

# N5

National 5  
Coursework  
Assessment Task



## National 5 Administration and IT Assignment Assessment task – Sounds on the Shore

Specimen – valid from session 2017-18 and until further notice

This edition: September 2019 (version 1.2)

The information in this publication may be reproduced to support SQA qualifications. This publication must not be reproduced for commercial or trade purposes. **This material is for use by teachers and lecturers.**

© Scottish Qualifications Authority 2012, 2019

# Contents

Introduction	1
Instructions for teachers and lecturers	2
Marking instructions	3
Instructions for candidates	33

# Introduction

This document contains marking instructions and instructions for candidates for the National 5 Administration and IT assignment. It must be read in conjunction with the course specification.

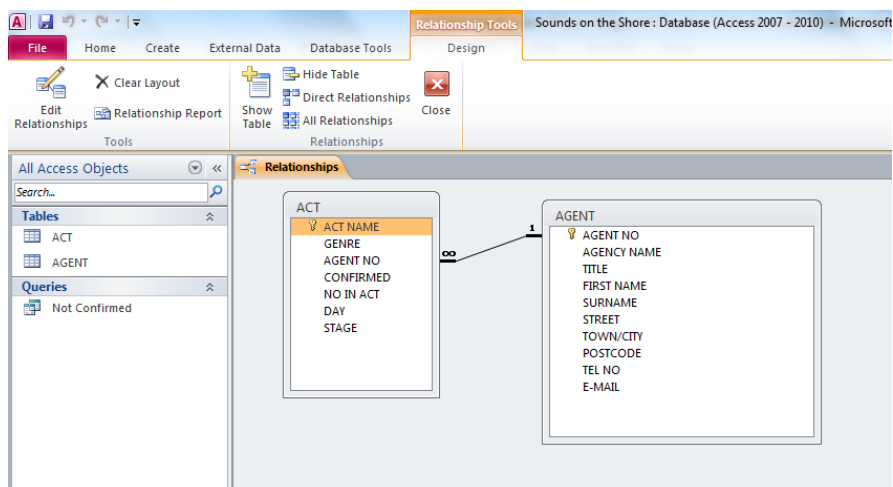
This assignment has 70 marks out of a total of 120 marks available for the course assessment.

This is one of two course assessment components. The other component is a question paper.

# Instructions for teachers and lecturers

Prior to candidates starting the assignment, teachers and lecturers should ensure that the following e-files are downloaded and available for candidates to use.

- ◆ **Conletter** – this is a word-processing file
- ◆ **Graphic 1** – this is a jpeg file
- ◆ **Graphic 2** – this is a jpeg file
- ◆ **Logo** – this is a jpeg file
- ◆ **Press** – this is a word-processing file
- ◆ **Recruitment** – this is a word-processing file
- ◆ **Running Order** – this is a word-processing file
- ◆ **Security Presentation** – this is a presentation file
- ◆ **Sounds on the Shore** – this is a database file containing 2 tables and a query (also provided as files exported to Excel format to be used if required – Act and Agent).



The query should be all acts that are not confirmed and should show the fields: Act Name, Day, Stage, Agency Name, Title, First Name, Surname, Street, Postcode and Confirmed.

- ◆ **Staff Review** – this is a word-processing file
- ◆ **To-do list** – this is a word-processing file which may be useful for candidates to complete as they do the tasks. It is not compulsory and does not need to be handed in.

# Marking instructions

## General marking principles

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

- a Marks for each candidate response must **always** be assigned in line with these general marking principles and the specific marking instructions for this assessment.
- b 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.
- c If a candidate response does not seem to be covered by either the principles or specific marking instructions, and you are uncertain how to assess it, you must seek guidance from your team leader.
- d Candidates are awarded marks for specific skills and theory. Marks are awarded for demonstrating skills in using different IT applications and theory in the following areas:

### **Word-processing/desktop publishing – 30 marks (+/- 3 marks)**

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

### **Communication – 30 marks (+/- 3 marks)**

- ◆ entering text
- ◆ key information included

### **Theory – 10 marks (+/- 3 marks)**

- ◆ providing responses as part of an integrated IT task

## Word-processing/desktop publishing

Two marks are available for inserting the logo throughout the assignment. Award 1 mark at the first correct use and the second mark at the last use, only if inserted correctly throughout.

## Communication

### Presentation

The logo must be the same size and in the same general position on each slide (for example in bottom left corner), but can be moved slightly to allow text or graphics to be seen.

Unless specified, accept the slide number in any position as long as it is consistent. New slides must be consistent.

Note: different backgrounds or design templates can change the font, size, capitalisation and footer position on original slides.

### E-mail

E-mail messages must make sense and have:

- ◆ an appropriate subject heading with correct capitalisation, for example Security Presentation (not Task 3)
- ◆ an opening, for example Hi/Hello/First Name/Good Morning/Afternoon
- ◆ a close, for example Thanks/Regards or a closing sentence followed by the candidate name (accept first name only and accept a close with or without a full stop)
- ◆ consistent spacing – 2 returns from opening to start of the e-mail and 2 returns from close to the candidate name. There should be a minimum of 2 returns before the signature block.

### E-diary

- ◆ unless stated in the task, a week can be 5 or 7 days
- ◆ if any information is truncated on the e-diary printout, the candidate must provide supplementary printouts
- ◆ start and finish times of meetings and events must be clearly shown on printouts – if it is late in the evening, the whole day must be visible in the diary printout
- ◆ it is not necessary to show location on printouts unless specifically requested – where it is included, mark keyboarding for accuracy
- ◆ accept initial or block capitals for events and appointments
- ◆ ignore extraneous events and meetings

### Tasks

- ◆ tasks must be entered using the task manager, or equivalent
- ◆ mark tasks for keyboarding accuracy
- ◆ accept sentence case, initial or block capitals

## Layouts

Marks are awarded for a wide variety of layouts used in word-processing and desktop publishing tasks. Do not penalise candidates for applying a layout to a document that is different to one supplied in the marking instructions. The overriding principle is that a document must be fit for purpose.

## Keyboarding

Marks are awarded for every block of text that is accurately keyed-in (approximately every 20 words). Flags may be included, if appropriate, to identify where marks are awarded.

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

Treat each of the following as one error within a task:

- ◆ incorrect spacing after punctuation at the end of a sentence
- ◆ incorrect spacing for commas, colons, semi-colons, brackets and obliques
- ◆ confusion of hyphens and dashes
- ◆ recurring omission of the same punctuation mark

## Date formats

Accept any standard format, for example:

29 July 20xx	29/07/20xx
29 <sup>th</sup> July 20xx/July 29 <sup>th</sup> 20xx	July 29, 20xx
29/7/xx	Saturday, 29 July 20xx

Do not accept the 29<sup>th</sup> of July or American dates in number format. Dates must include a number, month and year, unless specifically instructed otherwise.

There must be consistency of style within a task. If an e-file is provided, candidates must use the same style.

## Time formats

Accept a variety of formats, for example:

1000 hours	10am
1000hrs	10.00 am
10:00 hours	10.00am
10.00 hrs	10:00 am
10 am	10:00am

Accept 2.30 pm and 4 pm within the one task. Do not accept **a.m.** or **p.m.**

If there is a start and finish time, for example 6 pm - 9 pm or 6-9 pm – there must be a dash after a letter and a hyphen between numbers.

There must be consistency of style within a task. If an e-file is provided, candidates must use the same style.

### **Text formatting**

Accept any of the following:

Size	Right alignment
Bold	Bullet points
Underline	Justify
Italics	Border
Shading	Text within a shape
Centre	WordArt
Font change	

WordArt can also be accepted as a font style. However, if any of these are specifically requested in the task, they cannot also be used as a text format.

### **Graphics**

Accept:

Clip art	WordArt
Photographs	Watermarks
Scanned drawings	Border

A graphic must not be clipped by the margin or cover any information on the page.

Where a function appears in both the graphics and text formatting lists, it can only be counted as one of them.

### **Capitalisation**

Capital letters should be used at the start of sentences and for proper nouns. Treat inconsistent capitalisation as one error within a task.

### **Headings**

Headings should be enhanced in some way, for example:

- ◆ block capitals with or without bold



- ◆ initial capitals and bold
- ◆ initial capitals and underscore
- ◆ increased size of font

A change of alignment on its own is not acceptable.

Conjunctions should not be capitalised in headings with initial capitals, for example Sounds on the Shore.

### **Contact details**

- ◆ 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 No, Telephone Number, T, Phone, suitable symbol or on its own (there must be no space in telephone numbers)
- ◆ for Twitter accept: Twitter, T, suitable symbol or on its own

There must be consistency of style when using the above pieces of information and if any appear in a sentence, candidates must use sentence case.

### **Theory**

All keyboarding errors should be ignored.

#### **Tasks that ask candidates to ‘outline’**

Candidates must make a number of brief, relevant, factual points. The points do not need to be in any particular order.

Up to the mark allocation for this task:

- ◆ 1 mark should be given for each brief, relevant, accurate, point of knowledge

#### **Tasks that ask candidates to ‘describe’**

Candidates must make a number of relevant factual points, which may be characteristics and/or features, as appropriate to the task asked. These points may relate to a concept, process or situation.

Up to the mark allocation for this task:

- ◆ 1 mark should be given for each relevant factual point
- ◆ 1 mark should be given for any further development of a relevant point, including exemplification when appropriate

### **Tasks that ask candidates to ‘explain’**

Candidates must make a number of points that relate cause and effect and/or make the relationships between things clear, for example by showing connections between a process/situation. These may include theoretical concepts. There is no need to prioritise the reasons.

Up to the mark allocation for this task:

- ◆ 1 mark should be given for each accurate relevant cause and effect
- ◆ 1 mark should be given for any further development of a relevant point, including exemplification when appropriate
- ◆ 2 marks should be given for a single response covering 2 points

### **Tasks that ask candidates to ‘justify’**

Candidates must give good reasons to support suggestions or explain the reason(s) for or against the issue raised in the task.

Up to the mark allocation for this question:

- ◆ 1 mark should be given for each accurate relevant justification
- ◆ 1 mark should be given for any further development of a relevant point, including exemplification when appropriate

### **General**

If a task requires specific information to be inserted in a footer, the candidate’s name and task number should always be below the footer information, or in the header. The only exception is on full-page presentation slides.

If candidates are asked to include a name, they must include the title, first name and surname, unless specifically instructed to use only certain information.

Candidates must action and then delete all comments on e-files.

### **Errors**

Do not award a maximum of 1 mark (1K) per word, for example:

- ◆ hi - visability should be hi-visibility

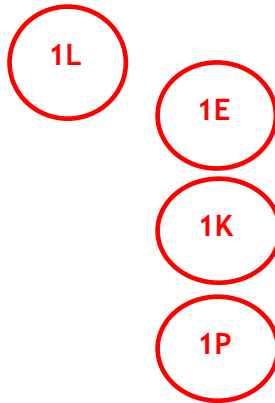
### **Printouts**

There are clear printing instructions for each task.

Printouts of tasks must show all event details, without truncation and printouts of e-diary reminders must show the reminder time setting.

# Specific marking instructions

## Task 1



## Sounds on the Shore

469 Union Street  
Aberdeen  
AB11 6DB

Phone: 07725381221  
E-mail: [sos@fastmail.co.uk](mailto:sos@fastmail.co.uk)  
Web: [www.sos.co.uk](http://www.sos.co.uk)

	Marks
Essential information	1E
Logo – first time used correctly	1L
Keyboarding	1K
Presentation – must be an appropriate size	1P
<b>Total</b>	<b>4</b>

Task 1
If essential information is missing, candidates cannot be awarded the keyboarding mark.
Essential information – name and address of organisation, phone, e-mail and web.
Accept if e-mail and/or web are hyperlinks.
If 'Sounds on the Shore' is keyed-in consistently wrong – do not award (DNA) 1K max across whole assignment.
Should be no more than a third of the page.
If name 'Sounds on the Shore' not keyed-in, DNA 1K.

## Task 2

Duties/tasks – ‘describe’	Qualities/skills – ‘explain’
<i>DNA – maintaining and updating databases – the ideal candidate must be able to search and sort databases, and produce forms and reports</i>	<i>DNA – be able to work on their own or as part of a team, to ensure tasks are completed effectively</i>
<ul style="list-style-type: none"> <li>◆ answering the telephone and transferring to the appropriate member of staff</li> <li>◆ taking and passing on messages when the member of staff is not available</li> </ul>	<ul style="list-style-type: none"> <li>◆ being motivated and keen to learn, and keep up with technological changes</li> </ul>
<ul style="list-style-type: none"> <li>◆ making appointments in the electronic diary for meetings, events, etc</li> </ul>	<ul style="list-style-type: none"> <li>◆ being reliable/responsible/hard working, to ensure all tasks are completed on time</li> </ul>
<ul style="list-style-type: none"> <li>◆ word-processing letters to customers, preparing reports for management, preparing agendas, minutes, etc</li> </ul>	<ul style="list-style-type: none"> <li>◆ having good time keeping and attendance, as employers need employees they can rely on</li> </ul>
<ul style="list-style-type: none"> <li>◆ sending and receiving e-mails to/from customers/suppliers/ employees</li> </ul>	<ul style="list-style-type: none"> <li>◆ having a good working knowledge of IT software, to enable tasks to be completed</li> </ul>
<ul style="list-style-type: none"> <li>◆ using office equipment to support colleagues, eg photocopying booklets</li> </ul>	<ul style="list-style-type: none"> <li>◆ having good communication skills and creating a good impression with customers</li> </ul>
<ul style="list-style-type: none"> <li>◆ creating and updating spreadsheets to produce budgets, charts for sales figures, wage sheets, etc</li> </ul>	<ul style="list-style-type: none"> <li>◆ having good organisational skills, so that tasks are carried out efficiently</li> </ul>
<ul style="list-style-type: none"> <li>◆ researching and booking travel and accommodation for colleagues going on business trips</li> </ul>	
<ul style="list-style-type: none"> <li>◆ reception duties, eg dealing with visitors, ensuring visitors’ book is signed, badges issued, and directing visitors</li> </ul>	
<ul style="list-style-type: none"> <li>◆ filing/file management – so that documents are stored securely and are able to be found when needed</li> </ul>	

1T

1T

1T

1T

1T

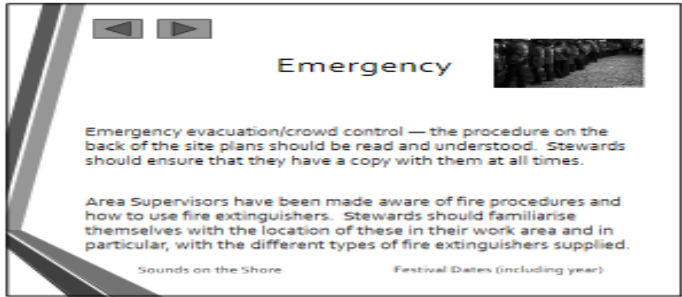
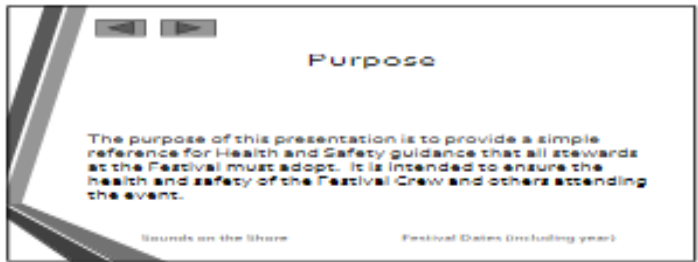
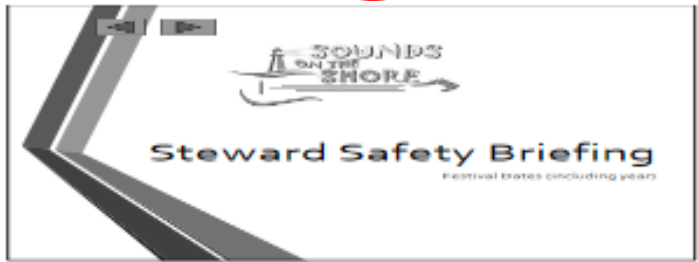
1T

	Marks
Duties/tasks – describe	3T
Qualities/skills – explain	3T
<b>Total</b>	<b>6</b>

Task 2
DNA ‘send and receive e-mails’ on its own or ‘answer and make telephone calls’ without a description.
The reason for each skill can be similar but the skill must be different.
Duties must be within the pay grade of an Admin Assistant – DNA paying bands.
Qualities/skills – ‘explain’: the ‘why’ might be given first.

Task 3a

1TS



1G

1D

1M

1P

**1A**

## Protection

Stewards should ensure that they wear appropriate protective clothing for activities. No special equipment is required for most work, but the following items may be appropriate:

- Hard hats in 'hard hat' areas – such as around stages when they are being constructed or dismantled.
- Gloves – particularly when carrying items with sharp edges.
- Ear plugs must be worn in areas of high noise – such as around amplified music or loud drumming.
- Hi-visibility jackets are to be worn at all times so that stewards can be identified by festival goers and other staff.
- Sun cream should be worn when spending extended periods in the sun.

**1B**

Sounds on the Shore **1F** Festival Dates (including year) **3K**

	Marks
New slide (title slide) – Steward Safety Briefing, dates	1TS
Insert graphics – Be Aware and Emergency slides (anywhere on slide)	1G
Insert bullets on Protection slide	1B
Design template applied	1D
Footer – left hand (festival name) and right hand (dates) – on all except title slide	1F
Keyboarding – slide 1, footer, and last 2 bullets of slide 5	3K
Move slide – Emergency to final slide	1M
Action buttons on all slides	1A
Print 3 slides per page	1P
<b>Total</b>	<b>11</b>

### Task 3a

#### Title slide:

- ◆ 1TS is for using title slide layout and inputting correct information. Accuracy of information is included in keyboarding marks.
- ◆ If a key piece of information is missing, DNA 1K each time and DNA 1TS.
- ◆ If the logo is missing, DNA 1L in task 10.
- ◆ If the title slide is missing, DNA 1TS and 2K.
- ◆ If the year is missing, DNA 1K, however, 1TS can be awarded.

#### Footer:

- ◆ If the footer is missing, DNA 1F and 2K.
- ◆ If the footer is illegible, DNA 2K.
- ◆ The dates in the footer must be to the right of the festival name – not necessarily on the right-hand side of the slide.
- ◆ If the name of the festival is missing from the footer, DNA 1F and 1K.
- ◆ If the date is missing from the footer, DNA 1F and 1K.
- ◆ If the candidate name appears beside or above any text in the footer, DNA 1F.
- ◆ If the year is missing from the date in the footer and/or title slide, DNA 1K max.
- ◆ If the logo has been used instead of 'Sounds on the Shore' in the footer, DNA 1F.

#### Protection slide:

- ◆ If the opening paragraph is bulleted, DNA 1B.




### Task 3b

1E

From: Admin Assistant Sent: 03/05/17 10:23  
 To: Mitch Goodwin  
 Cc: Jim McGinley  
 Subject: Security Presentation

**i** This message was sent with High importance. 1U

 Presentation.pptx 59 KB 1A

Hi Mitch

I have attached the updated presentation. 1P

Thanks 1K

Candidate Name

	Marks
E-mail 2 people – one must be cc	1E
Marked high priority/urgent	1U
Correct attachment – must be PowerPoint icon	1A
Keyboarding	1K
Print evidence of sending	1P
<b>Total</b>	<b>5</b>

Task 3b
The high priority/urgent function must be used. DNA if 'URGENT' keyed-in to the subject heading or e-mail.
Accept 'Kind Regards' or 'Kind regards'.
If 'Dear Mitch Goodwin', DNA 1K – must be 'Dear Mitch' or 'Dear Mr Goodwin'.
If 'Jim' is included in the salutation, DNA 1K.

## Task 4



# Festival Dates

*Sun, sea and live music, what's not to like?* **Price: £75**

1E
1K
1P

	Marks
Must have essential information – festival dates, price and statement	1E
Keyboarding must be accurate with the correct price and dates	1K
Presentation – long and skinny (max 3 cm deep, ignore length)	1P
<b>Total</b>	<b>3</b>

Task 4
If logo is missing or cropped, DNA 1L in task 10.
If any of the essential information (dates, price and statement) is omitted, DNA 1E and DNA 1K.
Depth measurement should be from border to border.
Date must include the minimum of day and month, to be awarded 1E.
If year is missing from the date, DNA 1K, however, 1E can still be awarded.
Accept statement in block caps.
If statement is not at the bottom, DNA 1K.

## Task 5

### STAFF REVIEW

- a Mitch thinks your presentation could be improved. Outline how the following features could be used to do this.

<b>Example</b>	<b>Slide numbers:</b> ◆ <i>when a number is automatically included at the same place on each slide</i>
1	<b>Animation:</b> ◆ when sections of text or graphics appear on slides at different times ◆ when sections of text or graphics appear on slides when the user moves the presentation on
2	<b>Transition:</b> ◆ how a new slide appears on screen

1T

1T

- b Part of your duties is to maintain confidential information. Outline 3 principles of the General Data Protection Regulations within the Data Protection Act.

1	Processed fairly and lawfully	1T
2	Collected for a specific purpose	
3	Relevant, adequate and not excessive	1T
4	Accurate and up to date	
5	Kept no longer than necessary	1T
6	Keep information secure	

	Marks
Presentation features – outline	2T
Principles of the Data Protection Act – outline	3T
<b>Total</b>	<b>5</b>

## Task 5

DNA enhancing presentation/engaging audience.

## Task 6

### Mercure Aberdeen City Centre, The Caledonian

Aberdeen, United Kingdom

10-14 Union Terrace, Aberdeen AB10 1WE

4 Star Hotel

### Hilton Garden Inn Aberdeen City Centre

Aberdeen, United Kingdom

31 St. Andrew Street, Aberdeen, Aberdeenshire AB25 1JA

4 Star Hotel

1S

#### Other Hotels

Copthorne Aberdeen

Rox Hotel

Double Tree

Skene House – Holburn, Whitehall or Rosemount

AM-PM City Centre

Martin and Co

Bauhaus



#### FLIGHT BREAKDOWN

##### **Outbound**

Flight No. BE2122

Depart **London Heathrow**

Thu 27 Jul 17 09:45

[Just Fly](#)

Operated by Flybe

Arrive **Aberdeen**

Thu 27 Jul 17 11:45

Total Journey time - 2 hours 0 minutes

[Fare rules](#) [Baggage Rules](#)

1S

1S

##### **Booking for 1 passenger**

£11.79 Airfare per adult

[Taxes & Charges](#) per adult £32.70

For 1 Adult Total airfare and taxes £44.49

## Directions

**from AB11 6DB, Union St, Aberdeen  
to Aberdeen Beach, Beach Esplanade, Sea Beach, Aberdeen AB24 5NS**

### *AB11 6DB*

Union St, Aberdeen

Head north-east on Union St/A9013 towards Rose St/B985  
Continue to follow A9013

0.9 mi

Turn right onto E N St/A956

0.1 mi

At the roundabout, take the 2nd exit onto Beach Blvd

0.5 mi

Continue onto Esplanade

2D

433 ft

At the roundabout, take the 3rd exit and stay on Esplanade

Destination will be on the left

### **Taxi**

Aberdeen Taxis  
01224 686868

Rainbow City Taxis Limited  
Aberdeen  
01224 494949

Taxicall Aberdeen  
01224 516615

Kingswells Cabs  
Aberdeen  
01224 743500

1T

Dyce Cabs Ltd  
Aberdeen  
01224 454116

People Cabs  
Aberdeen  
01224 516615

	<b>Marks</b>
4 or 5 star hotel – Aberdeen City Centre (within one mile)	1S
Flight from London to Aberdeen	1S
Thursday before the festival starts	1S
Correct directions from Union Street AB11 6DB to Aberdeen Beach (all or nothing) – either narrative or map	2D
Taxi name and number	1T
<b>Total</b>	<b>6</b>

<b>Task 6</b>
Accept any 4 or 5 star hotel/aparthotel within one mile of the city centre.
Accept any London airport.
Taxi company must be in Aberdeen, DNA Uber.

# Task 7

5 March 2018 - 11 March 2018		March 2018	April 2018
		Mo Tu We Th Fr Sa Su	Mo Tu We Th Fr Sa Su
		1 2 3 4	1
		5 6 7 8 9 10 11	2 3 4 5 6 7 8
		12 13 14 15 16 17 18	9 10 11 12 13 14 15
		19 20 21 22 23 24 25	16 17 18 19 20 21 22
		26 27 28 29 30 31	23 24 25 26 27 28 29
			30

<b>5 March</b> 09:00 - 09:30 Festival Events Team Briefing (Deeside Suite)	<b>6 March</b> 09:00 - 09:30 Festival Events Team Briefing (Deeside Suite)
<b>7 March</b> 09:00 - 09:30 Festival Events Team Briefing (Deeside Suite)	<b>8 March</b> 09:00 - 09:30 Festival Events Team Briefing (Deeside Suite)
<b>9 March</b> 09:00 - 09:30 Festival Events Team Briefing (Deeside Suite) 10:30 - 12:00 Aberdeen Council Meeting (Council HQ)	<b>10 March</b>
1R	<b>11 March</b>
1M	1P

<input checked="" type="checkbox"/> TASK SUBJECT	DUE DATE	CATEGORIES	IN FOLDER
<a href="#">Click here to add a new Task</a>			
<input checked="" type="checkbox"/> Send letters to all security staff	Wed 07/03/2018		Tasks 1T
<input checked="" type="checkbox"/> Send festival packs to agents	Mon 05/03/2018		Tasks 1T

	Marks
Recurring meeting – Festival Events Team Briefing – 0900-0930	1R
Aberdeen Council meeting – Friday 1030-1200	1M
Print weekly/correct dates	1P
Monday task	1T
Wednesday task	1T
<b>Total</b>	<b>5</b>

<b>Task 7</b>
Meetings must be in initial caps and tasks in sentence case or DNA max 1.
Recurring meeting may not have recurring icon.
If keyboarding is incorrect, DNA the event or task mark.



Task 8



1FP

## Festival Dates

Day 1	
0800 hours	Backstage crews arrive
0900 hours	Set-up stages
1100 hours	Meeting with security staff
1300 hours	Set-up equipment
1600 hours	Sound checks for each of the 3 stages
1800 hours	Dinner
2000 hours	Venue secured for the night
Day 2	
0900 hours	Final check of each stage
1200 hours	Final sound checks
1400 hours	Main Stage - Dive!Dive!; Europhonics
	South Stage - JJ Rap; Julia Morre
	North Stage - The Grandees; Harmony Row
	Unsigned Stage - Island Fire; Kenedi
1600 hours	Set-up each stage for next performers
1700 hours	Main Stage - Radio Ghosts; Gabriel M
	South Stage - Robot Riot; Tom Tyler
	North Stage - Marc Armand
	Unsigned Stage - Quinn and Miller
1900 hours	Set-up stages for final performers
2000 hours	Main Stage - Fenomenon
	South Stage - Kansas
	North Stage - The Unicorns
	Unsigned Stage - Hi-Gloss; Moondust
2200 hours	End of performances
2300 hours	Secure venue

1M

Day 3	
0900 hours	Final check of each stage
1200 hours	Final sound checks
1400 hours	Main Stage - Pacific Triplets; Kelvin Morris
	South Stage - <b>Castille</b>
	North Stage - <b>Emily Banks; Leanna</b>
	Unsigned Stage - <b>Creed Assassin</b>
1600 hours	Set-up each stage for next performers
1700 hours	Main Stage - Elemental; Torches
	South Stage - <b>Enclosure; Kings of Mars</b>
	North Stage - <b>ElectroDJs</b>
	Unsigned Stage - <b>Minotaur; Kno-alls</b>
1900 hours	Set-up stages for final performers
2000 hours	Main Stage - The Heralds; Sorelli
	South Stage - <b>The Candleford Co; Blues Preachers</b>
	North Stage - <b>Jack Jackson; Laura Lawson</b>
	Unsigned Stage - <b>Fox Rocks; Hickory Smoke</b>
2300 hours	Grand finale
2400 hours	Secure venue
Day 4	
0900 hours	Breakfast
1000 hours	Clear and dismantle all stages
1400 hours	Depart venue

2K

1S

# CONTACT DETAILS:

Address: 469 Union Street  
Aberdeen  
AB11 6DB

Phone: 07725381221  
E-mail: sos@fastmail.co.uk  
Web: www.sos.co.uk

1P

	Marks
Design of front page – dates and border only on front page	1FP
Move ‘Radio Ghosts’; delete ‘Paris’	1M
Shading each day	1S
Keyboarding	2K
Presentation – 4-page booklet, page break and following template for inserting information	1P
<b>Total</b>	<b>6</b>

Task 8
Logo mark awarded in task 10.
If date is missing from front page, DNA 1FP and 1K.
If year is missing from the date on front page, DNA 1K, however, 1FP can still be awarded.
If wrong dates, DNA 1FP.
Where 1M is not awarded due to: <ul style="list-style-type: none"> <li>◆ incorrect spacing with dash OR</li> <li>◆ incorrect spacing with semi-colon</li> </ul> } there should be no further impact on 2K in the task.
Spacing at new and old location must be correct for 1M to be awarded.
If presentation of page 4 is distorted, DNA 1P.
Must be 2 pages per sheet.
If back-to-back printing is not available, accept 2 pages of A4 with 2 pages per sheet.

## Task 9

MG/own initials

Today's date

1R

«TITLE» «FIRST\_NAME» «SURNAME»  
«AGENCY\_NAME»  
«STREET»  
«TOWNCITY»  
«POSTCODE»

1M

Dear «TITLE» «SURNAME»

1M

SOUNDS ON THE SHORE — ABERDEEN

You have yet to confirm if «ACT\_NAME» will be performing at the above festival. They have been allocated to play on «DAY» on the «STAGE» Stage.

Without confirmation we are unable to name the act in any of our advertising campaigns, nor can you use the festival name or any other links to the festival in any of your marketing.

Please confirm attendance immediately so we can finalise our stage allocation, running order and promotional material.

Yours sincerely

1CC

Mitch Goodwin  
Festival Organiser

1K



1H

## Sounds on the Shore

469 Union Street  
Aberdeen  
AB11 6DB

Phone: 07725381221  
E-mail: [sos@fastmail.co.uk](mailto:sos@fastmail.co.uk)  
Web: [www.sos.co.uk](http://www.sos.co.uk)

MG/own initials

Today's date

Mr Franco Mazzucco  
International Music  
Via Torino 55  
Milan  
20121

1P

Dear Mr Mazzucco

SOUNDS ON THE SHORE — ABERDEEN

You have yet to confirm if Europhonics will be performing at the above festival. They have been allocated to play on Friday on the Main Stage.

Without confirmation we are unable to name the act in any of our advertising campaigns, nor can you use the festival name or any other links to the festival in any of your marketing.

Please confirm attendance immediately so we can finalise stage allocation, running order and promotional material.

Yours sincerely

Mitch Goodwin  
Festival Organiser

	Marks
Use headed paper from task 1	1H
Ref/Date – correct ref and date	1R
Mail merge: address block – must have title, surname, agency name and full address	1M
Mail merge: salutation, act name, day and stage	1M
Keyboarding	1K
Correct closure – must be lc sincerely	1CC
Print merge fields/print merged letter and overall presentation	1P
<b>Total</b>	<b>7</b>

<b>Task 9</b>																
If ref or date not included, DNA 1R and 1P.																
Accept either agency name or name of recipient as the first line of the name/address block – both must be included.																
Do not accept ‘Dear First Name’ – DNA 1M.																
Accept complimentary close as faithfully if salutation is ‘Dear Sir/Madam’.																
If complimentary close not included, DNA 1CC and 1P.																
If either name or designation is not included, DNA 1K and 1P.																
Ensure the merged letter is one of the following:																
<table style="width: 100%; border: none;"> <tbody> <tr> <td>Mr Franco</td> <td>Mazzucco</td> <td>Mr Cormac</td> <td>O'Reilly</td> </tr> <tr> <td>Ms Caroline</td> <td>Jenkins</td> <td>Mr David</td> <td>Bishop</td> </tr> <tr> <td>Mr Paul</td> <td>Lucas</td> <td>Mr Armand</td> <td>Jourdan</td> </tr> <tr> <td>Mr Matt</td> <td>Cassidy</td> <td></td> <td></td> </tr> </tbody> </table>	Mr Franco	Mazzucco	Mr Cormac	O'Reilly	Ms Caroline	Jenkins	Mr David	Bishop	Mr Paul	Lucas	Mr Armand	Jourdan	Mr Matt	Cassidy		
Mr Franco	Mazzucco	Mr Cormac	O'Reilly													
Ms Caroline	Jenkins	Mr David	Bishop													
Mr Paul	Lucas	Mr Armand	Jourdan													
Mr Matt	Cassidy															
<b>DNA 1P if:</b>																
<ul style="list-style-type: none"> <li>◆ font/formatting is continued from headed paper</li> <li>◆ inconsistent font, format, and size is used throughout the task</li> <li>◆ inconsistent or incorrect paragraph spacing</li> <li>◆ complimentary close is omitted</li> <li>◆ insufficient space for signature (4-6 line spaces)</li> <li>◆ name or designation omitted</li> <li>◆ designation is not below the name</li> <li>◆ no character spaces between merge fields</li> <li>◆ merge field(s) in the wrong place</li> <li>◆ ref and date in wrong order and/or wrong place</li> <li>◆ date and ref are included but spacing is incorrect</li> </ul>																
DNA 1K if date is inserted in block capitals.																

## Task 10



*Festival Dates  
including year*

**Candidate's Name  
Admin Assistant**

*Main Stage*

1L

1TF

1F

1K      1E                      1P

	Marks
Logo – only award mark if logo used correctly in other tasks	1L
Fonts – min 2	1F
Text format – min 2	1TF
Essential information – ‘Main Stage’, dates, candidate name and job title	1E
Keyboarding	1K
Print – correct size (max 10 cm x 10 cm) border to border	1P
<b>Total</b>	<b>6</b>

Task 10
Logo should be correct in 3a, 4, 8 and 10 to be awarded 1L. (If 1L is not awarded in task 1, check the above tasks and if the logo has been inserted correctly <b>at least once</b> , they should be awarded 1L).
If ‘Main’ only, DNA 1E and 1K.
If year is not included, DNA 1K, however, 1E can be awarded.
Both first name and surname must be included.
Also accept ‘Administrative Assistant’ or ‘Administration Assistant’.



## Task 11

### SOUNDS ON THE SHORE

1H

The first ever Sounds on the Shore festival took place this weekend and was rated an outstanding success. Thousands of festival goers enjoyed 2 days of top **acts**, exciting new talent and even some sunshine!

There was a wide variety of musical genres, with something for everyone on the 4 stages. Headline **acts** included chart-toppers Castille, rock legends The Heralds and international dj Kelvin Morris. Local folk band Hickory Smoke received rapturous applause on the unsigned stage and have now signed their first major recording deal. Former Aberdeen University students, Sorrelli, closed the festival on Saturday night with a rousing set culminating in a spectacular fireworks show over the sea.

Feedback from **acts** has been very positive with many already putting the festival in their diaries for next year. Backstage facilities and security procedures in particular were highly praised. Feedback from ticket holders on our Twitter and Facebook pages has been enthusiastic, although many suggest that the camping facilities could be improved. Catch up with all the gossip, chat and pictures at #soundsontheshore.

Police Scotland stated that there had been only a few arrests, mostly for breach of the peace and praised the behaviour of the crowds over the 2 days. Aberdeen Council added that they received a handful of complaints regarding noise and litter and that the majority of nearby residents were happy with the way the festival had been run.

1J

Plans are now underway for next year's festival, which we hope will be even bigger and better.

Details of dates and **acts** will be released in November. Watch our website – [www.sos.co.uk](http://www.sos.co.uk) – for all the latest info.

1LS

2K

1R

	<b>Marks</b>
Heading – resized/centred	1H
Line spacing must be 1.5 – watch for 1.15	1LS
Justify	1J
Search and replace ‘performers’ with ‘acts’	1R
Keyboarding	2K
<b>Total</b>	<b>6</b>

<b>Task 11</b>
If new paragraph spacing is inconsistent, DNA 1K max.
Accept 1 or 2 spaces after a full stop.
Remember spacing between words may be extended due to justification.
1R can only be awarded if all spacing and capitalisation is correct at the replace points.

# Instructions for candidates

This assessment applies to the assignment for National 5 Administration and IT.

This assignment has 70 marks out of a total of 120 marks available for the course assessment.

It assesses the following skills, knowledge and understanding:

- ◆ using IT functions in word-processing/desktop publishing and presentations to produce and process information
- ◆ using technology for investigation
- ◆ using technology for electronic communication
- ◆ problem-solving
- ◆ administration theory

Your teacher or lecturer will let you know how the assessment will be carried out and any required conditions for doing it.

In this assessment, you have to work through a series of tasks:

- ◆ which assess the skills and theory listed above
- ◆ within 3 hours (excluding printing time)
- ◆ in a maximum of two sittings – where additional printing time is required, this should be completed immediately after each sitting

This is a closed book assessment. However, you can use the internet when specifically instructed to do so.

The following electronic files are provided for you to use during the assignment:

- ◆ **Confletter** – a word-processing file
- ◆ **Graphic 1** – a jpeg file
- ◆ **Graphic 2** – a jpeg file
- ◆ **Logo** – a jpeg file
- ◆ **Press** – a word-processing file
- ◆ **Recruitment** – a word-processing file
- ◆ **Running Order** – a word-processing file
- ◆ **Security Presentation** – a presentation file
- ◆ **Sounds on the Shore** – a database file
- ◆ **Staff Review** – a word-processing file
- ◆ **To-do list** – a word-processing file

## Assessment task

Your company, Sounds on the Shore, is organising a music festival.

You are working as an Admin Assistant for Mitch Goodwin, the Festival Organiser. He has asked you to organise and support this event.

The Sounds on the Shore festival is taking place on Aberdeen Beach on the last Friday and Saturday of July this year.

Contact details are as follows:

Sounds on the Shore  
469 Union Street  
Aberdeen  
AB11 6DB

Phone: 07725381221  
E-mail: [sos@fastmail.co.uk](mailto:sos@fastmail.co.uk)  
Web: [www.sos.co.uk](http://www.sos.co.uk)

**Your teacher or lecturer will provide you with e-mail addresses.**

You must:

- ◆ complete the tasks in the order shown
- ◆ action and then delete all comments within files
- ◆ display your name and task number on each printout
- ◆ ensure that the e-mail printout shows evidence of sending

# TO-DO LIST



You should use the following table to make sure you have all the printouts required.

Task	Printouts	Marks Available	Completed (✓)
1	Headed paper	4	
2	Theory – Recruitment	6	
3a	Presentation – handout view	11	
3b	E-mail – with evidence of sending	5	
4	Wristband	3	
5	Theory – Staff Review	5	
6	Internet printouts – hotel, flight, directions and taxi details	6	
7	E-diary – weekly view and tasks	5	
8	Running order	6	
9	Mail merge: <ul style="list-style-type: none"><li>◆ showing merge fields</li><li>◆ showing merged letter</li></ul>	7	
10	Security pass	6	
11	Press release	6	

## Task 1

You have received the following text from Mitch.

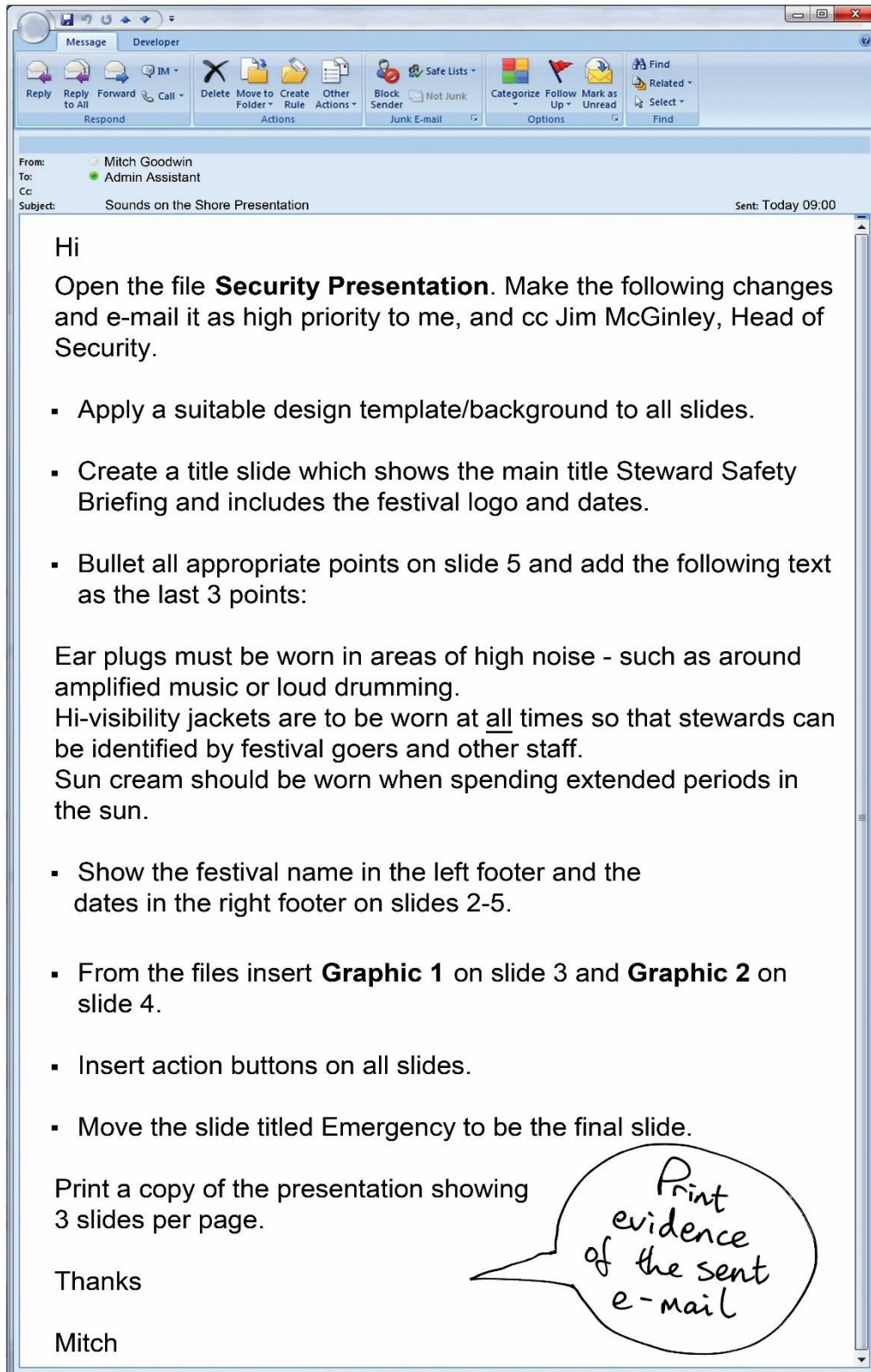


## Task 2

Complete and print the file **Recruitment** – this will be included in the advertisement for additional Admin Assistants.

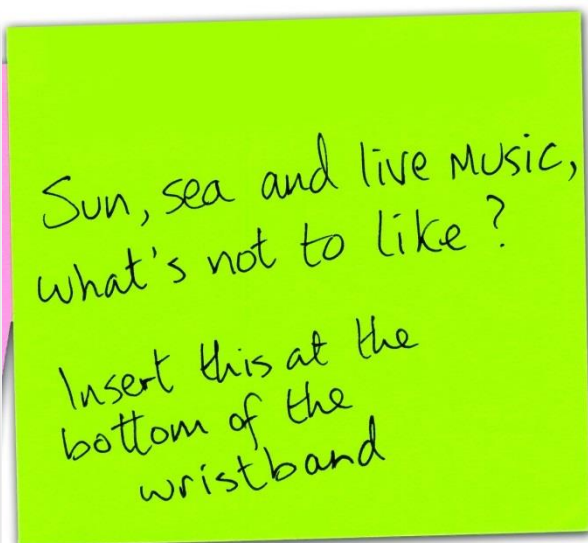
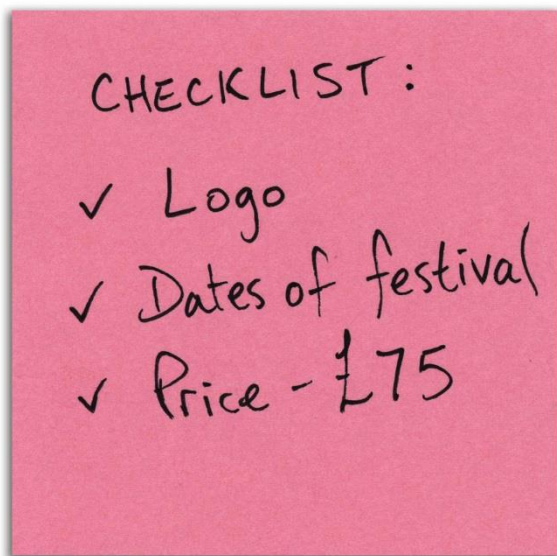
## Tasks 3a and 3b

You have received the following e-mail.



## Task 4

Design a wristband for weekend festival goers. It must contain the information below. Print a copy of the wristband.



## Task 5

At your staff review, Mitch highlighted areas for improvement.

Open and complete the file **Staff Review** and print one copy.



## Task 6

Access the internet to find the following information. Print evidence from websites showing a suitable hotel, flight details, directions and taxi details.

### Admin Assistant

A promoter wants to attend the festival. Find a suitable 4 or 5 star hotel in Aberdeen city centre.

He also needs the time of a flight from London to Aberdeen the day before the festival starts.

Find the driving directions from the office to Aberdeen Beach.

Find the name and telephone number of an Aberdeen taxi company.

## Task 7

Enter the following meetings and tasks in your e-diary for the first full week of next month.

Print a copy of the diary in weekly view and details of the tasks.

1) The Festival Events Team Briefing will be every weekday at 9am for 30 mins in the Deeside Suite.

2) Aberdeen Council Meeting on the Friday of the same week at 10.30 am - this should last for one and a half hours at Council HQ.

3) Tasks -  
Monday - Send festival packs to agents  
Wednesday - Send letters to all security staff

## Task 8

Mitch Goodwin has asked you to update the running order for the acts on Saturday.

Open the file **Running Order** and update as indicated. Print a copy of the completed file as a 4-page booklet on one A4 page.

SOUTH STAGE		NORTH STAGE	
1400 hrs	Castille	1400 hrs	Emily Banks
1700 hrs	Enclosure	1400 hrs	Leanna
1700 hrs	Kings of Mars	1700 hrs	ElectroDJs
2000 hrs	The Candleford Co	2000 hrs	Jack Jackson
2000 hrs	Blues Preachers	2000 hrs	Laura Lawson

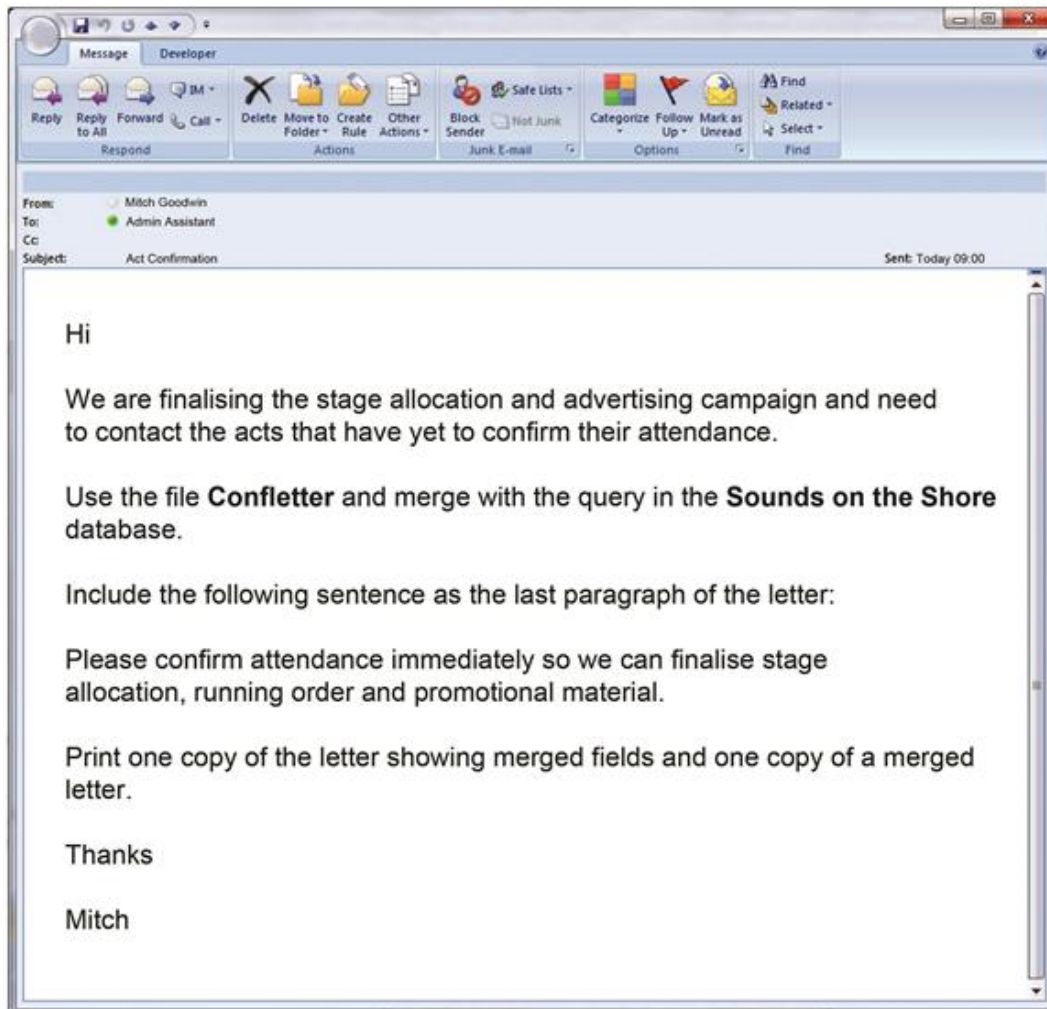
  

UNSIGNED STAGE	
1400 hrs	Creed Assassin
1700 hrs	Minotaur
1700 hrs	Kno-alls
2000 hrs	Fox Rocks
2000 hrs	Hickory Smoke



## Task 9

You have received the following e-mail.



## Task 10

Security passes will be issued to all acts, managers, backstage crew, site crew, etc.

Design a pass for the Main Stage. Ensure that you include the dates, name of stage and festival logo on the pass. Insert your name and job title. Also ensure that the size is no larger than 10 cm x 10 cm.

Use a variety of fonts and text formats in your design. Print a copy of the completed pass.



## Task 11

A press release about the success of the festival is to be sent to local and national newspapers, as well as being displayed on the company website.

Open the file **Press** and follow all instructions. Print a copy of the completed press release.

STET  
NP  
UC

Add the following text as the final paragraphs:

~~event~~  
Plans are now underway for next year's festival,  
which we hope will be even bigger and better. Details  
of dates and performers will be released in november.  
Watch our website - [www.sos.co.uk](http://www.sos.co.uk) - for all the latest  
info.

Change the line spacing  
to 1.5 and justify the text

## Copyright acknowledgements

Task 1: mobile phone – Hemanta Kumar Raval/shutterstock.com

Task 4: wristband – Sukpaiboonwat/shutterstock.com

Task 8: south stage – Ralf Siemieniec/shutterstock.com

Task 8: north stage and unsigned stage – Anton Gvozdikov/shutterstock.com

Task 11: hand with tablet – VladislavGudovskiy/shutterstock.com

# Administrative information

---

Published: September 2019 (version 1.2)

---

## History of changes

Version	Description of change	Date
1.1	Marking instructions and e-file for task 5 updated to include General Data Protection Regulations (GDPR).	October 2018
1.2	General marking principles now included in the 'Marking instructions' section of this document.	September 2019

## Security and confidentiality

This document can be used by practitioners in SQA approved centres for the assessment of National Courses and not for any other purpose.

## Copyright

This document may be reproduced in whole or in part for assessment purposes provided that no profit is derived from reproduction and that, if reproduced in part, the source is acknowledged. If it needs to be reproduced for any purpose other than assessment, it is the centre's responsibility to obtain copyright clearance.

Re-use for alternative purposes without the necessary copyright clearance may constitute copyright infringement.

© Scottish Qualifications Authority 2012, 2019