



**2015 Administration**

**Intermediate 2 Paper 1**

**Finalised Marking Instructions**

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Intermediate 2 Administration  
Paper 1, 2015  
Final Marking Instructions

Section A

1 (a) (i) Job Description

2

- Duties/responsibilities of the post
- Hours of work
- Rate of pay
- Type of contract
- Location
- Flexible working

Accept examples of specific tasks, including:

- Updating and maintaining information on client files
- Answering and dealing with client telephone enquiries
- Maintaining, organising and co-ordinating meeting schedules
- Creating and maintaining an effective filing system
- Meeting and greeting clients
- Making appropriate travel and accommodation arrangements

*(Any answer from above, one mark)*

(ii) Person Specification

- Skills
- Personal qualities
- Experience
- Qualifications

Accept specific examples, including:

- (Proven) administration background
- (Good) organisational skills
- (Excellent) communication skills
- IT literate
- "Can do" attitude
- Smart in appearance
- (Enthusiastic) team player

*(Any answer from above, one mark)*

- (b) (i) Job Description 2
- Provides information for the job advert
  - Allows comparison with information provided in CV/application forms
  - Allows potential applicants to view job information before deciding to apply
  - Can ensure that only suitable applicants apply

*(Any answer from above, one mark)*

- (ii) Person Specification
- Provides information for the job advert
  - Helps to identify the type of person required to fill the vacancy
  - Qualities are classed as either essential or desirable - makes sure that people employed have the right skills/qualities
  - Allows comparison with information provided in CV/application forms
  - Allows potential applicants to view job information before deciding to apply
  - Can ensure that only suitable applicants apply

*(Any answer from above, one mark)*

**ANSWERS FOR EACH DOCUMENT MUST BE DIFFERENT - be aware of candidates repeating points made in (a)**

- 2 (a)
  - Teleworking/homeworking
  - Flexible working hours
  - Hot desking
  - Job share2

*(Any 2 suggestions, one mark each)*

- (b)
  - Ability to hire and keep high quality employees - lower staff turnover - lower recruitment costs.
  - Cutting wages/salary costs - by hiring staff only when needed - eg fixed term contracts.
  - Less stress for staff - more focus/concentration on work matters.
  - Increased employee motivation - helps to achieve a better work/life balance.
  - Increased motivation/job satisfaction for staff - higher quantity/quality of work produced.2

*(One mark for initial outline - must refer to the organisation, second mark for development or example)*

- 3 (a)
  - Save files using appropriate/relevant filenames
  - Store related files in appropriate folders
  - Make regular updates/archive files/delete unnecessary files
  - Password-protect files to restrict access
  - Login access rights to files/folders
  - Comply with all Data Protection principles (accept specific principles - max 1)
  - Develop a policy for managing electronic data
  - Communicate policy to all employees/ensure employees are appropriately trained
  - Make regular back-ups
  - Install/update anti-virus software
  - Discourage employees from using personal storage devices

*(Any 2 procedures, one mark each)*

- (b)
  - Time available eg use e-mail for urgent messages
  - Length of message eg complicated information may be better if communicated using written methods
  - Technology available eg does the customer have access to e-mail/Internet/mobile phone? Does it make it easy for the customer to reply?
  - Personal contact eg face-to-face to improve customer service

*(One mark for initial outline, second mark for development or example)*

- 4 (a)
  - Be polite/well mannered when dealing with customers
  - Choose the most appropriate method of communication for the situation
  - Produce high quality work/be hard working
  - Be tactful when dealing with confidential issues/information
  - Follow correct procedures
  - Employ effective data management (eg regular filing, accuracy, updating information - max 1)
  - Prompt dealing with enquiries
  - Honesty/deliver on promises

**ANSWERS MUST REFER TO THE ROLE OF THE ADMINISTRATION ASSISTANT ONLY**

*(Any 2 answers, one mark each)*

- (b) • To provide information to the admin assistant/travel administrator - so that the correct arrangements can be made. 2
- Provides all necessary information to the travel administrator - which should result in fewer delays in arrangements being made.
  - Allows business traveller to specify personal preferences - ensuring they are not inconvenienced whilst on the trip.
  - Provides written evidence that a request to make travel arrangements has been made - which can be referred to at any time.

*(One mark for initial outline, second mark for development or example)*

- 5 (a) (i) Spreadsheet 2
- Keeping up-to-date records of stock held/prepare stock record cards
  - Keeping records of goods ordered from suppliers
  - Calculating the cost of orders

*(Any one answer, one mark)*

- (ii) Word Processing
- Creating purchase requisition forms for other departments
  - Creating manual/blank stock record cards
  - Keying in letters of enquiry
  - Complete order forms

*(Any one answer, one mark)*

**ANSWERS MUST RELATE SPECIFICALLY TO THE PURCHASES DEPARTMENT**

- (b) • Can be used to trial an employee to see if they are suitable for a job. 2
- Can be used to cover for employees who are off work ill or on maternity leave.
  - Can attract people who are only available to work for short periods of time eg students.
  - Cheaper than employing staff on a permanent basis.
  - To cover busy periods.

*(Any 2 justifications, one mark each)*

## Section B

- 1 (a)
  - Follow the principles of the Data Protection Act.
  - Personal data should be obtained fairly and lawfully.
  - Personal data should only be used for registered purposes.
  - Personal data should not be disclosed to unauthorised third parties.
  - Personal data should be adequate, relevant and not excessive for its purpose.
  - Personal data should be accurate and up-to-date.
  - Personal data should not be kept for longer than necessary.
  - Data subjects shall be entitled to be informed of the data being held by the data user.
  - Data subjects should have access to their own data.
  - Personal data should be kept secure against unauthorised access.

*(Any 2 from above, one mark each)*

- (b)
  - Sending invoices to customers<sup>1</sup> - to request payment for goods purchased.<sup>1</sup>
  - Collecting money owed from customers<sup>1</sup> - processing cheques or checking bank account transfers<sup>1</sup>, sending receipts.<sup>1</sup>
  - Sending payments to suppliers<sup>1</sup> - writing and sending cheques or arranging bank transfer payments.<sup>1</sup>
  - Preparing final accounts<sup>1</sup> - to calculate profits/losses<sup>1</sup> etc.
  - Keeping track of money sent/received<sup>1</sup> - for example, using ledger accounts or a spreadsheet.<sup>1</sup>
  - Calculating/paying staff wages<sup>1</sup> - preparing pay slips.<sup>1</sup>

*(One mark for initial outline, second mark for development or example)*

- (c)
  - Ensures the traveller arrives on time for all appointments.
  - Allows business traveller to check:
    - Meeting times/venues
    - Flight times/numbers
    - Transport arrangements/pick ups
    - Accommodation details eg address of hotel
    - Arrangements for the trip
  - Keeps business traveller organised (eg knowing which documents the traveller needs to take with them)

*(Any 2 uses, one mark each)*

- (d)
  - Provides a record of amounts spent.
  - Payment can be made at a later date.
  - Payment can be made online.
  - Expenses can be closely monitored on monthly statement.
  - Reduced need for use of expenses claim forms.
  - More secure than carrying lots of cash.
  - Limits can be set for spending by the business traveller.
  - Accepted in most places worldwide.2

*(Any 2 justifications, one mark each)*

- 2 (a)
  - Ensure a safe entry and exit to work.
  - Ensure safe methods of working.
  - Provide appropriate training.
  - Ensure that all equipment is in working order.
  - Provide protective clothing if required.
  - Prepare a health and safety policy for the organisation.
  - Circulate a health and safety policy to all employees.
  - Any reference to providing first-aid person/box - max 1.2

Do not accept any reference to fire precautions act.

*(Any 2 responsibilities, one mark each)*

- (b) 4
- Higher sales
  - Higher profits
  - Reduction in complaints
  - Increased customer loyalty
  - Easier to gain new customers
  - More motivated employees/higher job satisfaction
  - Lower staff turnover
  - Reduced staff absence
  - Competitive edge

Sample Answer for 2 marks

A reduction in customer complaints <sup>1</sup> should lead to employees having higher job satisfaction. <sup>1</sup>

*(One mark for initial outline, one mark for further development)*

- (c) 2
- All visitors must report to reception
  - All visitors given a visitor ID badge
  - Use keypads or swipe card systems (to restrict access to areas of the building)
  - Ensure that code/card is only given to authorised staff
  - Change access codes regularly
  - Install CCTV (to monitor the building and identify intruders)
  - All staff to wear ID badge

*(Any 2 methods, one mark each)*



(d) Rail

- Can be faster than road travel.
- Not usually affected by bad weather.
- A good way of travelling directly to the centre of a town/city.
- Ability to complete work on the train on the way to a meeting etc.
- Seats can be pre-booked.

Sea

- Fast types of boat may be available eg hovercraft.
- Travellers can take their own car.
- Work can be done onboard.
- Many facilities are available onboard eg restaurants, shops.
- Sleeping accommodation may be available, meaning arriving fresh for morning meetings.

Road (hire car)

- Freedom over when to leave and what route to take.
- Traveller can take breaks when they choose to.
- Door to door travel if parking is available close to the meeting venue.

Road (taxi)

- Useful when the traveller is unsure of directions.
- No parking charges.

Air

- Faster than other methods of travel.
- Work can be done onboard.
- Suitable when travelling long distance.

For example:

- Work can be completed whilst travelling by both rail and air.
- Door to door travel is possible when travelling by car whereas additional transport is needed when travelling by air/rail/sea.

*(One mark for each point of comparison (similarity or difference)  
If no attempt to compare, award no marks)*

- 3 (a) • Using inappropriate language/typing errors/unclear explanations 2
- Noise eg busy workplace, traffic
  - Faulty equipment/poor connection/low mobile battery
  - Lack of interest
  - People not listening or paying attention
  - Information overload/too much information can be confusing.
  - Bias and selectivity/choosing to filter out some of the information
  - Lack of feedback/not being sure that the message has been received/understood

*(Any 2 barriers outlined, one mark each)*

- (b) • Advertise products or services worldwide - to reach more potential customers. 4
- Advertise vacant job positions worldwide - to provide a larger pool of possible applicants.
  - Provide up-to-date information to customers (eg price lists, product information) - providing good customer service.
  - Sell products to customers worldwide (e-commerce) - increased sales - business can sell to customers 24/7.
  - To research competitor information (eg their products, prices and special offers) - the business can then adapt their products/ services.
  - Search for up-to-date information - eg travel information.
  - Send and receive emails to/from customers/suppliers - speedy communication.

*(One mark for initial outline, one mark for further development/clear advantage)*

- (c)
  - Employees do not need to travel (therefore time is saved).
  - Reduction in travel costs.
  - More personal than a telephone call.
  - Communication is face-to-face so body language etc can be interpreted.
  - More environmentally friendly due to reduced use of transport.
  - Meetings can be recorded and played back. 2

*(Any 2 advantages, one mark each)*

- (d)
  - Letter of Enquiry - received from a prospective customer; enquiring as to the availability/cost of certain goods.
  - Quotation - sent in response to a letter of enquiry; contains such information as quantity, description and price of goods that can be provided.
  - Order Form - received from the customer; used to process orders; contains such information as the name of the buyer, quantity and description of goods.
  - Delivery/Despatch Note - sent along with the goods when delivered; contains such information as the name of the buyer, quantity and description of goods.
  - Invoice - sent to the buyer if goods have been sold on credit; a bill to the buyer requesting payment; sent to the finance department to arrange payment; contains such information as quantity and description of goods purchased and VAT added. 2

For example:

- A letter of enquiry is received from a prospective customer whereas a quotation is sent in response to a letter of enquiry.
- Both a letter of enquiry and an order form are received from the customer/prospective customer.

*(One mark for each point of comparison (similarity or difference)  
If no attempt to compare, award no marks)*

[END OF MARKING INSTRUCTIONS]



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## Task 1 – Printout 1

Supplier Name	Contact First Name	Contact Surname	Credit Terms (Days)
globalsportsdirect.com	William	Mainland	60
Football Fanatics	Katie	Moore	30
Premier Sports Supplies	Sharon	Rufflett	30
Scotia Sports Ltd	Campbell	Cooper	30
Sports4All	Dustin	Jenkins	30
Thistle Sports Supplies	Natalie	Lawson	30
The Boot Room	Jeremy	Baxter	25
BBS Sports	Namjid	Akbar	20
Big Brands plc	Gordon	MacIver	20
Stadia Sports	Darren	Boomer	20
Discount Kits	Genevieve	MacGregor	14
Newells	Miranda	Maxwell	14

1F

1D

2S

1A P

Create new field and insert field name accurately.	<b>F</b>	1 mark
New field populated correctly.	<b>A</b>	1 mark
Record deleted - Kinetica Sports.	<b>D</b>	1 mark
Edit Contact Name for Discount Kits – Genevieve MacGregor.	<b>E</b>	1 mark
Correct sort – Descending order of Credit Terms and ascending order of Supplier Name. (all or nothing)	<b>S</b>	2 marks
Print requested fields only – in any order.	<b>P</b>	1 mark
		<b>7 marks</b>

See incorrectly sorted versions (each on one field only) of this task overleaf.

Unsorted

Ascending order of Supplier Name

<b>Supplier Name</b>	<b>Contact First Name</b>	<b>Contact Surname</b>	<b>Credit Terms (Days)</b>
BBS Sports	Namjid	Akbar	20
Big Brands plc	Gordon	Maclver	20
Discount Kits	Genevieve	MacGregor	14
Football Fanatics	Katie	Moore	30
globalsportsdirect.com	William	Mainland	60
Newells	Miranda	Maxwell	14
Premier Sports Supplies	Sharon	Rufflett	30
Scotia Sports Ltd	Campbell	Cooper	30
Sports4All	Dustin	Jenkins	30
Stadia Sports	Darren	Boomer	20
The Boot Room	Jeremy	Baxter	25
Thistle Sports Supplies	Natalie	Lawson	30

Descending order of Credit Terms

<b>Supplier Name</b>	<b>Contact First Name</b>	<b>Contact Surname</b>	<b>Credit Terms (Days)</b>
globalsportsdirect.com	William	Mainland	60
Football Fanatics	Katie	Moore	30
Premier Sports Supplies	Sharon	Rufflett	30
Scotia Sports Ltd	Campbell	Cooper	30
Sports4All	Dustin	Jenkins	30
Thistle Sports Supplies	Natalie	Lawson	30
The Boot Room	Jeremy	Baxter	25
BBS Sports	Namjid	Akbar	20
Big Brands plc	Gordon	Maclver	20
Stadia Sports	Darren	Boomer	20
Discount Kits	Genevieve	MacGregor	14
Newells	Miranda	Maxwell	14

## Task 1 – Printout 2

Supplier ID	Supplier Name	Contact First Name	Contact Surname	Category	Max Order Value	Tel No	Credit Terms (Days)
SUP022	Thistle Sports Supplies	Natalie	Lawson	Accessories	£3,000.00	01414488960	30

Insert new record accurately. Deduct one mark per error (max 2)	<b>R</b>	2 marks
Print single record only.	<b>P</b>	1 mark
		<b>3 marks</b>

### Task 1 – Printout 3

## *Supplier Details for Negotiation* 1T

<i>Supplier Name</i>	<i>Contact First Name</i>	<i>Contact Surname</i>	<i>Category</i>	<i>Max Order Value</i>	<i>Tel No</i>
The Boot Room	Jeremy	Baxter	Footwear	£4,600.00	01314456790
Football Fanatics	Katie	Moore	Clothing	£4,000.00	02023507220
Scotia Sports Ltd	Campbell	Cooper	Footwear	£3,800.00	01463659400
Big Brands plc	Gordon	Maclver	Clothing	£4,000.00	01592656565

*Maximum Order Value to be Negotiated* 1F 1R 1R 1P

Correct records. Category = Clothing or Footwear Max Order Value <5500	<b>R</b> <b>R</b>	1 mark 1 mark
Accurate Report Footer • Do not award if candidate's name appears	<b>F</b>	1 mark
Appropriate Title • Minimum acceptable – Supplier/s (Details/Information) • Accept reference to report content eg Clothing and Footwear Suppliers under £5,500	<b>T</b>	1 mark
Print showing requested fields on one page	<b>P</b>	1 mark
		<b>5 marks</b>



Task 2A – Values Printout

TURNBULL SPORTS - ABERDEEN				
EQUIPMENT SALES - QUARTER 4, 2014				
Section	October	November	December	Total Sales
Golf	£1,600	£2,135	£2,090	£5,825
Football	£875	£1,310	£1,555	£3,740
Hockey	£680	£735	£690	£2,105
Winter Sports	£650	£610	£485	£1,745
Racquet Sports	£360	£380	£410	£1,150
Rugby	£340	£300	£465	£1,105
Cricket	£330	£310	£385	£1,025
Snooker/Pool	£255	£325	£360	£940
<b>TOTAL EQUIPMENT SALES</b>				£17,635
<b>Highest Quarterly Sales</b>				<b>£5,825</b>

1L

1F

1S

1B

1P

Change font style and increase size of headings in rows 1 and 3.	<b>F</b>	1 mark
Highest Quarterly Sales label – accurate (initial capitals as above) and bold.	<b>L</b>	1 mark
Border and shade cell containing Max formula.	<b>B</b>	1 mark
Correct sort – descending order of Total Sales.	<b>S</b>	1 mark
All figures formatted correctly – zero decimal places.	<b>F</b>	1 mark
Print on one page with gridlines.	<b>P</b>	1 mark
		<b>6 marks</b>

### Task 2A – Formula Printout

	A	B	C	D	E
1	TURNBULL SPORTS - ABERDEEN				
2					
3	EQUIPMENT SALES - QUARTER 4, 2014				
4					
5	<b>Section</b>	<b>October</b>	<b>November</b>	<b>December</b>	<b>Total Sales</b>
6	Golf	1600	2135	2090	=SUM(B6:D6)
7	Football	875	1310	1555	=SUM(B7:D7)
8	Hockey	680	735	690	=SUM(B8:D8)
9	Winter Sports	650	610	485	=SUM(B9:D9)
10	Racquet Sports	360	380	410	=SUM(B10:D10)
11	Rugby	340	300	465	=SUM(B11:D11)
12	Cricket	330	310	385	=SUM(B12:D12)
13	Snooker/Pool	255	325	360	=SUM(B13:D13)
14	<b>TOTAL EQUIPMENT SALES</b>				=SUM(E6:E13)
15					
16	<b>Highest Quarterly Sales</b>				=MAX(E6:E13)

1F

1R

1F

1F

1P

Correct formula in cell E6 – must use SUM function.	<b>F</b>	1 mark
Replicate column E.	<b>R</b>	1 mark
Correct formula in cell E14 – must use SUM function. Also accept =SUM(B6:D13)	<b>F</b>	1 mark
Correct formula in cell E16. Accept in any cell from B16 to F16	<b>F</b>	1 mark
Print formulae on one page showing gridlines and row/column headings.	<b>P</b>	1 mark
		<b>5 marks</b>

Task 2B – Values Printout

<b>TURNBULL SPORTS - ABERDEEN</b>					
<b>PRODUCT SALES - 2014</b>					
<b>Category</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Total Sales per Category</b>
Equipment	£28,950	£24,825	£24,990	£17,635	£96,400
Clothing (Football)	£2,920	£2,250	£4,680	£5,200	
Clothing (Other)	£2,650	£1,810	£3,280	£4,665	
Clothing (Casual)	£3,990	£3,610	£4,020	£6,475	£45,550
Footwear (Football)	£3,280	£2,690	£2,950	£4,100	
Footwear (Other)	£4,825	£3,700	£4,260	£5,150	£30,955
Accessories	£1,920	£1,515	£1,800	£2,265	£7,500
<b>Football Clothing as a Percentage of Total Clothing Sales</b>				<b>1A</b>	33.04%

1F

Correct formatting: All sales figures – currency and zero decimal places Percentage figure – zero or 2 decimal places	<b>F</b>	1 mark
Insert Quarter 4 figures accurately – ignore equipment figure.	<b>A</b>	1 mark
		<b>2 marks</b>

## Task 2B – Formula Printout

	A	B	C	D	E	F
1	<b>TURNBULL SPORTS - ABERDEEN</b>					
2						
3	<b>PRODUCT SALES - 2014</b>					
4						
5	<b>Category</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>	<b>Total Sales per Category</b>
6	Equipment	28950	24825	24990	=QUARTER4	=SUM(B6:E6)
7	Clothing (Football)	2920	2250	4680	5200	
8	Clothing (Other)	2650	1810	3280	4665	
9	Clothing (Casual)	3990	3610	4020	6475	=SUM(B7:E9)
10	Footwear (Football)	3280	2690	2950	4100	
11	Footwear (Other)	4825	3700	4260	5150	=SUM(B10:E11)
12	Accessories	1920	1515	1800	2265	=SUM(B12:E12)
13						
14	<b>Football Clothing as a Percentage of Total Clothing Sales</b>					=SUM(B7:E7)/F9

2F

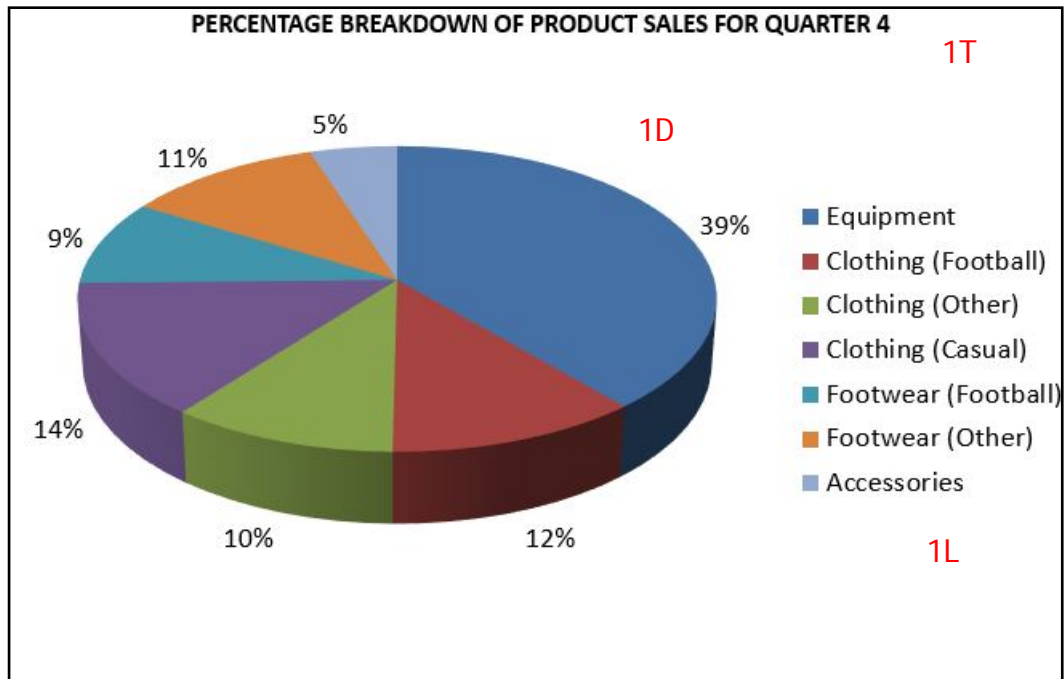
1F

1F

1P

Correct formula in cell E6 – linked to named cell.	<b>F</b>	1 mark
Correct formulae for calculating Total Sales per Category – all or nothing.	<b>F</b>	2 marks
Correct formula in cell F14. Accept any formula that works – check for additional calculations done in other cells in the worksheet.	<b>F</b>	1 mark
Printing:		
<ul style="list-style-type: none"> <li>• Values on one page with gridlines; and</li> <li>• Formulae on one page with gridlines and row/column headings.</li> </ul>	<b>P</b>	1 mark
		<b>5 marks</b>

## Task 2B – Chart



Correct data – must include %.	<b>D</b>	1 mark
Appropriate title. Minimum required: <ul style="list-style-type: none"> <li>• Sales</li> <li>• Quarter 4</li> </ul>	<b>T</b>	1 mark
Clear legend.	<b>L</b>	1 mark
3D pie chart printed on separate sheet.	<b>P</b>	1 mark
		<b>4 marks</b>

Task 2C – Values Printout

TURNBULL SPORTS - ABERDEEN				
PRODUCTS TO BE DISCOUNTED				
Product Code	Category	Current Price	Discount %	Discounted Price
FWF0125	Footwear	£60.00	30%	£42.00
CLF2130	Clothing	£52.00	30%	£36.40
EQC1619	Equipment	£170.00	50%	£85.00
CLC0074	Clothing	£55.00	30%	£38.50
CLG1950	Clothing	£78.00	30%	£54.60
EQG1480	Equipment	£245.00	50%	£122.50
FWR1741	Footwear	£80.00	30%	£56.00
CLC0945	Clothing	£95.00	30%	£66.50
FWG1711	Footwear	£140.00	30%	£98.00
EQH0099	Equipment	£210.00	50%	£105.00
<b>Discount Rates</b>				
Equipment	50%			
Other	30%			

1H

1F

Correct formatting: Discount % – percentages and 2/zero decimal places Discounted Price – currency and 2 decimal places	F	1 mark
Insert column headings – accurate and centred.	H	1 mark
		<b>2 marks</b>

Task 2C – Formula Printout

	A	B	C	D	E
1	<b>TURNBULL SPORTS - ABERDEEN</b>				
2					
3	<b>PRODUCTS TO BE DISCOUNTED</b>				
4					
5	<b>Product Code</b>	<b>Category</b>	<b>Current Price</b>	<b>Discount %</b>	<b>Discounted Price</b>
6	FWF0125	Footwear	60	=IF(B6=\$A\$18,\$B\$18,\$B\$19) 2F	=C6-(C6*D6) 2F
7	CLF2130	Clothing	52	=IF(B7=\$A\$18,\$B\$18,\$B\$19)	=C7-(C7*D7)
8	EQC1619	Equipment	170	=IF(B8=\$A\$18,\$B\$18,\$B\$19)	=C8-(C8*D8)
9	CLC0074	Clothing	55	=IF(B9=\$A\$18,\$B\$18,\$B\$19)	=C9-(C9*D9)
10	CLG1950	Clothing	78	=IF(B10=\$A\$18,\$B\$18,\$B\$19)	=C10-(C10*D10)
11	EQG1480	Equipment	245	=IF(B11=\$A\$18,\$B\$18,\$B\$19)	=C11-(C11*D11)
12	FWR1741	Footwear	80	=IF(B12=\$A\$18,\$B\$18,\$B\$19)	=C12-(C12*D12)
13	CLC0945	Clothing	95	=IF(B13=\$A\$18,\$B\$18,\$B\$19)	=C13-(C13*D13)
14	FWG1711	Footwear	140	=IF(B14=\$A\$18,\$B\$18,\$B\$19)	=C14-(C14*D14)
15	EQH0099	Equipment	210	=IF(B15=\$A\$18,\$B\$18,\$B\$19)	=C15-(C15*D15)
16					1R
17	<b>Discount Rates</b>				
18	Equipment	0.5			
19	Other	0.3			

1P

Correct formula in cell D6 – all or nothing. Must use absolute cell refs for discount rates.	<b>F</b>	2 marks
Correct formula in cell E6 – all or nothing. Check for consequentiality from Discount %.	<b>F</b>	2 marks
Replication of columns D and E.	<b>R</b>	1 mark
Printing: • Values on one page with gridlines; and • Formulae on one page with gridlines and row/column headings.	<b>P</b>	1 mark
		<b>6 marks</b>

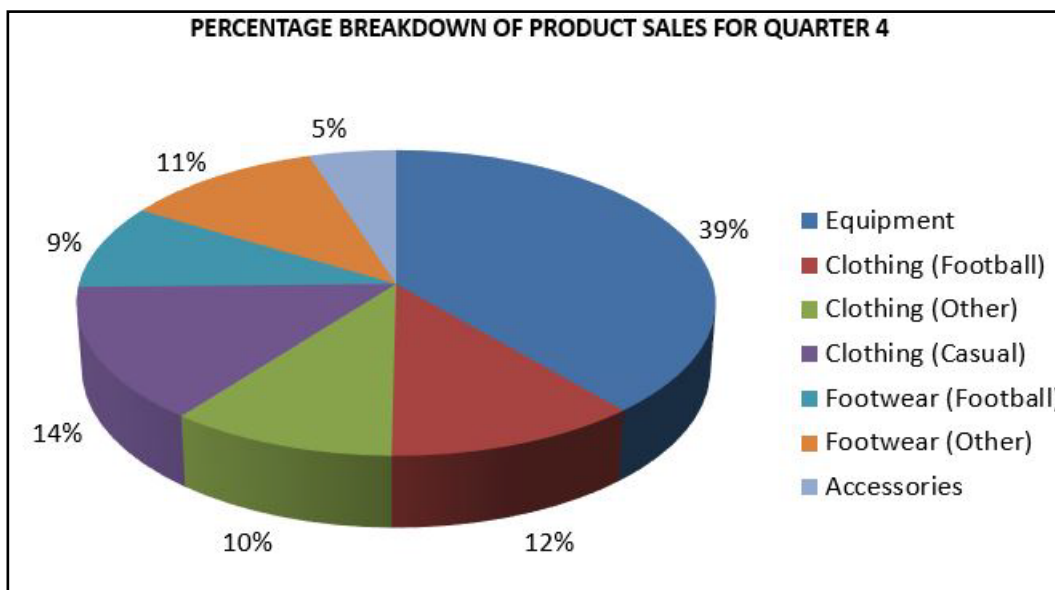
### Task 3

MEMORANDUM 1T

To: Jonathan Czerniack, Aberdeen Branch Manager  
From: Louise Ferguson, Senior Administrative Assistant  
Date: 29 April 2015  
Subject: Sales Analysis

Please accept my apologies for the delay<sup>1</sup> in providing an analysis of the sales performance for your branch during the final quarter of 2014.

The chart below<sup>2</sup> shows a percentage breakdown of sales by category: this should be compared with the data previously provided for 2013.



1C

Upon closer<sup>3</sup> inspection, despite bumper ski seasons in the Scottish mountains over the past few years, sales of winter sports equipment continue<sup>4</sup> to be disappointing.



2 1PN

In order to create display space for the new season's stock, many of our current products are<sup>5</sup> to be sold at a discounted price. Please arrange for the following products to be discounted immediately.

Product Code	Discounted Price
CLC0074	£38.50
CLC0945	£66.50
CLF2130	£36.40
CLG1950	£54.60
EQC1619	£85.00
EQG1480	£122.50
EQH0099	£105.00
FWF0125	£42.00
FWG1711	£98.00
FWR1741	£56.00

1I

1G

1S

In next week's memo<sup>6</sup> I will provide:

- ✓ Further products to be discounted.
- ✓ A more comprehensive analysis of sales data for 2014 and early 2015.<sup>7</sup>

1B

1P

Use of template	<b>T</b>	1 mark
Word processing including manuscript corrections. <ul style="list-style-type: none"> <li>• Flag 1 includes text in memo headings</li> <li>• Accept names without job titles</li> <li>• Accept bulleted sections with or without full stops – must be consistent</li> </ul>		7 marks
Chart insert – must be same as Task 2	<b>C</b>	1 mark
Spreadsheet data insert	<b>I</b>	1 mark
Spreadsheet data – gridlines applied and prices shaded	<b>G</b>	1 mark
Spreadsheet data – sorted by product code	<b>S</b>	1 mark
Apply bullet points	<b>B</b>	1 mark
Presentation – includes: <ul style="list-style-type: none"> <li>• Spacing between paragraphs and inserts</li> <li>• Spacing in memo template</li> <li>• Page break in the correct place</li> </ul>	<b>P</b>	1 mark
Page number – accept both pages numbered or on page 2 only	<b>PN</b>	1 mark
		<b>15 marks</b>

[ END OF MARKING INSTRUCTIONS ]