to you before making the decision of where to locate your stationery business.



5. (a) Print the page from the **Business Works.com** website which gives information about the main commercial and industrial employers in the Mereside area.

	<b>Attached</b>
--	-----------------

1

- (b) **Business Works.com** has asked for details about your business. This information will be added to the webpage, Local Industry.

Using the headings given, complete the business profile for your stationery business.

Type of Business \_\_\_\_\_

Target Market for your product \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Channel of distribution for your product

\_\_\_\_\_

\_\_\_\_\_

3



Marks

PA

5. (continued)

- (c) Print the page from the **Player's Workbook** which shows your choice of site.

	<b>Attached</b>
--	-----------------

1

- (d) For each of the following businesses located within Mereside, describe their main business activity and suggest **one** of the main reasons for choosing Mereside as a location.

Choose a **different** reason for each location.

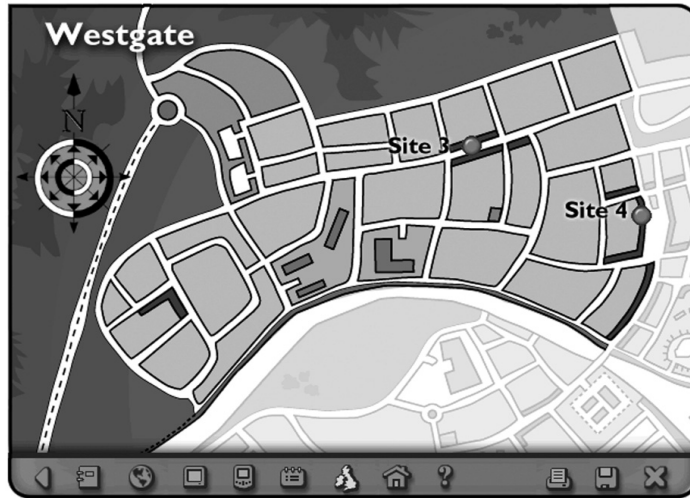
Business	Business Activity	Reason for Location
<b>BJ Meat Products</b>		
<b>Cashil's</b>		
<b>Kintore plc</b>		

6

Marks

PA

6. **Site 3** and **Site 4** are located in the Westgate district.



Using the layers of the map, identify **one** potential competitor and an advantage and disadvantage of each of the sites.

**Site 3**

Potential Competitor \_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

**Site 4**

Potential Competitor \_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

6

Marks

PA

7. The Mereside Chamber of Commerce has given you advice on where to locate your business.



Suggest **3** other external sources of help and advice that may assist you with your location decision.

Suggestion 1 \_\_\_\_\_

\_\_\_\_\_

Suggestion 2 \_\_\_\_\_

\_\_\_\_\_

Suggestion 3 \_\_\_\_\_

\_\_\_\_\_

3

**[Turn over**

### SECTION 3—SUSTAINABLE SUCCESS

Read the following extract and answer the questions which follow.

beCogent are experts in the call centre industry operating from 5 locations within the UK with its headquarters in Airdrie.

beCogent have won business awards for employer of the year and they attribute their success to effective recruitment and development procedures as well as operating some of the most innovative people management practices in the industry. The beCogent Training Academy demonstrates commitment to staff development and business excellence. Investment in the development of people gives them a competitive edge.

Learning opportunities are available for all staff members. These range from short workshops, on-line tutorials and classroom based courses, through to professional qualifications. External specialists deliver management development programmes.

The fast-track programme offers staff an opportunity to develop in line with their chosen career path. The majority of participants are promoted within one year of attending the programme.

Adapted from [www.becogent.com](http://www.becogent.com)



8. (a) beCogent are experts in the call centre industry and operate in the tertiary sector. Identify the sector of industry within which your stationery business operates.

\_\_\_\_\_

1

- (b) beCogent are a private limited company. In the future, you may wish to become a private limited company. Give 2 advantages of this type of business.

Advantage 1 \_\_\_\_\_

\_\_\_\_\_

Advantage 2 \_\_\_\_\_

\_\_\_\_\_

2

Marks

PA

9. beCogent have won business awards for employer of the year and they attribute their success to effective recruitment and development procedures.

(a) Identify **2** sources of external recruitment you could use if you wished to employ more staff for your stationery business in the future.

Source 1 \_\_\_\_\_

Source 2 \_\_\_\_\_

2

(b) Give **2** advantages to your stationery business of using external recruitment.

Advantage 1 \_\_\_\_\_

\_\_\_\_\_

Advantage 2 \_\_\_\_\_

\_\_\_\_\_

2

**[Turn over**

Marks

PA

9. (continued)

(c) beCogent have spent a lot of money on training and learning opportunities are available for all staff members. You would like to improve the skills of your staff.

Identify **2** types of training you could use to improve the skills of the staff in your stationery business. Give a different advantage and disadvantage for each type of training.

Type of training 1 \_\_\_\_\_

\_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

Type of training 2 \_\_\_\_\_

\_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

6

10. beCogent's investment in the development of people gives them a competitive edge.

Suggest and justify **one** way that your stationery business can gain a competitive edge over its rivals.

Suggestion \_\_\_\_\_

\_\_\_\_\_

Justification \_\_\_\_\_

\_\_\_\_\_

2

Marks

PA

11. (a) beCogent have spent vast amounts of money on training. If you wish to train your staff you will need to spend money on training.

Suggest how this spending could impact upon your cash budget.

Suggestion 1 \_\_\_\_\_

\_\_\_\_\_

Suggestion 2 \_\_\_\_\_

\_\_\_\_\_

2

(b) Some of beCogent's training is delivered on-line with the use of the Internet.

Describe 2 other uses of the Internet for your stationery business.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

2

12. One stakeholder of beCogent is the employees.

Identify 3 stakeholders of your stationery business.

1 \_\_\_\_\_

\_\_\_\_\_

2 \_\_\_\_\_

\_\_\_\_\_

3 \_\_\_\_\_

\_\_\_\_\_

3

**(60 marks)**

[END OF REPORT]

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NATIONAL  
QUALIFICATIONS  
2011

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



# ***business@work*** ***Report***

***Pupil name*** \_\_\_\_\_

***Business name*** \_\_\_\_\_



## 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.

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.

Candidates should respond to the questions in their report using the General level booklet provided.

**[Turn over**

## ***business@work*—Report**

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

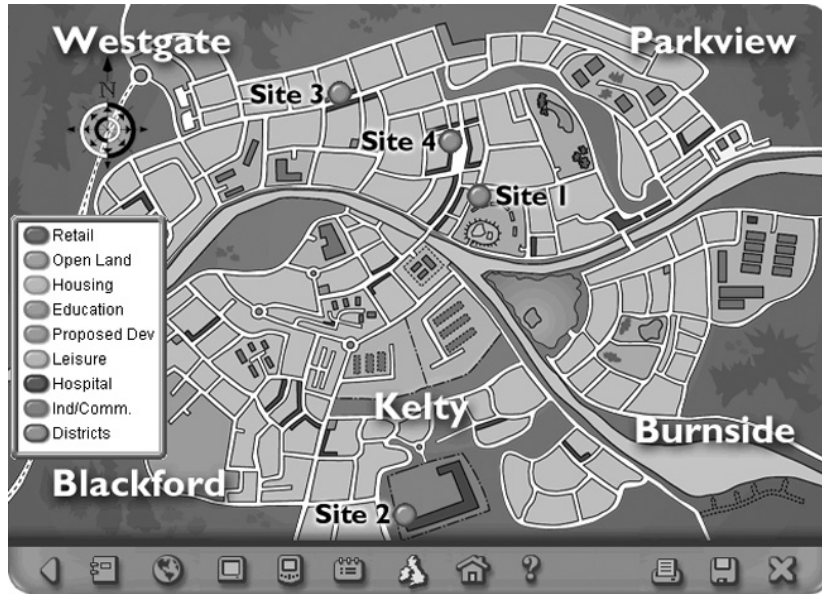
Your report is split into the following 3 sections.

- Section 1 — USING ***business@work***
- Section 2 — LOCATION
- Section 3 — SUSTAINABLE SUCCESS

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

**SECTION 1—USING *business@work***

The following tasks relate to the use of the map of Mereside.



1. (a) Use the map of Mereside to identify the district that contains the following businesses.

Businesses	District
Kintore plc	<i>Burnside (1 mark)</i>
BJ Meats	<i>Kelty (1 mark)</i>
Glendale's Paper Processing	<i>Westgate (1 mark)</i>

3

- (b) Use the map of Mereside to identify which site is closest in location to the given area of interest.

Area of Interest	Site
Tron Shopping Centre	<i>2</i>
Castle	<i>1</i>
Halls of Residence	<i>3</i>
Hospital	<i>1</i>

4

Marks

PA

2. Once you have clicked on a particular site, 2 more screens of information about the site are available to you.

Explain how you access each screen and suggest **one** piece of information gained from **each** screen.

Screen	How Accessed	Information
(i)	<i>By clicking on the button beside the site number (1 mark)</i>	<p><i>To give information about:</i></p> <ul style="list-style-type: none"> <li>• <i>The units on this site</i></li> <li>• <i>The location of the site</i></li> <li>• <i>Available parking at this site</i></li> <li>• <i>Rent payable per month</i></li> </ul> <p><i>(Any one for 1 mark)</i></p>
(ii)	<i>By clicking on the unit available (1 mark)</i>	<ul style="list-style-type: none"> <li>• <i>Gives floor plan of the premises</i></li> <li>• <i>Gives description of premises</i></li> <li>• <i>Gives cost of site alterations</i></li> </ul> <p><i>(Any one for 1 mark)</i></p>

4

Marks

PA

3. Once you have interrogated the map, your site information is transferred to the **Site Planner**.



- (a) Identify **one** piece of information that has been transferred into your **Site Planner**.

- *The amount that you will have to pay for Rent for this site*
- *The amount that you will have to pay for Rates for this site*
- *The cost of alterations that will need to be done to this site*

1

- (b) (i) Identify **one** piece of information that has been calculated by the **Site Planner**.

*The loan required*

1

- (ii) Identify the site which is the **least** appropriate on the basis of the financial advice given by Marie and give a reason for your choice.

Site *Site no 3 (1 mark)*

Reason *The loan required is £12,750, Marie recommends that the loan should be between £5,000 and £6,000 (1 mark)*

2

*Candidates must mention the amount and the parameters to gain one mark*

[Turn over

Marks

PA

4. (a) Identify **one** tool from your office you can take when visiting each of the sites.

***PDA (1 mark)***

---

1

(b) Suggest **one** way the tool identified in (a) might assist you when making your location decision.

- ***You can take notes to compare sites***
- ***Make calculations regarding the sites***

1

(c) Suggest **one** limitation of the tool identified in (a).

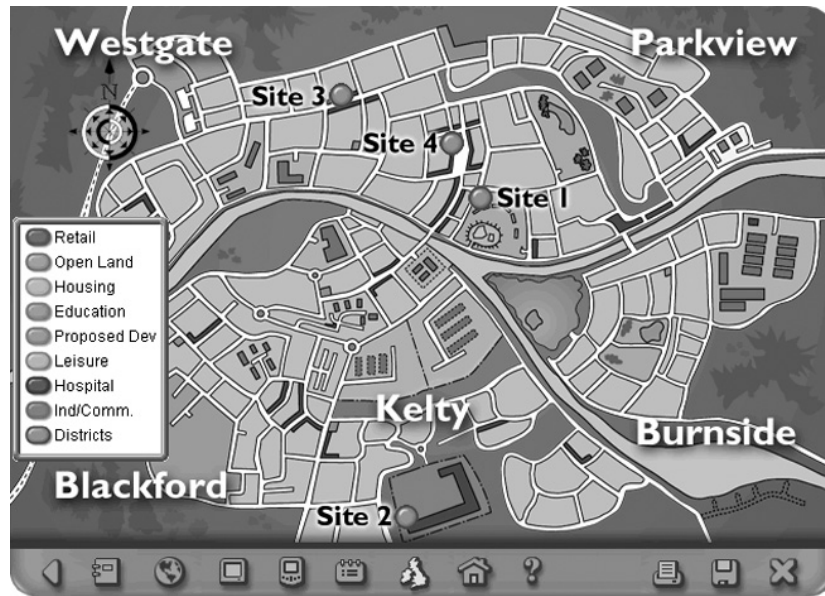
- ***Cannot take photographs***
- ***Cannot print out***
- ***It is not compatible with PC***
- ***Can only be used for WP and calculating***

1



## SECTION 2—LOCATION

With only 4 commercial sites to choose from, you must carefully consider all the information given to you before making the decision of where to locate your stationery business.



5. (a) Print the page from the **Business Works.com** website which gives information about the main commercial and industrial employers in the Mereside area.

	<b>Attached</b>
--	-----------------

*1 mark for printout*

1

- (b) **Business Works.com** has asked for details about your business. This information will be added to the webpage, Local Industry.

Using the headings given, complete the business profile for your stationery business.

Type of Business *Sole Trader (1 mark)*

Target Market for your product *Students, local residents, fixed*

*contracts or any other reasonable answer (1 mark)*

Channel of distribution for your product

*Manufacturer—Customer*

*Manufacturer—Retailer—Customer*

*(Candidates must mention manufacturer and customer to gain one mark)*

3

Marks

PA

5. (continued)

- (c) Print the page from the **Player's Workbook** which shows your choice of site.

	<b>Attached</b>
--	-----------------

*1 mark for printout*

1

- (d) For each of the following businesses located within Mereside, describe their main business activity and suggest **one** of the main reasons for choosing Mereside as a location.

Choose a **different** reason for each location.

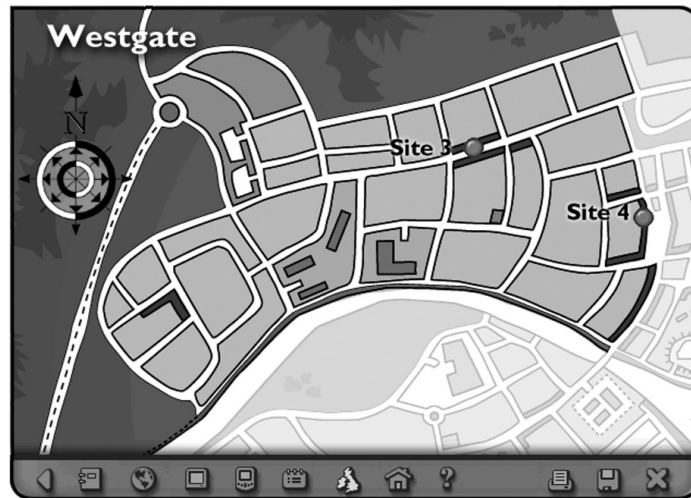
Business	Business Activity	Reason for Location
<b>BJ Meat Products</b>	<i>A family run business specialising in cooked meats and low fat, oven-ready meals.</i>	<ul style="list-style-type: none"> <li>• <i>location of raw materials</i></li> <li>• <i>distance to market</i></li> <li>• <i>quality of infrastructure</i></li> <li>• <i>central and local government assistance</i></li> </ul>
<b>Cashil's</b>	<i>This is a furniture business of high quality. Its high quality products are extremely popular.</i>	<ul style="list-style-type: none"> <li>• <i>location of raw materials</i></li> <li>• <i>availability of skilled labour</i></li> <li>• <i>suitable land</i></li> <li>• <i>distance to market</i></li> <li>• <i>quality of infrastructure</i></li> <li>• <i>central and local government assistance</i></li> <li>• <i>EU funding</i></li> </ul>
<b>Kintore plc</b>	<i>This is one of the largest egg producing businesses in the country, supplying 80% of the egg retailing market. Kintore plc employs large numbers of part-time workers in its fully automated packing plant.</i>	<ul style="list-style-type: none"> <li>• <i>location of raw materials</i></li> <li>• <i>availability of unskilled labour</i></li> <li>• <i>suitable land</i></li> <li>• <i>quality of infrastructure</i></li> <li>• <i>central and local government assistance</i></li> <li>• <i>EU funding</i></li> </ul>

6

Marks

PA

6. **Site 3** and **Site 4** are located in the Westgate district.



Using the layers of the map, identify **one** potential competitor and an advantage and disadvantage of each of the sites.

**Site 3**

Potential Competitor *Stationery Shop or Book Shop (1 mark)*

Advantage *Close to customers; good parking; recently upgraded (Any one for 1 mark)*

Disadvantage *Stationery shop close by; high rent; high alteration costs (Any one for 1 mark)*

**Site 4**

Potential Competitor *Book Shop (1 mark)*

Advantage *Good location; good condition; surrounded by other retail outlets; rare opportunity to rent; low alteration costs; excellent parking for customers (Any one for 1 mark)*

Disadvantage *High rent; no fire exits; no phone/fax connection (Any one for 1 mark)*

6

[Turn over

Marks

PA

7. The Mereside Chamber of Commerce has given you advice on where to locate your business.



Suggest **3** other external sources of help and advice that may assist you with your location decision.

- *Bank*
- *Lawyers*
- *Accountants*
- *Other Business*
- *Prince's Trust*
- *Local Government*
- *Business Gateway*
- *Other business owners/business people/entrepreneurs*

*Accept any reasonable suggestion that links to their location decision*

**3**

### SECTION 3—SUSTAINABLE SUCCESS

Read the following extract and answer the questions which follow.

beCogent are experts in the call centre industry, operating from 5 locations within the UK with its headquarters in Airdrie.



beCogent have won business awards for employer of the year and they attribute their success to effective recruitment and development procedures as well as operating some of the most innovative people management practices in the industry. The beCogent Training Academy demonstrates commitment to staff development and business excellence. Investment in the development of people gives them a competitive edge.

Learning opportunities are available for all staff members. These range from short workshops, on-line tutorials and classroom based courses, through to professional qualifications. External specialists deliver management development programmes.

The fast-track programme offers staff an opportunity to develop in line with their chosen career path. The majority of participants are promoted within one year of attending the programme.

Adapted from [www.becogent.com](http://www.becogent.com)

8. (a) beCogent are experts in the call centre industry and operate in the tertiary sector. Identify the sector of industry within which your stationery business operates.

***Secondary Sector/Tertiary Sector (1 mark)***

1

- (b) beCogent are a private limited company. In the future, you may wish to become a private limited company. Give 2 advantages of this type of business.

- ***Shareholders have limited liability***
- ***More finance can be raised from shareholders and lenders***
- ***Significant experience and expertise from shareholders and directors***

2

[Turn over

Marks

PA

9. beCogent have won business awards for employer of the year and they attribute their success to effective recruitment and development procedures.

(a) Identify **2** sources of external recruitment you could use if you wished to employ more staff for your stationery business in the future.

- *Local or National Newspaper adverts (accept only one)*
- *Specialised magazines*
- *Internet websites—do not accept the word Internet on its own*
- *Job centre*
- *Recruitment agency*
- *Head hunting*

2

(b) Give **2** advantages to your stationery business of using external recruitment.

- *External candidates can bring in fresh ideas*
- *New employees can motivate other staff*
- *Can reach a wide number of people*
- *Agencies and job centres are experts and will choose the most suitable candidate according to the needs of the business*

2

Marks

PA

9. (continued)

(c) beCogent have spent a lot of money on training and learning opportunities are available for all staff members. You would like to improve the skills of your staff.

Identify **2** types of training you could use to improve the skills of the staff in your stationary business. Give a different advantage and disadvantage for each type of training.

Type of training 1 *On-the-job training*

- Advantage
- *Improves the employees knowledge, skills and performance at work*
  - *It is done in the work place, more cost effective*
  - *Training is geared towards the job*
  - *Employees more comfortable in their own work surroundings*
  - *Learning takes place with actual equipment*

- Disadvantage
- *Time is lost, loss of production*
  - *Staff are uncomfortable training with their peers*
  - *Pick up bad habits*
  - *Too many interruptions/distractions*
- (Credit different types of on-the-job training such as coaching or apprenticeships.)*

Type of training 2 *Off-the-job training*

- Advantage
- *Employees are trained by experts so quality of training should be high*
  - *Employees are motivated by learning new skills and knowledge*
  - *Employees can concentrate solely on the training*

- Disadvantage
- *Time is lost, loss of production*
  - *It can be very expensive to hire trainers*

6

**DO NOT ACCEPT INDUCTION TRAINING**

[Turn over

Marks

10. beCogent's investment in the development of people gives them a competitive edge.

Suggest and justify **one** way that your stationery business can gain a competitive edge over its rivals.

- *Provide quality products (s) customers will choose company products over rivals, repeat purchase, brand loyalty (j)*
- *Use high spec technology (s) the product will be better manufactured, could be used for benchmarking (j)*
- *Offer better training (s) staff are highly motivated, well trained, high quality (j)*
- *Change price of product, increase or decrease in price (s), forcing competition to alter price strategy (j)*

2

11. (a) beCogent have spent vast amounts of money on training. If you wish to train your staff you will need to spend money on training.

Suggest how this spending could impact upon your cash budget.

- *Increase in the cash out sum*
- *Decrease in the closing balance*
- *Closing balance could be negative*
- *Total cash available is less*
- *Opening balance for next month has decreased*

2

(b) Some of beCogent's training is delivered on-line with the use of the Internet.

Describe 2 other uses of the Internet for your stationery business.

- *To advertise your product on-line, using Internet websites*
- *To sell your product on-line*
- *To research competitors business activity*
- *To carry out market research*
- *To encourage forums*
- *To order goods on-line*

*Accept any reasonable suggestion*

2

PA



Marks

PA

12. One stakeholder of beCogent is the employees.

Identify 3 stakeholders of your stationery business.

- *Owner/Candidate's name*
- *Supplier*
- *Local Community*
- *Bank*
- *Other lenders*
- *Local Government/Central Government*

3

*Do not accept employees*

**(60 marks)**

[END OF EXEMPLAR ANSWERS/MARKING GUIDELINES]

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## STANDARD GRADE BUSINESS MANAGEMENT PRACTICAL ABILITIES—2011

### 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)**

<b>Report</b>	<b>Printouts required</b>	<b>Specific information</b>
<b>F</b>	Section 1—Question 5(a) requires a printout from the <b>Business Works.com</b> Internet site showing the page Site/Choosing a Location.	It is recommended that candidates have access to the Foundation Report issued by SQA as they work through the <b>TO DO</b> list.
	Section 2—Question 9(a) requires a printout from <b>Start-up File</b> showing available Sources of Finance.	
<b>G</b>	Section 2—Question 5(a) requires a printout from the <b>Business Works.com</b> Internet site showing the page about the main commercial and industrial employers.	It is recommended that candidates have access to the General Report issued by SQA as they work through the <b>TO DO</b> list.
	Section 2—Question 5(c) requires the candidate to print a page from the <b>Player's Workbook</b> showing your choice of site.	
<b>C</b>	Section 2—Question 5(a) requires a printout from <b>business@work</b> showing the site you have chosen for your stationery business.	It is recommended that candidates have access to the Credit Report issued by SQA as they work through the <b>TO DO</b> list.
	Section 2—Question 7 requires a printout from <b>business@work</b> showing your customers and competitors.	

[END OF IMPORTANT INFORMATION]

## National Qualifications 2011

### 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/marketing guidelines with any additions made

will be required for central verification.

In early March 2011, 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.