

Administration and IT Assignment Marking Instructions

Morven's Cake Place

General Marking principles for National 5 Administration and IT assignment

This information is provided to help you understand the general principles you must apply when marking candidate responses in this assignment. These principles must be read in conjunction with the detailed marking instructions, which identify the key features required in candidate responses.

Marks for each candidate response must always be assigned in line with these General Marking Principles and the Detailed Marking Instructions for this assessment.

Marking should always be positive. This means that, for each candidate response, marks are accumulated for the demonstration of relevant skills, knowledge and understanding; they are not deducted from a maximum on the basis of errors or omissions.

Marks will be awarded for demonstrating skills in the use of the different IT application in the following areas:

Spreadsheet – 18 marks (+/-3 marks)

- ♦ entering and editing text
- ♦ using formulae and functions to perform calculations and summarise information
- ♦ using functions to manipulate information

Database – 18 marks (+/-3 marks)

- ♦ entering and editing text
- ♦ displaying information as a form and/or report
- ♦ manipulating information

Word processing – 18 marks (+/-3 marks)

- ♦ entering and editing text
- ♦ layout and presentation of information

Desktop publishing – 18 marks (+/-3 marks)

- ♦ entering and editing text
- ♦ presentation and layout of information
- ♦ key information included

Communication – 18 marks (+/-3 marks)

- ♦ entering text
- ♦ key information included

Knowledge and understanding – 15 marks (+/- 5)

- ♦ marks will be awarded for providing responses as part of an integrated IT task

Layouts

Marks will be awarded for a wide variety of layouts used in word processing and desktop publishing tasks. Candidates will not be penalised for applying a layout to a document that is different to one that has been supplied in specific marking instructions. The over-riding principle is that a document must be 'fit-for-purpose'.

Printouts

Candidates are clearly directed, within the instructions, as to the printing requirements.

Specific Marking Instruction

Task 1

1NS

MORVEN'S CAKE PLACE

1NL



p1

HOT PLATTERS

Chinese Snack Platter

- Spring Rolls
- Sesame Prawns
- Dim Sum
- Peking Duck Sticks

Indian Snack Platter

- Samosas
- Onion Bhajis
- Vegetable Pakora
- Lamb Crescents

p2

COLD PLATTERS

Chicken Platter

- Plain and Buffalo Wings
- Honey-glazed Drumsticks
- Piri-piri Nuggets
- Popcorn Chicken

Prawn Platter

- Lemon and Black Pepper Prawns
- Chilli Prawns
- Prawn Balls

p3

SANDWICHES AND WRAPS

Sandwiches

- Variety of fresh fillings
- Brown/white bread
- Vegetarian options available

Wraps

- Variety of fresh fillings
- Multigrain wraps
- Halal/kosher options available

1L

p4

CAKES AND DESSERTS

Mini Cake Selection

- Cup Cakes
- Chocolate Eclairs
- Strawberry Tarts

Mini Dessert Selection

- Lemon Cheesecake
- Raspberry Eton Mess
- Apple Pie Bites

1L

p5

	Marks
New slide (title slide)	1NS
Company name and logo - must be one graphic only	1NL
Slide layout - <ul style="list-style-type: none"> slide 4 slide 5 	1L 1L
Action buttons - <ul style="list-style-type: none"> must have 2 on slides 2-4 accept 1 or 2 on slides 1 and 5. DNA if it hides any of the text or graphics. 	1A
Background/design - check text is visible in all slides	1B
Slide numbers	1N
Keyboarding - <ul style="list-style-type: none"> inconsistent capitalisation max 1 mark - as per task or all initial caps. apostrophe missing (Morven's) lose a keyboarding mark once over all tasks. 	3K
Print in handout format on one page - 5 per page - accept horizontal/vertical	1P
TOTAL	11

1A

1B

1N

3K

1P

Task 2a

Morven's Cake Place

122 Cathedral Street
Glasgow
G1 2TG

We offer freshly baked cakes, parties and cookies to enjoy in-store or to take away. Why not try our outside catering service—hot and cold food, sandwiches, wraps and scrumptious desserts.

1K

1K

Phone: 01413535444
E-mail: morvens@mailit.com
Web: www.morvenscakeplace.co.uk

1F



1L

1K

1TF

1P

	Marks
Fonts - minimum 2	1F
Logo - must be same as Task 1	1L
Text formatting - (DNA change of font) minimum of 2	1TF
Keyboarding - max 1 for capitalisation Must have: <ul style="list-style-type: none"> • name of business, address, phone, e-mail and web • must mention - shop (in store) and catering service (outside catering) • selection of what's offered 	1K 1K 1K
Presentation <ul style="list-style-type: none"> • must be small enough to be a business card • accept one or multiple copies on one page • if unnecessary template information is not deleted then DNA 	1P
DNA K or P marks if text too small to read	
TOTAL	7

Task 2b



1L

Morven's Cake Place

122 Cathedral Street
Glasgow
G1 2TG

Tel: 01413535444

Web: www.morvenscakeplace.co.uk

E-mail: morvens@mailit.com

1K

1E

1P

	Marks
Logo	1L
Essential information must be included - <ul style="list-style-type: none">• business name• address• tel• e-mail• web	1E
Keyboarding - if E mark not awarded therefore no K mark	1K
Presentation - must be an appropriate size	1P
TOTAL	4

Task 3

Driving directions to Scottish Exhibition and Conference Centre

Start - Glasgow G1 2TG

1. Head east towards Allen Glen PI 161 ft
2. Turn right onto Allen Glen PI 144 ft
3. Turn left onto Cathedral St 0.2 mi
4. Slight left onto Stirling Rd 0.2 mi
5. Continue onto A803 0.1 mi
6. Merge onto M8 via the ramp to M77/Greenock/Glasgow Airport/Kilmarnock 1.9 mi
7. At junction 19, take the A814 exit to Clydebank/S.E.C.C. 0.2 mi
8. Turn right into Stobcross St/A814, continue to follow A814 0.3 mi
9. Take the ramp to Finnieston 0.1 mi
10. Turn left onto Finnieston St/A814 276 ft
11. Turn right onto Stobcross Rd 0.1 mi
12. Slight left to stay on Stobcross Rd 0.4 mi
13. Turn left 75 ft
14. Turn left, Destination will be on the right 440 ft

2D

End - Scottish Exhibition and Conference Centre, Exhibition Way, Glasgow G3 8YW

Hi

1S

1L

Parking is located at 10 Stobcross Road, Glasgow, G3 8YW/opposite SECC.

Tariff Rates Monday to Sunday are:

- 1 hour £3.50
- 2-12 hours £7.00
- 13 hours £10.50
- 14-24 hours £14.00

Thanks.

1C

1K

Candidate Name

	Marks
Correct directions from Cathedral Street to SECC - all or nothing - either narrative or map.	2D
<p>E-mail including:</p> <ul style="list-style-type: none"> • Evidence of sending - must be printed from candidate's sent items folder • SECC parking details - location • SECC parking details - cost <p>Parking details can be sent as an attachment - check for evidence of attachment icon on the e-mail and printout of attachment. If no evidence of attachment DNA 1L and 1C.</p>	1S 1L 1C
Keyboarding - candidate name, subject heading, message must make sense.	1K
TOTAL	6



Morven's Cake Place

122 Cathedral Street
Glasgow
G1 2TG

Tel: 01413535444

Web: www.morvenscakeplace.co.uk

E-mail: morvens@mailit.com

MISSION STATEMENT

No event too big or too small

The success of your event is our number 1 priority

1E

BACKGROUND

The business was started in 2000 in the centre of Glasgow. It started as a small cake and coffee shop. The business is now expanding into catering for functions including:

- Birthdays
- Weddings
- Retirements
- Engagements
- Christenings

STAFF

Owner - Morven Adams

2 Chefs

2 Bakers

1 Administrative Assistant

Morven's Cake Place knows that good customer care means:

Customer Care	Benefit
<ul style="list-style-type: none"> Happy customers Good reputation Motivated staff Staff morale Staff training Customer loyalty Fewer complaints 	<ul style="list-style-type: none"> customer loyalty reduced complaints increased profits increased sales good publicity reduced costs retain staff/lower staff turnover less absenteeism competitive edge increased market share improved efficiency increased productivity reduced waste

1T

1T

1T

Morven's Cake Place provides good customer care by:

Using customer feedback forms/listening to customers
Providing all staff with a customer care policy statement
Ensuring all staff know the products and services offered to customers
Ensuring all customer queries/problems are dealt with quickly/politely
Monitoring staff performance
Hiring suitable staff/friendly/helpful
Setting and evaluating staff targets
Effective complaints procedure

1T

1T

1T

	Marks
Use headed paper	1H
Enhance Mission Statement - page one must still be on one page	1E
DNA 1E if comments are left on	
Describe 3 benefits of good customer care - 1T per description	3T
Outline 3 ways of providing good customer care - 1T per outline	3T
If Publisher file used accept comments still being visible	
TOTAL	8

Task 5

Sorted - Type of Function and Surname				
TYPE OF FUNCTION	TITLE	FIRST NAME	SURNAME	MAX GUESTS
Birthday	Miss	Sylvia	Anderson	100
Birthday	Mrs	Patrice	Borski	100
Birthday	Mrs	Ann	Lau	100
Birthday	Mrs	Mary	Rafferty	100
Birthday	Mrs	Adita	Singh	100
Birthday	Miss	Violet	Smart	100
Birthday	Ms	Rebecca	Smith	100
Christening	Mrs	Anna	Benkowski	50
Christening	Mr	Martin	Chambers	50
Christening	Miss	Chloe	Fraser	50
Engagement	Miss	Gloria	Cooper	200
Engagement	Ms	Glenda	Johnston	200
Engagement	Ms	Leanne	Morton	200
Engagement	Mr	David	Wolski	200
Retirement	Mr	John	Gordon	100
Retirement	Mr	Alexander	McIver	100
Retirement	Mr	Trevor	Metcalfe	100
Retirement	Mr	Adam	Morgan	100
Wedding	Mr	Andrew	Begbie	150
Wedding	Mr	Danveer	Kapoor	150
Wedding	Mr	Peter	Patterson	150

1F

2S

1K

1P

	Marks
Insert new field - must be capitals and accurate	1F
Sort - <ul style="list-style-type: none"> ascending type of function ascending surname } all or nothing	2S
Insert information in new field - must have all records - 21 records	1K
Print selected fields (5 fields) - name must have title, first name and surname	1P
TOTAL	5

Unsorted				
TITLE	FIRST NAME	SURNAME	TYPE OF FUNCTION	MAX GUESTS
Mr	David	Wolski	Engagement	200
Miss	Chloe	Fraser	Christening	50
Miss	Violet	Smart	Birthday	100
Ms	Glenda	Johnston	Engagement	200
Mrs	Ann	Lau	Birthday	100
Mr	Adam	Morgan	Retirement	100
Mr	John	Gordon	Retirement	100
Mr	Peter	Patterson	Wedding	150
Miss	Sylvia	Anderson	Birthday	100
Mrs	Anna	Benkowski	Christening	50
Ms	Leanne	Morton	Engagement	200
Mrs	Patrice	Borski	Birthday	100
Mr	Alexander	McIver	Retirement	100
Mr	Trevor	Metcalfe	Retirement	100
Miss	Gloria	Cooper	Engagement	200
Mr	Martin	Chambers	Christening	50
Ms	Rebecca	Smith	Birthday	100
Mr	Danveer	Kapoor	Wedding	150
Mrs	Mary	Rafferty	Birthday	100
Mr	Andrew	Begbie	Wedding	150
Mrs	Adita	Singh	Birthday	100

Sorted - Type of Function				
TITLE	FIRST NAME	SURNAME	TYPE OF FUNCTION	MAX GUESTS
Mrs	Patrice	Borski	Birthday	100
Mrs	Adita	Singh	Birthday	100
Mrs	Mary	Rafferty	Birthday	100
Miss	Violet	Smart	Birthday	100
Ms	Rebecca	Smith	Birthday	100
Mrs	Ann	Lau	Birthday	100
Miss	Sylvia	Anderson	Birthday	100
Miss	Chloe	Fraser	Christening	50
Mrs	Anna	Benkowski	Christening	50
Mr	Martin	Chambers	Christening	50
Mr	David	Wolski	Engagement	200
Miss	Gloria	Cooper	Engagement	200
Ms	Glenda	Johnston	Engagement	200
Ms	Leanne	Morton	Engagement	200
Mr	Alexander	McIver	Retirement	100
Mr	Trevor	Metcalfe	Retirement	100
Mr	John	Gordon	Retirement	100
Mr	Adam	Morgan	Retirement	100
Mr	Peter	Patterson	Wedding	150
Mr	Danveer	Kapoor	Wedding	150
Mr	Andrew	Begbie	Wedding	150

Task 6

HEALTH & SAFETY IN THE WORKPLACE



Name and describe 3 features:

Health and Safety at Work Act		1T
1.	Employers must provide a safe entrance and exit from work	1T
2.	Employers must provide information and training on health and safety issues to employees	1T
3.	Employers must provide protective clothing where necessary	1T

(Health and Safety) Display Screen Equipment Regulations		1T
1.	Employers must provide appropriate training for staff	1T
2.	Employers must provide appropriate workstations ie adjustable chairs, wrist rests etc	1T
3.	Ensure employees have regular breaks to work away from the computer on other tasks	1T
4.	Provide employees with regular eye tests if necessary	1T

Fire Precautions Regulations/Act		1T
1.	Employers must provide fire-fighting equipment eg fire extinguishers	1T
2.	Employers must provide fire detectors and alarm system throughout the premises and must be regularly maintained	1T
3.	Employers must train employees in fire procedures	1T
4.	Employers must have regular fire drills	1T
5.	Employers must ensure routes to emergency exits from a workplace and the exits themselves shall be kept clear at all times	1T

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)		1T
1.	Employers must record any accident, occupational disease or dangerous occurrence which requires reporting under RIDDOR	1T
2.	Employers must record any other occupational accident causing injuries that result in a worker being away from work or incapacitated for more than three consecutive days	1T
3.	Employers must produce RIDDOR records when asked by HSE or local authority inspectors	1T

	Marks
Naming 2 other pieces of legislation (ignore year) - 1T for each piece legislation named	2T
Describe 3 features of each - 1T for describing each feature	6T
If no legislation is named then no T marks can be awarded in that section	
If Publisher file used accept comments still being visible	
TOTAL	8

Task 7

CUSTOMERS

TITLE

Ms

POSTCODE

G61 5ZW

FIRST NAME

Anna

TEL NO

01419520311

SURNAME

Travers

CUSTOMER NO

B618

COMPANY NAME

Carloway plc

E-MAIL

carloway@yaha.com

ADDRESS

565 Roman Road

TOWN

Bearsden

ORDERS

TYPE OF FUNCTION

Retirement

DATE OF FUNCTION

26/09/2014

BUDGET

£2,000

MAX GUESTS

100

Record: 1 of 1

No Filter

Search

	Marks
Selected record printed in form view (Carloway plc)	1R
All fields present and visible - 14 fields (DNA if Customer No is in twice)	1F
Keyboarding - <ul style="list-style-type: none"> new record added title must be Ms plc must be lower case ignore form header 	
If 1F is not awarded because there are fewer than 14 fields DNA 1K	1K
TOTAL	3

Task 7

FUNCTIONS IN DECEMBER 2014

1H

1L



TITLE	FIRST NAME	SURNAME	TEL NO	TYPE OF FUNCTION	DATE OF FUNCTION
Mr	Adam	Morgan	01292654545	Retirement	01/12/2014
Ms	Rebecca	Smith	01236776633	Birthday	12/12/2014
Miss	Sylvia	Anderson	01316553433	Birthday	19/12/2014
Miss	Gloria	Cooper	01416474444	Engagement	19/12/2014
Ms	Leanne	Morton	01312555866	Engagement	31/12/2014

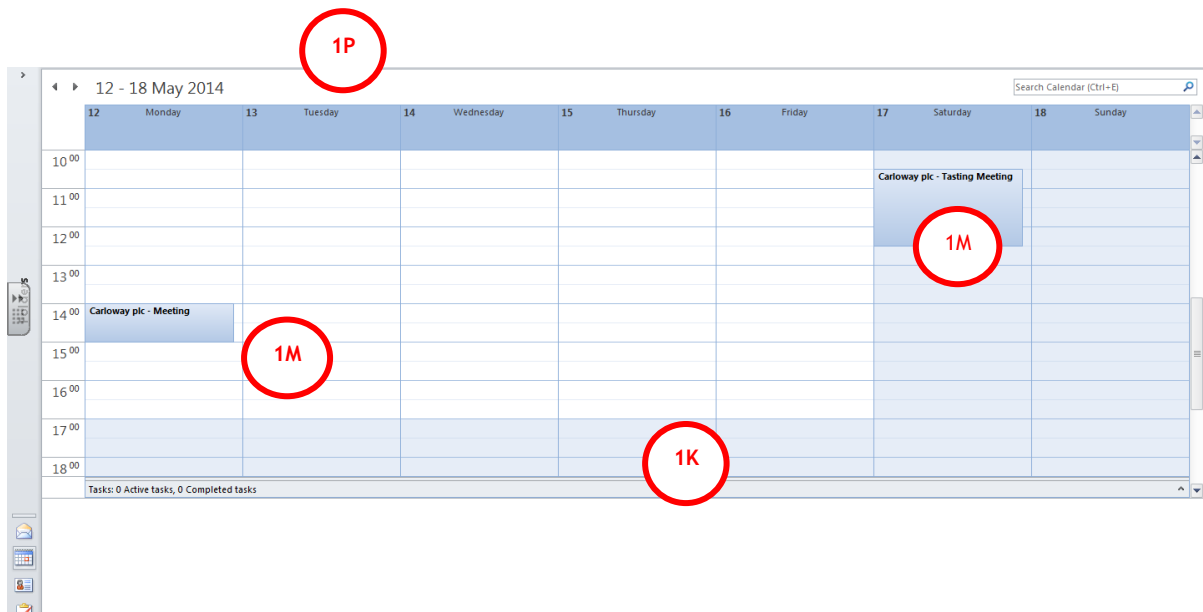
2S

1C

1P

	Marks
Insert heading - Functions/December	1H
Insert logo - must be in report header and not covering data	1L
Sort - all or nothing <ul style="list-style-type: none"> Ascending order date Ascending type of function 	2S
Criteria - all functions in December - 5 records	1C
Print fields in specific order - check alignment of field headings	1P
TOTAL	6

Task 8



	Marks
Print weekly/correct dates - 10 March/14 April/12 May	1P
2 meetings entered - <ul style="list-style-type: none"> Meeting with Carloway plc - 2.00 -3.00 pm Tasting Meeting with Carloway plc - 10.30 am -12.30 pm Ignore truncation Must have plc - DNA 1M once only	1M 1M
Keyboarding - if truncated DNA	1K
TOTAL	4

Task 9

Carlway plc - Gordon Farry Retirement Party 1D

A meeting will take place at Morven's Cake Place on (2nd Monday next month) at 2.00 pm to discuss arrangements for the retirement party.

AGENDA

1E

1. Present
2. Minutes of previous meeting
3. Matters arising
4. Party cost
5. Catering requirements
6. AOB
7. Date of next meeting

1K1N

	Marks
Correct date - must be 10 March/14 April/12 May 2014	1D
Different font/larger size - Agenda	1E
Keying in items 4, 5 and date - consistency of capitalisation and full stops	1K
Items numbered - accept with/without indent and full stops	1N
TOTAL	4

Task 10

MORVEN'S CAKE PLACE			
COST STATEMENT FOR: CARLOWAY PLC			1M
QUANTITY	ITEM	UNIT COST	TOTAL COST
5	Indian Snack Platter	£24.00	£120.00
10	Chicken Pieces Platter	£7.20	£72.00
10	Prawn Pieces Platter	£10.50	£105.00
5	Sandwich Platters – 2 Vegetarian	£14.40	£72.00
5	Wrap Platters	£16.20	£81.00
5	Mini Cake Selection	£12.00	£60.00
60	Tea/coffee with homemade shortbread	£0.80	£48.00
60	Napkins, Crockery and Cutlery (per person)	£1.00	£60.00
	Cost		£618.00
	ADD Mark-Up		£74.16
	Sub-Total		£692.16
	LESS Discount		£69.22
	Total		£622.94
	ADD VAT		£124.59
	Total to Pay		£747.53

	A	B	C	D
1	MORVEN'S CAKE PLACE			
2				
3	COST STATEMENT FOR: CARLOWAY PLC			
4				
5	QUANTITY	ITEM	UNIT COST	TOTAL COST
6	5	= 'PRICE LIST'!A4	= 'PRICE LIST'!B4	=A6*C6 1F
7	10	= 'PRICE LIST'!A6	= 'PRICE LIST'!B6	=A7*C7
8	10	= 'PRICE LIST'!A7	= 'PRICE LIST'!B7	=A8*C8
9	5	Sandwich Platters – 2 Vegetarian	= 'PRICE LIST'!B11	=A9*C9
10	5	= 'PRICE LIST'!A12	= 'PRICE LIST'!B12	=A10*C10
11	5	= 'PRICE LIST'!A18	= 'PRICE LIST'!B18	=A11*C11
12	60	= 'PRICE LIST'!A21	= 'PRICE LIST'!B21	=A12*C12
13	60	= 'PRICE LIST'!A24	= 'PRICE LIST'!B24	=A13*C13 1R
14				
15				
16			1F	
17		Cost		=SUM(D6:D13)
18		ADD Mark-Up	1F	=D17*MARKUP 1N
19		Sub-Total		=SUM(D17:D18)
20		LESS Discount	2F	=IF(D19>500,D19*10%,0)
21		Total	1F	=D19-D20 1F
22		ADD VAT	1F	=D21*VAT 1N
23		Total to Pay		=SUM(D21:D22) 1P

	Marks
Merge cells - A3-D3	1M
Keyboarding - <ul style="list-style-type: none"> client name must be Carloway plc - accept block caps or as above must be Tea or Coffee - Tea/Coffee - cannot be Tea and Coffee (shortbread does not need to be mentioned) accept platter/platters vegetarian must be initial capitals, can be in brackets within each column text should be same size all column headings should be the same size 	3K
Formulae	11F
Print - <ul style="list-style-type: none"> value - with gridlines formulae - with gridlines/row/column headings If no formulae printout only award 1M and 3K If no value printout DNA 1P	1P
TOTAL	16

FORMULAE	MARKS
Total Cost	1F
Replication	1R
Cost	1F
Mark-Up	1F, 1N
IF - all or nothing	2F
Total	1F
VAT	1F, 1N
Sub-Total/Total to Pay	1F
Total Marks	11

	A	B	C	D
1	MORVEN'S CAKE PLACE			
2				
3	COST STATEMENT FOR: CARLOWAY PLC			
4				
5	QUANTITY	ITEM	UNIT COST	TOTAL COST
6	5	Indian Snack Platters	£24.00	=A6*C6 1F
7	10	Chicken Pieces Platters	£7.20	=A7*C7
8	10	Prawn Pieces Platters	£10.50	=A8*C8
9	5	Sandwich Platters – 2 Vegetarian	£14.40	=A9*C9
10	5	Wrap Platters	£16.20	=A10*C10
11	5	Mini Cake Selection	£12.00	=A11*C11
12	60	Tea/coffee with homemade shortbread	£0.80	=A12*C12
13	60	Napkins, Crockery and Cutlery (per person)	£1.00	=A13*C13 1R
14				
15				
16			1F	
17		Cost		=SUM(D6:D13)
18		ADD Mark-Up	1F	=D17*MARKUP 1N
19		Sub-Total		=SUM(D17:D18)
20		LESS Discount	1F 2F	=IF(D19>500,D19*10%,0)
21		Total		=D19-D20 1F
22		ADD VAT	1F	=D21*VAT 1N
23		Total to Pay		=SUM(D21:D22)

1P

Task 11a

Criteria - Wedding/Engagement						
TITLE	FIRST NAME	SURNAME	ADDRESS	TOWN	POSTCODE	TYPE OF FUNCTION
Mr	Danveer	Kapoor	356 Lothian Road	Edinburgh	EH4 5PQ	Wedding
Ms	Leanne	Morton	5 Bridge Road	Edinburgh	EH4 1CM	Engagement
Mr	David	Wolski	11 Roberts Avenue	Kilmarnock	KA1 5NB	Engagement
Miss	Gloria	Cooper	576 Burnside Avenue	Rutherglen	G73 4AA	Engagement
Ms	Glenda	Johnston	912 Gretna Road	Dumfries	DG1 7PT	Engagement
Mr	Andrew	Begbie	76 Hamilton Road	East Kilbride	G74 9QF	Wedding
Mr	Peter	Patterson	7 Colston Road	Bishopbriggs	G64 2LY	Wedding

2C

1P

	Marks
Criteria - wedding/engagement - all or nothing (7 records)	2C
Print - selected fields - should not have Company Name field (7 fields)	1P
TOTAL	3

Task 11b

MA/own initials

Today's date

1R

«TITLE» «FIRST_NAME» «SURNAME»

«ADDRESS»

«TOWN»

«POSTCODE»

1M

Dear «TITLE» «SURNAME»

1M

CELEBRATION CAKES

1H

We are delighted you have chosen Morven's Cake Place to provide the catering for your forthcoming function. We are now able to supply a celebration cake for your «TYPE_OF_FUNCTION».

1M

Morven's Cake Place



122 Cathedral Street
Glasgow
G1 2TG

Tel: 01413535444

Web: www.morvenscakeplace.co.uk

E-mail: morvens@mailit.com

MA/own initials

Today's date

Mr Danveer Kapoor

356 Lothian Road

Edinburgh

EH4 5PQ

1P


Dear Mr Kapoor

CELEBRATION CAKES

	Marks
Ref/Date inserted - accept 'Today's date' on merge fields printout and actual date on personalised letter	1R
Mail merge: name and address	1M
Mail merge: salutation - accept title and surname only	1M
Insert appropriate Subject Heading - must relate to 'cake'	1H
Mail merge: type of function	1M
Print merge fields/print merged letter - font must be consistent throughout - line spacing must be consistent - accept with/without new paragraph	1P
TOTAL	6

We are delighted you have chosen Morven's Cake Place to provide the catering for your forthcoming function. We are now able to supply a celebration cake for your **Wedding**.

Task 12



1H

Morven's Cake Place

122 Cathedral Street
Glasgow
G1 2TG

Tel: 01413535444

Web: www.morvenscakeplace.co.uk E-mail: morvens@mailit.com

CUSTOMER SURVEY CARD					
Customer Name					
Event			Date of Event		
Please rate our performance (✓) in the following areas.					
	Excellent	Very Good	Good	Fair	Poor
Quality of Food					
Presentation					
Service					
Value for Money					
Would you recommend us to others?			Yes/No* * delete as appropriate		
We are always looking for ways to improve our service, we would love to know if we could do anything better.					
ANY SUGGESTIONS?					
Thank you for taking the time to complete this survey. You will now be entered into our monthly draw to win a tasty treat!					

1F

4K

1P

	Marks
Use headed paper (only if correctly used in previous task)	1H
Form heading - must be enhanced	1H
Shading	1S
Font - minimum 2	1F
Keyboarding - manuscript corrections included	4K
Presentation - must have space to enter suggestions/use full page/able to be completed manually	1P
TOTAL	9

Administration and IT

PRINCIPLES FOR MARKING



General Marking Instructions

- ♦ Show award as 1P or 0B where the candidate is being awarded the mark.
- ♦ Underline keyboarding errors.



Any comment visible on a printout or keyed in on document - do not award **one mark once only** across the whole paper.
Apply at the point where the first comment is visible.

“Morven’s” should have an apostrophe except in e-mail and web addresses. If omitted, do not award **one mark once only** across the whole paper.
Apply at the point where the first apostrophe is omitted.

Logo – any change in logo do not award **one mark once only** across the whole paper.



If a printout is missing for a task – no marks can be awarded for that task.

If there is a linked task eg a spreadsheet, and value view is missing, marks can be awarded on formula view where appropriate.

However, for example, if headed paper is not printed for Task 2B, the specific marks for the headed paper cannot be awarded in a subsequent task, but the use of headed paper can.



Standard Formats

♦ Date Formats:

Accept any standard format eg

- 5 May 2014
- 5th May 2014
- 5/5/14
- 05/05/2014

DNA 'the 5th of May'

All dates must have a year

There must be **consistency of style** within a task.



Standard Formats contd

♦ Time Formats:

♦ Accept a variety of formats eg

1000 hours	1000hrs
10:00 hours	10.00 hrs
10 am	10am
10.00 am	10.00am
2.30 pm and 4 pm within the one task	

There must be consistency in style throughout task.

Do not accept a.m. or p.m.



Text Formatting

♦ Accept use of:

Size	Bold
Underline	Italics
Shading	Colour
Font change*	Right alignment
Centring	Justification
Borders	Bullet points

* unless change of font is asked for separately



Graphics

♦ Accept use of:

Clip Art	Photographs
Scanned Drawings	Word Art
Watermarks	Design/Picture Borders

Graphic must **not** be clipped by margin
or cover any data



Capitalisation

Capital letters should be used at the start of sentences and for proper nouns.

Consistency is key.

For example in Task 1 – accept:

'Variety of fresh fillings' or 'Variety of Fresh Fillings'



Headings

Headings should be enhanced in some way, eg:

- Block capitals with or without bold
- Initial capitals and bold
- Initial capitals and underscore
- Increased size of font

Do not accept change of alignment on own

Headings with initial capitals eg Functions in December - small words should not be capitalised.



Other Errors

Do not accept alternative forms of spelling – accept only as given in task.

Each of the following would be treated as **one error** no matter how often they occur in the task.

- Incorrect spacing after punctuation at end of sentence
- Incorrect spacing for commas, colons, semi-colons, brackets
- Confusion of hyphen/dash



E-mail/Web/Phone Numbers

For e-mail accept – e-mail, E-mail, E-Mail, email, Email, E, suitable symbol, or on its own.

For web address – accept Web, Web Address, W, Website, suitable symbol or on its own.

For telephone number accept –Tel, Tel No, Telephone Number, T, Phone suitable symbol or on its own.

(There must be consistency in style over the above pieces of information)

There should be no space in Telephone numbers – if there is, do not award **one mark once only** across the whole paper.

Accept with or without colons, but must be consistent throughout task



E-mail

All e-mails must have appropriate subject heading, eg DNA 'Task 4'.

E-mail messages must make sense.

There has to be an opening, eg Hi/Hello/Dear and a close eg Thanks/Regards or a closing sentence followed by the candidate name (accept first name only).

Use of 'text speak' or 'emoticons' is not acceptable.



Powerpoints

- ♦ Action buttons need to be in the same general position on each slide, eg bottom left corner, but accept if candidate has moved a button slightly to allow text or graphics to be seen.
- ♦ Style and size of buttons should be consistent on all slides.
- ♦ Be aware that different backgrounds/design templates can change the font, size and capitalisation on original slides. New slides must be consistent.



Mail Merge

Fields used for mail merge must match the query task. If no query printout no merge awards.

If query is wrong, eg title missing or address incomplete do not award merge marks for address and salutation as they are not fit for purpose. Other relevant fields can be awarded if they match original query.

Merge fields must be set out with correct spacing between them.



Spreadsheet Formulae

Candidates are expected to use the most appropriate formula in a spreadsheet.

For addition – only accept the use of the + sign when adding 2 cells together or more than 2 non-adjacent cells. Addition of 3 or more adjacent cells should use the SUM function.

For subtraction, multiplication or division do not accept =SUM at the start of the formula – **even if the formula works**.

If statements must contain both conditions.



ACKNOWLEDGEMENTS

TASK 1

MORVEN'S CAKE PLACE -

Sweet cupcake delicious isolated over white background - Odua Images/Shutterstock.com

HOT PLATTERS -

Delicious dim sims, sesame shrimp toasts and spring rolls ready to serve - jabiru/Shutterstock.com

Indian buffet food with samosa, bhaji and pakora - Joe Gough/Shutterstock.com

COLD PLATTERS -

Delicious food on white plate - Anna Vaczi/Shutterstock.com

Prepared shrimp on a platter with lemon - alika/Shutterstock.com

SANDWICHES AND WRAPS -

Sandwich with chicken, cheese and golden French fries potatoes - ilolab/Shutterstock.com

Sandwich wrap - Ewa Sek/Shutterstock.com

CAKES AND DESSERTS -

Assorted fruit cakes for holiday - sarsmis/Shutterstock.com

cake selection on white platter - neil langan/Shutterstock.com