2007 Administration

Standard Grade – General
Practical Abilities

Finalised Marking Instructions

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	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
1	Twelve marks available for keyboarding – deduct one per error	Creation of fields – F_1 F_2 Creation of records – R_1 R_2 Formatting of fields: Date – D Sort on Date of Last Order – S_1 Sort on Company Name – S_2 Print in list format – P * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	2* 2* 1 1 1 1	
	K = 12	F =	8	20

- Ignore ID/primary key
- Accept fields in any order
- Accept abbreviated field headings
- Accept field headings in initial caps or CAPS if consistent – if not –1K once
- If data and/or field headings truncated –1K per field
- If a field is omitted –1K per field (also second F function award cannot be given)
- If a record is omitted –1K per record (also second R function award cannot be given)
- Accept towns in CAPS or initial caps if consistent, if not –1K once
- Entire database in capitals –1K
- Accept telephone numbers as given or with no spaces if consistent, if not -1K once
- If candidate's name is in a field and sorted – award sort function and then penalise –1K
- If candidate has only sorted on one field then can only gain one S function award
- Accept printout on more than one page

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
2	Two marks available for keyboarding - deduct one per error	Bold - B Italics – I Insert graphic - G Appropriate graphic - A Company slogan as a footer - Ftr Company slogan centred – C Company slogan in italics - I	1 1 1 1 1 1 1	
	K = 2	F =	7	9

- If all text in bold - no B function award
- If all text in italics - no I function award
- If letterhead is too large/long –1K (use professional judgement)
- If footer too high/deep do not award F function (use professional judgement)
- Accept slogan in initial capitals – if "Of" is a -1K
- Accept slogan with or without bold
- Accept pupil details in the footer

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
3A		Access correct site (www.theaa.com or www.rac.co.uk) - W	1	
		Select relevant information:		
		Glasgow to Dumfries – RI	1	
		Journey time - RI	1	
		Dumfries to Glasgow via Ayr – RI	1	
		Journey time(s) - RI	1	
	K = 0	F =	5	5

- If candidate has provided photocopy printouts – no award for task
- Accept any URL provided it mentions the AA or RAC
- If URL has no reference to AA or RAC then no W function award but other functions can be given - if letter provided award all function marks as appropriate
- Accept if information from specified website has been copied into a WP document - must still be evidence of AA or RAC website to gain W function award
- If only map provided without detailed route do not award RI route function marks but journey times RI(s) and W still possible
- If route(s) not as solution - no RI route function award(s)
- Accept if 2 separate journey printouts – Dumfries–Ayr and Ayr-Glasgow

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
3B	Eight marks available for keyboarding - deduct one per error Itinerary must include: Itinerary Victor McDade's name Reason for travel Date Suitable departure and arrival times - Glasgow-Dumfries Meeting with Nabel Ahmed/Costless Wholesalers Lunch with George Brown/Dumfries Confectioners Plc Meeting with Suzanne Archibald/Ayr Confectionery Ltd Suitable departure/arrival times – Ayr-Glasgow If not -1K each			
	K = 8	F =	0	8

- Main headings must be highlighted – if not –1K once
- Accept date with or without day/year but must include one of them
- If date in heading repeated in column heading -1K
- Accept 12-hour or 24-hour clock, if consistent, if not –1K once
- If 12-hour clock wrongly converted to 24-hour clock –1K each time
- Accept start of details with/without initial capital if consistent, if not –1K once
- Do not accept full stop at end of details, if so –1K once
- Accept additional information and mark for accuracy
- Check that journey times on Itinerary match with Internet printouts – do not accept arrival time in Glasgow before 4.30 pm, otherwise -1K
- Accept destinations or purpose of trip as reason for travel
- If purpose of trip used as reason for travel – must indicate Dumfries and Ayr within the details of the Itinerary, otherwise -1K once
- If meeting "ends" omitted on all 3 occasions, -1K but if inconsistent, -1K each

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
4	Three marks available for keyboarding -deduct one per error	Formatted for Currency - £ Format Currency as whole numbers – DP Formatted for Percentage - % Format Percentage as a whole number - DP Formula for total sold for each product – F Formula for total sold each month - F Relative Copy - R_1 R_2 Formula for Chocolate as a % of Overall Sales – F Print formulae – PF * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	1 1 1 1 1 1 2* 1 1	
	K =3	F =	10	13

- Accept main heading in CAPS or Initial Caps with/without highlighting
- Format of column headings should be consistent eg CAPS, Initial Caps, bold, if not –1K once
- Format of sweet names should be consistent eg CAPS, Initial Caps, bold etc – if not –1K once
- Accept various alignments of figures/text but currency must be right aligned – if not –1K once
- Accept Accountancy format for currency
- Accept any formula which works
- For relative function to be awarded candidate's formulae must be copied (correct or incorrect)
- If formulae is entered in any of the shaded boxes –1K once
- Accept spreadsheet printout(s) with/without row and column headings and/or gridlines
- If the printout for formulae is missing - maximum function award possible 4 marks (£, DP, %, DP)
- If the printout for figures is missing mark the formulae printout for accuracy (truncation of text should be penalised –1K per column) – maximum function award possible 6 marks – cannot receive function awards for £, DP, %, DP
- Truncation of formula(e) will result in no function awards for that formula(e)
- If there is a difference between figure and formulae printouts -1K

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
5	Fourteen marks available for keyboarding - deduct one per error	Heading Larger Size - S Heading Centred - C Bold – B_1 B_2 Italics - I Justified - J * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	1 1 2* 1 1	
	K = 14	F =	6	20

- Inconsistent or inappropriate spacing between sections -1K once
- Accept Internet in last paragraph with uc or lc
- Accept document on two pages
- Website may be underlined or not

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
6	Four marks available for keyboarding - deduct one per error	Different font - F Different size - S Insert graphic - G Appropriate graphic - A Other text format - TF	1 1 1 1 1	
	K = 4	F =	5	9

- If entire notice in capitals –1K
- Candidate must make use of whole page, if not –1K
- Accept variety of capitalisation at the start of each line – except "We" in line two which must be uc, otherwise -1K
- Do not penalise consistent underlining of punctuation, if inconsistent, -1K

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
7	Nineteen marks are available for keyboarding - deduct one per error Candidate must include: ❑ Reference ❑ Today's date If not –1K each	Recall file (letterhead) – RF Underline all shoulder headings - U_1 U_2 Embolden all shoulder headings - B_1 B_2 Fit on one page - FP * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	1 2* 2* 1	
	K = 19	F =	6	25

- Accept any line spacing after letterhead eg 2LS, 3LS, 4LS, 5LS (must be one clear line space)
- Line spacing between sections (ref to salutation) consistently 2 or consistently 3, otherwise –1K once
- Line spacing between sections (salutation to complimentary close) must be 2 (or 3 before and after displays) otherwise –1K once
- Line spacing in signature block must be 4-6, otherwise –1K

Max –2 over these points

- The letterhead must be distinct from body of letter (ie text formats should not have been carried down into the letter) – if they have –1K
- The body of the letter should be the same font - if not -1K once
- Manuscript corrections must have been followed otherwise -1K each time
- Either 2LS before and after shoulder headings or 3LS before and 2LS after -1K max if inconsistent
- Only accept Yours faithfully or Yours sincerely, otherwise -1K
- Before first shoulder heading "Products" and before the last paragraph, accept 3LS but within display section accept 2LS only – included in max -2

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
8A	Four marks available for keyboarding - deduct one per error Mr George Brown not changed to Mr Robert Connor -1K	Sweet Sensations record deleted – DelR New record inserted – Andrews Trading Company – R New field inserted – E-mail Address – NF Sort database in order of Town– S_1 Sort database in order of Company Name S_2 Print in list format – P	1 1 1 1 1 1	
	K = 4	F =	6	10

- New data must be consistent with original database, if not –1K once
- If new data is truncated – 1K per field
- If new field omitted, no NF function award and -2K
- If new record omitted, no R function award and -1K
- E-mail addresses must be lower case, if not -1K each time
- If candidate's name is in a field and sorted – award sort function and –1K
- Accept printout on more than one page
- Accept only Ms Julie Brown

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
8B		Search for Town – Perth - Q	1	
	K = 0	F =	1	1

- Be aware of consequentiality – errors in original database
- Minimum information required is company name and full address
- Accept printout on 2 pages

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
9	Two marks available for keyboarding – deduct one mark per error	Insertion of a column – Ins Formula for Total for September - F Change the formula – Chocolate/Toffee - F Print in specified format (formulae) – P	1 1 1 1	
	K = 2	F =	4	6

- Mark only the edits asked in the task – ignore any other changes made by the candidate
- If insertion is in the wrong place no Ins function award
- For Ins function to be awarded total column, including the grand total, must have been updated
- Accept spreadsheet printout with/without row and column headings and/or gridlines
- If only figure printout provided - maximum one function award – Ins
- If only formula printout provided – no Ins function award
- Truncation of formula(e) will result in no F function awards for that formula(e)

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
10	Two marks available for keyboarding – deduct one mark per error E-mail must include: ❑ a few words of explanation, if not -2K ❑ candidate name somewhere in the e-mail (at least their first name), if not -1K	Use of reply function - R Evidence of reply having been sent - S Evidence of attachment being sent - A Printout of e-mail - P	1 1 1 1	
	K = 2	F =	4	6

- Accept any name in the e-mail address
- Evidence of reply? Re: Press Release in the subject or inbox
  Original message included in printout
  Signed observation/letter/note from teacher
- Evidence of attachment? Paper clip in sent items
  Document icon on e-mail printout
  Properties printout or list
  Attachment heading
- Evidence of sending? Date and time
  Franked envelope
  Screen dump of sent list/box
  Observation checklist
  Signed observation/letter/note from teacher
  Returned e-mail confirming receipt
  Printout of properties
  Screen dump of inbox (teacher's)
- Accept screen dump of e-mail for P award if legible
- E-mail message must make sense, if not –1K once
- If no e-mail printout but evidence from the teacher that the e-mail has been received (eg inbox) then candidate **could** be awarded R, S and A function marks (-2K as input not available for checking)
- No textspeak -1K each time
- If candidate has altered subject heading, mark for accuracy as normal – the candidate **may** not gain the R function award

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
11	One mark is available for keyboarding – deduct one mark per error	Access correct site http://world.altavista.com - W Choose correct translation - RI	1 1	
	K = 1	F =	2	3

- If candidate has provided photocopy printouts – no award for task
- Accept any URL provided it mentions altavista
- If URL has no reference to altavista then no W function award but other functions can be given - if letter provided award all function marks as appropriate
- Accept if information from specified website has been copied into a WP document - must still be evidence of altavista website to gain W function award

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
12	One mark available for keyboarding - deduct one per error	Correct choice of chart – bar - CHT Correct application of figures - F Titles/labels (Main, X and Y) – H, X, Y Legend/Key and Labels – L	1 1 3 1	
	K = 1	F =	6	7

- Accept bar or column chart
- If main, X and Y labels are given award function marks
- Main heading must have Initial Caps or CAPS – if not -1K
- If main heading is inappropriate, award H function and -1K
- Accept X and Y labels with a capital at the start, initials caps or CAPS (should be consistent) – if not –1K once
- If different months cannot be distinguished – no F function award
- If more than June and September sales selected – no F function award
- Be aware of consequentiality ie figures and text from spreadsheet
- Accept graph on spreadsheet

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
13	Three marks available for keyboarding - deduct one per error	Correct appointments inserted T_1 T_2 Tasks inserted in to-do list –TK_1 TK_2 Printout in day form – 9 May 2007 - P • First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	2* 2 1	
	K = 3	F =	5	8

- If note from teacher indicating NO ACCESS to electronic diary – no award for this task
- Times should be as given – both start and finish times/duration shown or no T function award for that item
- Task must be completed using electronic diary otherwise no award
- If uncertain whether electronic diary used, mark as seen and refer to PA
- For To Do List: accept Tasks, Events
- Accept the "to do list" on a second page
- Venue – ie Office – is not required
- Where information is truncated, mark as shown but do not penalise for truncation

[END OF MARKING INSTRUCTIONS]