

## 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)**

<b>Report</b>	<b>Printouts required</b>	<b>Specific information</b>
<b>F</b>	Section 2—Question 7(d) requires a printout from the <b>Player’s Workbook</b> 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 <b>TO DO</b> list.
	Section 2—Question 7(e) requires a printout from the <b>Player’s Workbook</b> showing the wording of letters to successful and unsuccessful applicants.	
<b>G</b>	Section 2—Question 6(a) requires a printout from the <b>Start-up File</b> 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 <b>TO DO</b> list.
	Section 2—Question 7(a)(ii) requires a printout from the <b>Player’s Workbook</b> showing the Person Specification.	
<b>C</b>	Section 2—Question 4(a) requires a printout from <b>business@work</b> 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 <b>TO DO</b> list.
	Section 2—Question 5(a) requires a printout from <b>BusinessWorks.com</b> showing the Interview Checklist.	

[END OF IMPORTANT INFORMATION]

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NATIONAL  
QUALIFICATIONS  
2013

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—RECRUITMENT
- Section 3—GROWTH

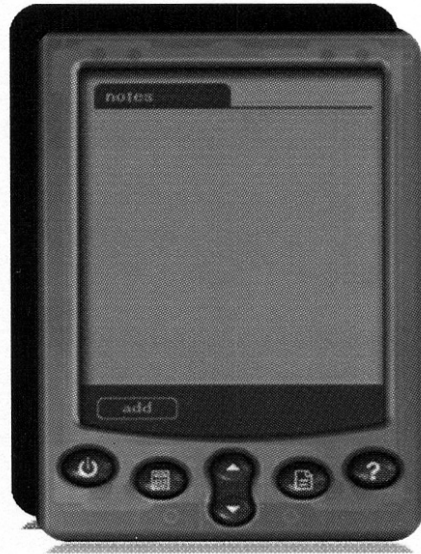
Complete your report using the information from the scenario and other course materials.

**[Turn over**

## SECTION 1—USING business@work

Marks PA

The following tasks relate to the use of the PDA.



1. Use the PDA to identify the following icons. Describe a use for each of the icons.



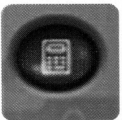
(i) Identification \_\_\_\_\_

Description \_\_\_\_\_



(ii) Identification \_\_\_\_\_

Description \_\_\_\_\_



(iii) Identification \_\_\_\_\_

Description \_\_\_\_\_

2. From the office screen, identify the 3 steps for adding a note to the PDA.



Step 1 \_\_\_\_\_

\_\_\_\_\_

Step 2 \_\_\_\_\_

\_\_\_\_\_

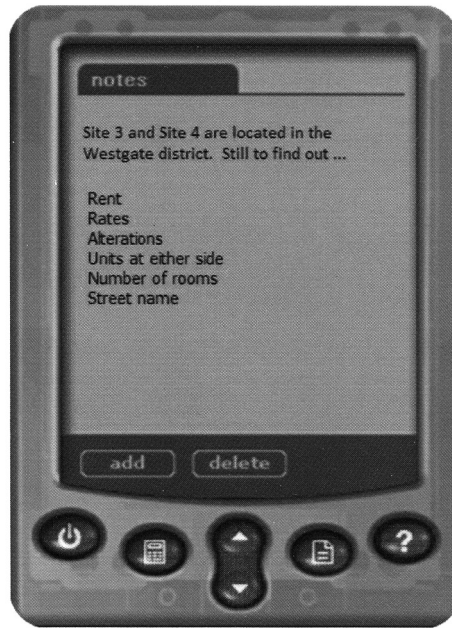
Step 3 \_\_\_\_\_

\_\_\_\_\_

3

[Turn over

3. The following question relates to the information on the PDA screen.  
Using **business@work** complete the comparison table below.



Information	Site 3	Site 4
Rent		
Rates		
Alterations		
Units at either side		
Number of rooms		
Street name		



Marks

PA

4. The PDA helps you to make calculations. Identify an additional tool within **business@work** that is used for calculating.

(a) Tool \_\_\_\_\_

1

(b) State 2 calculations that could be done when using this tool in **business@work**.

Use 1 \_\_\_\_\_

\_\_\_\_\_

Use 2 \_\_\_\_\_

\_\_\_\_\_

2

5. The **business@work** PDA has limited features. Identify and describe an additional feature that could be added to the PDA to compete with newer models.

Identification \_\_\_\_\_

Description \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

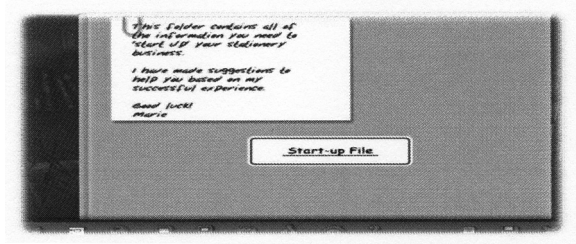
2

[Turn over

**SECTION 2—RECRUITMENT**

Marks PA

6. (a) Print out the page from the **Start-up File** that gives information about “Employees & Wages”.



Tick (✓) the appropriate box.

	Attached
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1

- (b) Using the “Employees & Wages” page, enter the relevant information for each section in the table below.

	Production Assistant	Administration Assistant
Weekly hours	36.5 hours	
Monthly pay		£292.50
Hourly rate	£3.80	

3

- (c) (i) The Production Assistant has been employed on a full-time basis. Identify one feature of a full-time contract.

\_\_\_\_\_

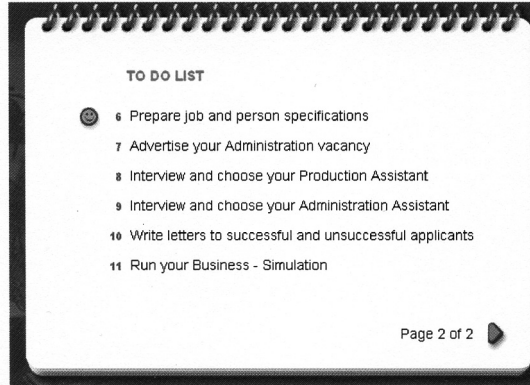
1

- (ii) Suggest one reason for the Administration Assistant being paid more per hour than the Production Assistant.

\_\_\_\_\_

1

7. You should complete the first 6 tasks on the TO DO LIST before completing the questions in this section.



(a) (i) Describe the purpose of the person specification.

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1

(ii) From the **Players Workbook**, print out your person specification. Tick (✓) the appropriate box.

	Attached
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1

(iii) From your print out highlight one of your essential skills and give one reason for your selection.

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1

(iv) Describe the difference between essential and desirable skills.

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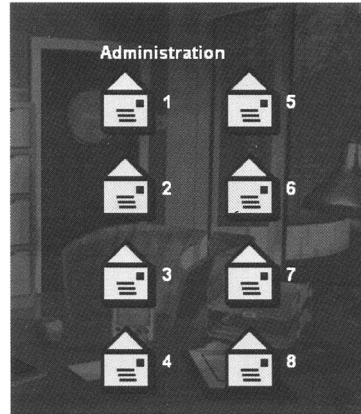
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1

[Turn over

**7. (continued)**

(b) From the letters of application for the Administration Assistant complete the table below. Give **2** positive comments on each applicant listed. Give a different point for each applicant.



Applicant	Positive Comments
Dean Menzies	
Katie Thornton	

4

8. It is important to choose the right method of recruitment.

- (i) Using **BusinessWorks.com** identify 2 methods of external recruitment.
- (ii) Give an advantage and disadvantage of each method.

Method 1 \_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

Method 2 \_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

6

**[Turn over**

**SECTION 3—GROWTH**

Marks PA

**Airdrie Savings Bank (ASB),  
Britain’s Only Independent Savings Bank**



Established in 1835, Airdrie Savings Bank continues to provide its customers and the local community of North Lanarkshire with the banking facilities and the value of service they have come to expect from their long relationship. Airdrie Savings Bank, the UK’s last independent bank, opened its doors outside of Lanarkshire for the first time in 175 years, with the launch of its new Falkirk branch.

The branch on Falkirk’s High Street offers a full range of banking services and employs 5 full-time members of staff, including new manager Shirley Reid.

The decision to open in Falkirk is the result of increasing consumer and business demand for a more personal approach to banking, focusing on maintaining high levels of customer service.

ASB President Bob Boyle said: “For over 175 years our branches have operated in Lanarkshire but there is clear evidence of a wider demand for our approach, which is why we have now taken the decision to expand.”

A group of high profile Scottish entrepreneurs, including Brian Souter and Sir Tom Farmer, deposited large sums of money into the bank to support its expansion.

*Adapted from ASB website <http://www.airdriesavingsbank.com/>*

9. A group of high profile Scottish entrepreneurs, including Brian Souter and Sir Tom Farmer, deposited large sums into the bank to support its expansion.

(a) (i) Since running your stationery business you have been described as an entrepreneur. Describe the role of an entrepreneur.

\_\_\_\_\_

\_\_\_\_\_

1

(ii) Suggest 2 possible aims for your stationery business.

1 \_\_\_\_\_

2 \_\_\_\_\_

2

**9. (continued)**

(b) Airdrie Savings Bank decided to expand and received funding from entrepreneurs. Suggest and justify one source of finance for your stationery business.

Suggestion \_\_\_\_\_

Justification \_\_\_\_\_

2

(c) Opening a new branch is a method of internal growth. Describe 2 methods of external growth for your stationery business.

Method 1 \_\_\_\_\_

\_\_\_\_\_

Method 2 \_\_\_\_\_

\_\_\_\_\_

2

**10.** The ASB Falkirk branch employs 5 full-time members of staff who received induction training.

Identify 2 additional methods of training you could use to improve the skills of the staff in your stationery business. Give one advantage and one disadvantage for each type of training.

*Use a different advantage and disadvantage for each type of training.*

Method of training \_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

Method of training \_\_\_\_\_

Advantage \_\_\_\_\_

\_\_\_\_\_

Disadvantage \_\_\_\_\_

\_\_\_\_\_

6

**[Turn over for Questions 11 and 12 on Page fourteen**

Marks PA

- 11.** Airdrie Savings Bank made the decision to open a branch in Falkirk.  
Give **3** stages of a decision making model you might use to make decisions in your stationery business.

Stage 1 \_\_\_\_\_

Stage 2 \_\_\_\_\_

Stage 3 \_\_\_\_\_

**3**

- 12.** The Falkirk Branch Manager, Shirley Reid, has a democratic style of management.

Name and describe **2** other styles of management you might use in your stationery business.

Style of Management 1 \_\_\_\_\_

Description \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Style of Management 2 \_\_\_\_\_

Description \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**4**

**(60 marks)**

[END OF REPORT]



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NATIONAL  
QUALIFICATIONS  
2013

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/marketing guidelines provided, but are nonetheless valid, teachers should award marks appropriately.

Marks should be allocated according to the exemplar answers/marketing 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 Foundation 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.

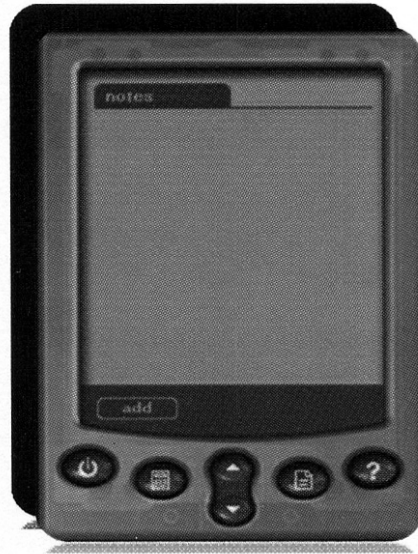
- Section 1—USING ***business@work***
- Section 2—RECRUITMENT
- Section 3—GROWTH

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

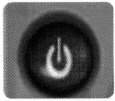
## SECTION 1—USING business@work

Marks PA

The following tasks relate to the use of the PDA.



1. Use the PDA to identify the following icons. Describe a use for each of the icons.



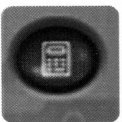
- (i) Identification ***Power Off (Accept Power On and/or Power Off)***

Description ***This will close/hide the notepad from the screen***



- (ii) Identification ***Display notes list***

Description ***To add a new note/to delete notes/to view notes***

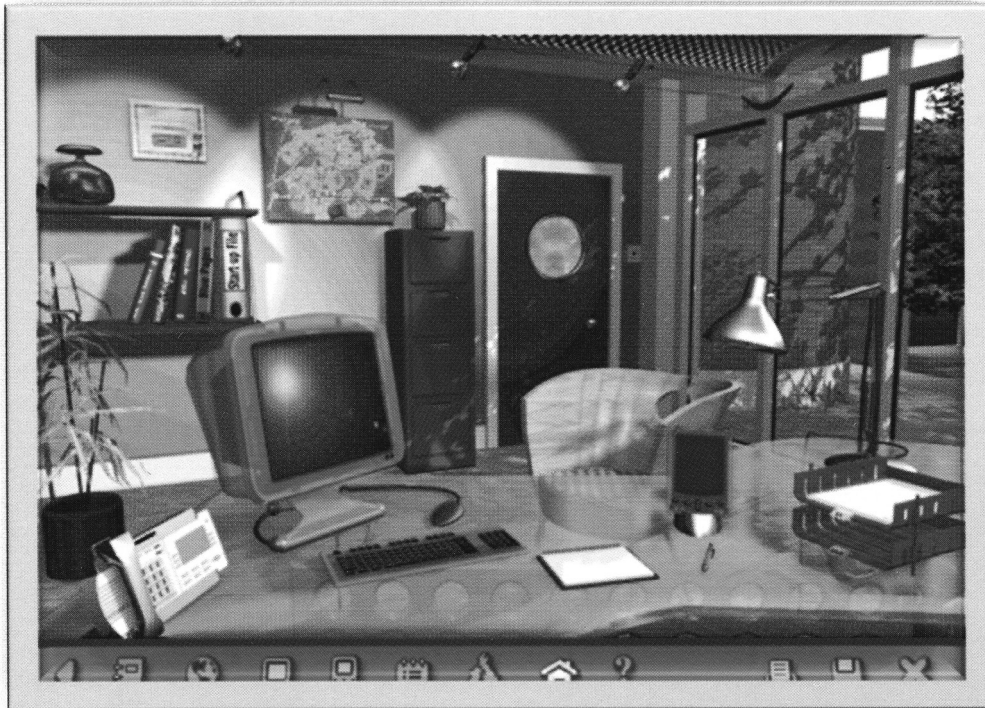


- (iii) Identification ***Calculator***

Description ***A small device used to carry out arithmetical operations/ A small handheld electronic device/ A tool for working out financial sums***

6

2. From the office screen, identify the **3** steps for adding a note to the PDA.



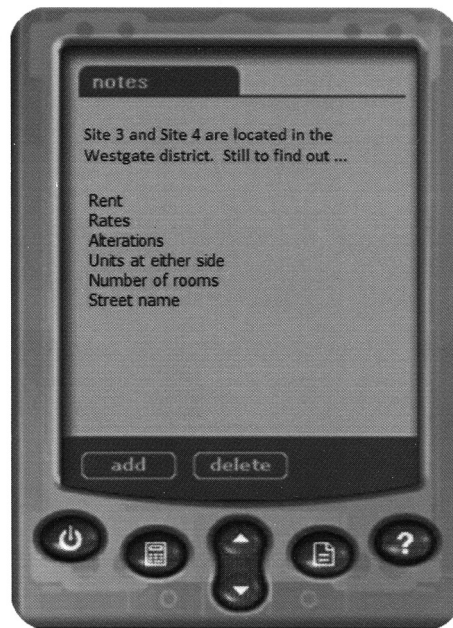
Step 1 *Click on the PDA, on the desktop or on the toolbar (1 mark only)*

Step 2 *Display the notes list*

Step 3 *Click the add button/ accept add notes*

3

3. The following question relates to the information on the PDA screen.  
Using **business@work** complete the comparison table below.



Information	Site 3	Site 4
Rent	<i>£1000</i>	<i>£1100</i>
Rates	<i>£134</i>	<i>£134</i>
Alterations	<i>£14300</i>	<i>£4700</i>
Units at either side	<i>Stationery Shop and Security Firm</i>	<i>Fruit Shop and Mereside Property Centre</i>
Number of rooms	<i>1</i>	<i>3</i>
Street name	<i>High Street</i>	<i>Market Square</i>

*Candidates should be awarded 1 mark for each comparison. If a candidate does not compare then no mark should be awarded.*

Marks

PA

4. The PDA helps you to make calculations. Identify an additional tool within **business@work** that is used for calculating.

(a) Tool        *The production planner*

1

(b) State 2 calculations that could be done when using this tool in **business@work**.

*Accept any 2 from:*

- *Calculates monthly units*
- *Calculates monthly income*
- *Calculates overtime required*
- *Calculates capacity levels*

2

5. The **business@work** PDA has limited features. Identify and describe an additional feature that could be added to the PDA to compete with newer models.

*A description of one of the following:*

- *touch screen for entering data*
- *a memory card slot for data storage*
- *Bluetooth*
- *WiFi*
- *an appointment*
- *calendar*
- *to-do list*
- *address book for contacts*
- *e-mail and web support*

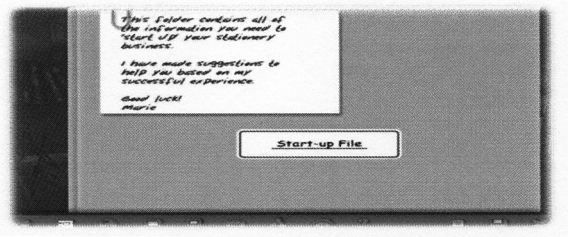
2



**SECTION 2—RECRUITMENT**

Marks PA

6. (a) Print out the page from the **Start-up File** that gives information about “Employees & Wages”.



Tick (✓) the appropriate box.

*Candidates should attach the page to the back of the answer booklet*

1

- (b) Using the “Employees & Wages” page, enter the relevant information for each section in the table below.

	<b>Production Assistant</b>	<b>Administration Assistant</b>
Weekly hours	36.5 hours	<i>15 hours</i>
Monthly pay	<i>£601.03</i>	£292.50
Hourly rate	£3.80	<i>£4.50</i>

3

- (c) (i) The Production Assistant has been employed on a full-time basis. Identify one feature of a full-time contract.

*Accept one from the following:*

- *Someone that works full-time hours, for example 35 hour week*
- *Someone that is entitled to holidays*
- *Someone working the equivalent of 5 days per week*

1

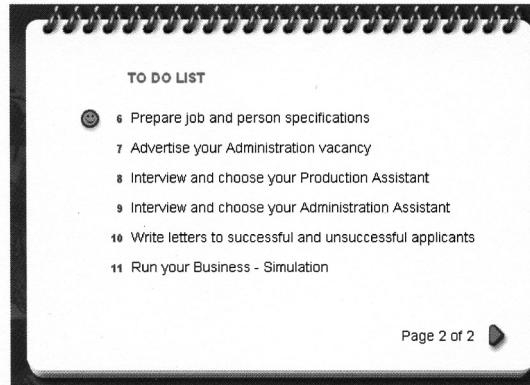
- (ii) Suggest one reason for the Administration Assistant being paid more per hour than the Production Assistant.

- *Higher level of skill required*
- *More responsibility in the job description*
- *To attract more applicants to the post*
- *Qualifications required*

1

[Turn over

7. You should complete the first 6 tasks on the TO DO LIST before completing the questions in this section.



(a) (i) Describe the purpose of the person specification.

- *To highlight and outline the type of person the business is looking for*
- *Could be used in the selection process*
- *To identify the qualities and characteristics of a candidate*

1

(ii) From the **Players Workbook**, print out your person specification.

Tick (✓) the appropriate box.

*Candidates should attach the page to the back of the answer booklet*

1

(iii) From your print out highlight one of your essential skills and give one reason for your selection.

*Note: This will vary for each candidate; ensure that only one essential skill has been highlighted and then match up the reason.*

1

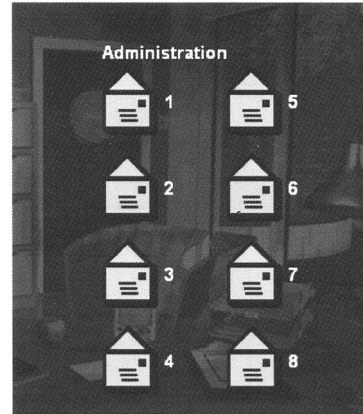
(iv) Describe the difference between essential and desirable skills.

- *Essential skills means the applicant must have them whereas desirable means it would be better if the applicant has them.*

1

7. (continued)

(b) From the letters of application for the Administration Assistant complete the table below. Give 2 positive comments on each applicant listed. Give a different point for each applicant.



Applicant	Positive Comments
Dean Menzies	<ul style="list-style-type: none"> <li>• <i>Studied business studies at school</i></li> <li>• <i>The letter is well written, good structure, word processed</i></li> <li>• <i>From the letter the candidate sounds enthusiastic</i></li> <li>• <i>Keen to progress—go to night school</i></li> <li>• <i>Willing to come for interview</i></li> </ul>
Katie Thornton	<ul style="list-style-type: none"> <li>• <i>From the letter the candidate sounds enthusiastic</i></li> <li>• <i>Gives details of employment history</i></li> <li>• <i>Good reasons for wanting a new job</i></li> <li>• <i>Good structure to the letter</i></li> </ul>

8. It is important to choose the right method of recruitment.
- (i) Using **BusinessWorks.com** identify 2 methods of external recruitment.
- (ii) Give an advantage and disadvantage of each method.

*Accept 2 of the following:*

*Newspaper adverts*

*Advantage*

- *Can reach the target audience*
- *Section in paper for recruitment*
- *If it is a free paper it could reach a wider audience*

*Disadvantage*

- *Can be expensive*
- *Fewer people are buying newspapers*

*Job Centre*

*Advantage*

- *Free service offered by DWP*
- *Can reach target audience*

*Disadvantage*

- *Standard advert, cannot change the appearance*

*Shop Window*

*Advantage*

- *Costs are very low*

*Disadvantage*

- *Dependant on passers-by*

*(Must have a different advantage and disadvantage for each method.)*

6

## SECTION 3—GROWTH

Marks PA

**Airdrie Savings Bank (ASB),  
Britain's Only Independent Savings Bank**

Established in 1835, Airdrie Savings Bank continues to provide its customers and the local community of North Lanarkshire with the banking facilities and the value of service they have come to expect from their long relationship. Airdrie Savings Bank, the UK's last independent bank, opened its doors outside of Lanarkshire for the first time in 175 years, with the launch of its new Falkirk branch.



The branch on Falkirk's High Street offers a full range of banking services and employs 5 full-time members of staff, including new manager Shirley Reid.

The decision to open in Falkirk is the result of increasing consumer and business demand for a more personal approach to banking, focusing on maintaining high levels of customer service.

ASB President Bob Boyle said: "For over 175 years our branches have operated in Lanarkshire but there is clear evidence of a wider demand for our approach, which is why we have now taken the decision to expand."

A group of high profile Scottish entrepreneurs, including Brian Souter and Sir Tom Farmer, deposited large sums of money into the bank to support its expansion.

*Adapted from ASB website <http://www.airdriesavingsbank.com/>*

9. A group of high profile Scottish entrepreneurs, including Brian Souter and Sir Tom Farmer, deposited large sums into the bank to support its expansion.

- (a) (i) Since running your stationery business you have been described as an entrepreneur. Describe the role of an entrepreneur.

- *An individual who develops a business idea and combines the factors of production to develop the idea in order to produce a good or service.*
- *Someone who takes risks with a business.*

1

- (ii) Suggest 2 possible aims for your stationery business.

*Accept any 2 from the following:*

- *Survival*
- *Profit maximisation*
- *Sales maximisation*
- *Good reputation*
- *Quality products*

Marks	PA
2	
2	
2	

9. (continued)

- *Social responsibility*
- *Ethical responsibility*

(b) Airdrie Savings Bank decided to expand and received funding from entrepreneurs. Suggest and justify one source of finance for your stationery business.

- *Own capital*
- *Friends and family*
- *Banks and other investors, including Princes' Trust*
- *Venture capital*
- *Share capital*
- *Government grants*
- *Take on a partner*

*Candidates must have a suitable justification to support the suggestion*

(c) Opening a new branch is a method of internal growth. Describe 2 methods of external growth for your stationery business.

- *Horizontal integration*  
*When the stationery business joins with another stationery business. This could be one of the competitors—Prestige Print, The Publishing House or Stop Press!*
- *Backwards vertical integration*  
*When the stationery business takes over a supplier—Glendale's*
- *Mergers*
- *Takeovers, with a suitable description*

*Also accept conglomerate and/or diversification—no ID marks given*

10. The ASB Falkirk branch employs 5 full-time members of staff who received induction training.

Identify 2 additional methods of training you could use to improve the skills of the staff in your stationery business. Give one advantage and one disadvantage for each type of training.

*Use a different advantage and disadvantage for each type of training.*

***On the job training***

- *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*

10. (continued)

Marks PA

- *Time is lost, loss of production*
- *Staff are uncomfortable training with their peers*
- *Pick up bad habits*
- *Too many interruptions/distractions*

*Off-the-job training (Credit different types of on-the-job training such as coaching or apprenticeships.)*

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

*Accept any other forms of training*

**DO NOT ACCEPT INDUCTION TRAINING**

6

11. Airdrie Savings Bank made the decision to open a branch in Falkirk.

Give 3 stages of a decision making model you might use to make decisions in your stationery business.

*Define the problem/ Identify the objectives/ Collect the information/ Analyse the information/ Develop alternative solutions/ Select the best solution/ Implement the decision/ Communicate the decision/ Evaluate the decision*

*1 mark per stage of the decision making model—any order*

*Accept SWOT*

3

12. The Falkirk Branch Manager, Shirley Reid, has a democratic style of management.

Name and describe 2 other styles of management you might use in your stationery business.

Style of Management 1      *Autocratic*

Description                      *No consultation before decision is made*

Style of Management 2      *Laissez Faire*

Description                      *Little direction from management; allows people to be creative*

4

(60 marks)

[END OF REPORT]

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FOR OFFICIAL USE

4200	ST
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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

--	--	--	--	--	--	--	--

Forename(s)

Surname

Date of birth

Day    Month    Year

--	--	--	--	--	--

Scottish candidate number

--	--	--	--	--	--	--	--	--	--

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.