



National
Qualifications
SPECIMEN ONLY

S801/75/01

Administration and IT

Date — Not applicable

Duration — 2 hours

Total marks — 50

Attempt ALL questions.

Before leaving the examination room, place your printouts inside the clear envelope provided. Hand this envelope to the Invigilator; if you do not, you may lose all the marks for this paper.



* S 8 0 1 7 5 0 1 *

Information and instructions for candidates

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

- **Conference**—a database file containing 2 tables (Delegates and Tour Guides)
- **Costs**—a spreadsheet file containing 3 worksheets (Accommodation, Tour Expenses and Summary)
- **Induction Training**—a word-processing file
- **Logo**—a jpeg file

You must:

- complete each question in order
- action and delete all comments within files
- display your name and question number on each printout
- print each spreadsheet or database on one page

Use this table to make sure you have all the printouts required.

Question	Glasgow Games printouts	Marks available	Completed (✓)
1a	Database table	6	
1b	Database form	3	
1c	Database address labels	3	
1d	Database report	6	
2a	Spreadsheet — Accommodation (i) value view (ii) formulae view	9	
2b	Spreadsheet — Expenses (i) value view (ii) formulae view	5	
2c	Spreadsheet — Summary (i) value view (ii) formulae view	6	
3	Word-processing document — Induction Training	12	

[Turn over

Attempt ALL questions

You work as an Admin Assistant for Glasgow Games, a company that is organising an athletics competition in July next year. Ellison Stewart is the Events Co-ordinator and she has asked you to help organise and support a 3-day planning conference that delegates from countries taking part in the competition will attend.

Complete the following questions for this 3-day conference.

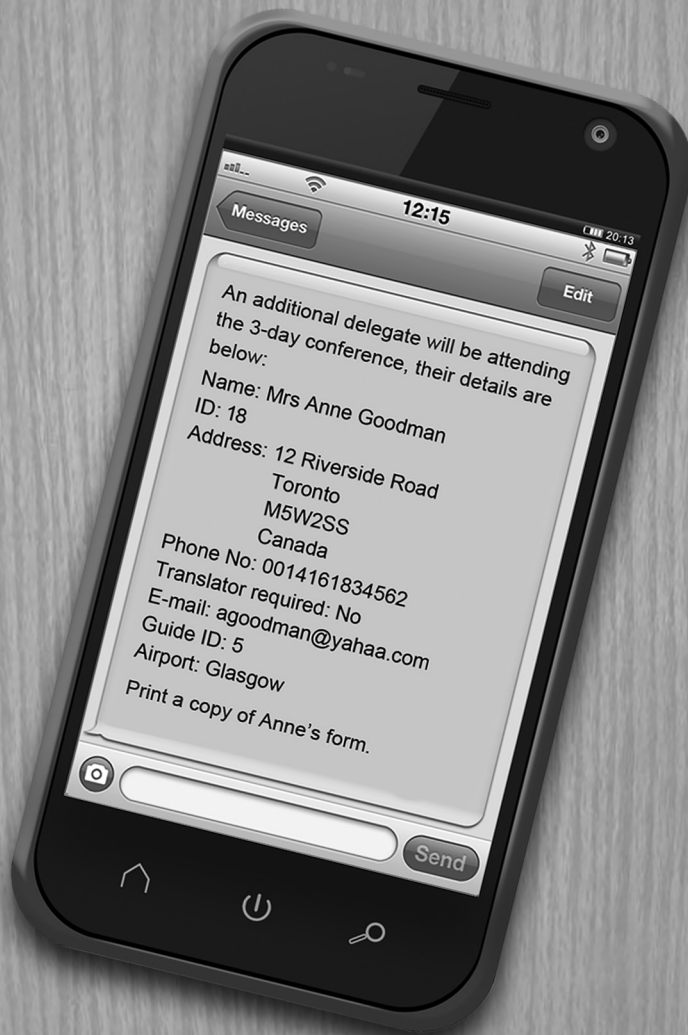
1. (a) The database file **Conference** shows the delegates attending the 3-day conference and their Scottish tour guides. 6
- Use the information below to update the database table **Delegates**. Sort in order of arrival airport and surname. Print the table showing delegate names and arrival airport.



1. (continued)

- (b) You have received the text message below.
Create a form, showing all fields, to update the database.

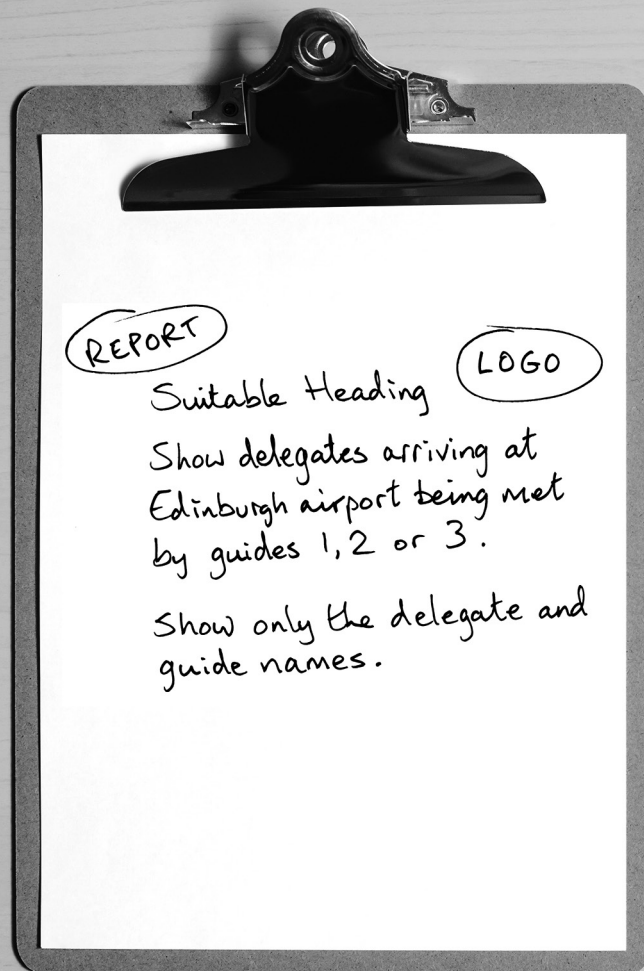
3



[Turn over

1. (continued)

- (c) Information has to be sent to delegates who require a translator.
Prepare and print address labels for these delegates. Insert the label footer
— Glasgow Games. 3
- (d) Using the note below, create and print a database report, in landscape,
showing this information. 6



2. (a) Hotel rooms need to be booked for the visiting delegates. Open the spreadsheet file **Costs** and complete the worksheet **Accommodation**, using the information from the brochure below.
- Print one copy of the worksheet **Accommodation**, showing values, in landscape. Include gridlines only.
- Print one copy of the worksheet **Accommodation**, showing formulae, in landscape. Include gridlines, and row and column headings.

	Rate per Person	Block Booking Discount Rate
Duncanside House Hotel	£95.00	5%
Glenfallan Lodge	£87.50	10%
Braethirsk Hotel	£107.00	7.5%
McConich House Hotel	£93.75	5%
MH Hotel	£102.50	6%

[Turn over

2. (continued)

(b)

The following information about costs has been received for the 3-day planning conference. Open the worksheet **Tour Expenses** and complete this using the information below.

Print one copy of the worksheet **Tour Expenses**, showing **values**, in portrait. Include gridlines only.

Print one copy of the worksheet **Tour Expenses**, showing **formulae**, in portrait. Include gridlines, and row and column headings.

5

Insert a row
above Lunches
and label it
Information
packs.

Hi
The cost of lunch will be
£16 per delegate per day,
and refreshments will be
£5 per delegate per day.

Grove
Printing

123 Great Western Road
Glasgow
G4 8KL
Tel: 07934729842
www.gprint.co.uk
E-mail: murray.k@gprint.co.uk

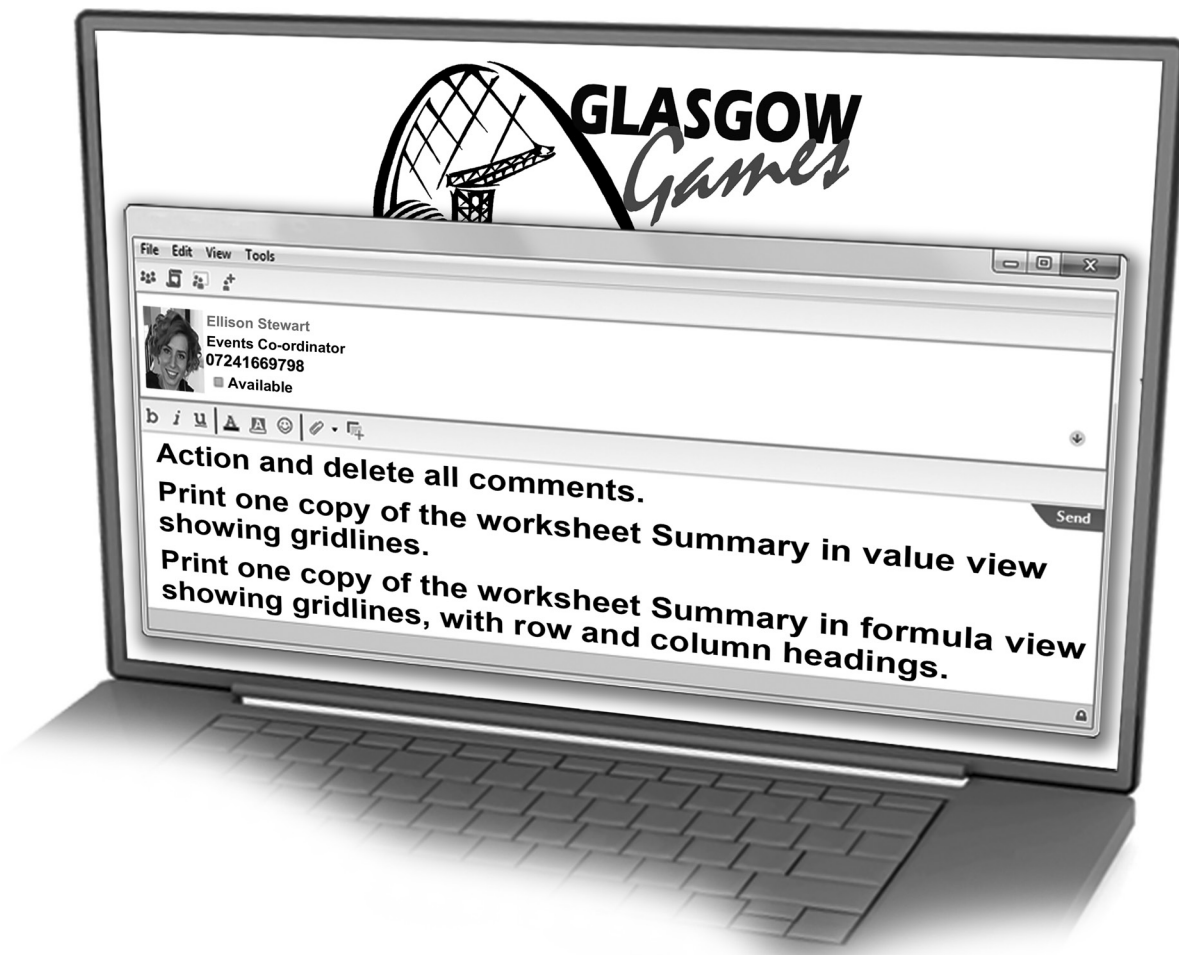
Info Packs - £4.50 each

Kay Murray
Sales Manager

2. (continued)

- (c) The information below was received by e-message.
Use this to update the worksheet Summary.

6



3. Open the file **Induction Training** and use the comments to complete it.
Print one copy of the document.

12

[END OF SPECIMEN QUESTION PAPER]

Acknowledgement of Copyright

Question 1(b)	Hemanta Kumar Raval/shutterstock.com
Question 1(d)	anastasiia_agafonova/shutterstock.com
Question 2(c)	MrGarry/shutterstock.com



National
Qualifications
SPECIMEN ONLY

S801/75/11

**Administration and IT
Information and Instructions**

Date — Not applicable

Duration — 2 hours



* S 8 0 1 7 5 1 1 *

Information and instructions

Electronic file security

The electronic files (e-files) are confidential and must be subject to the same level of security as the question paper. They must now be downloaded and saved in a secure location that cannot be accessed by candidates or unauthorised staff.

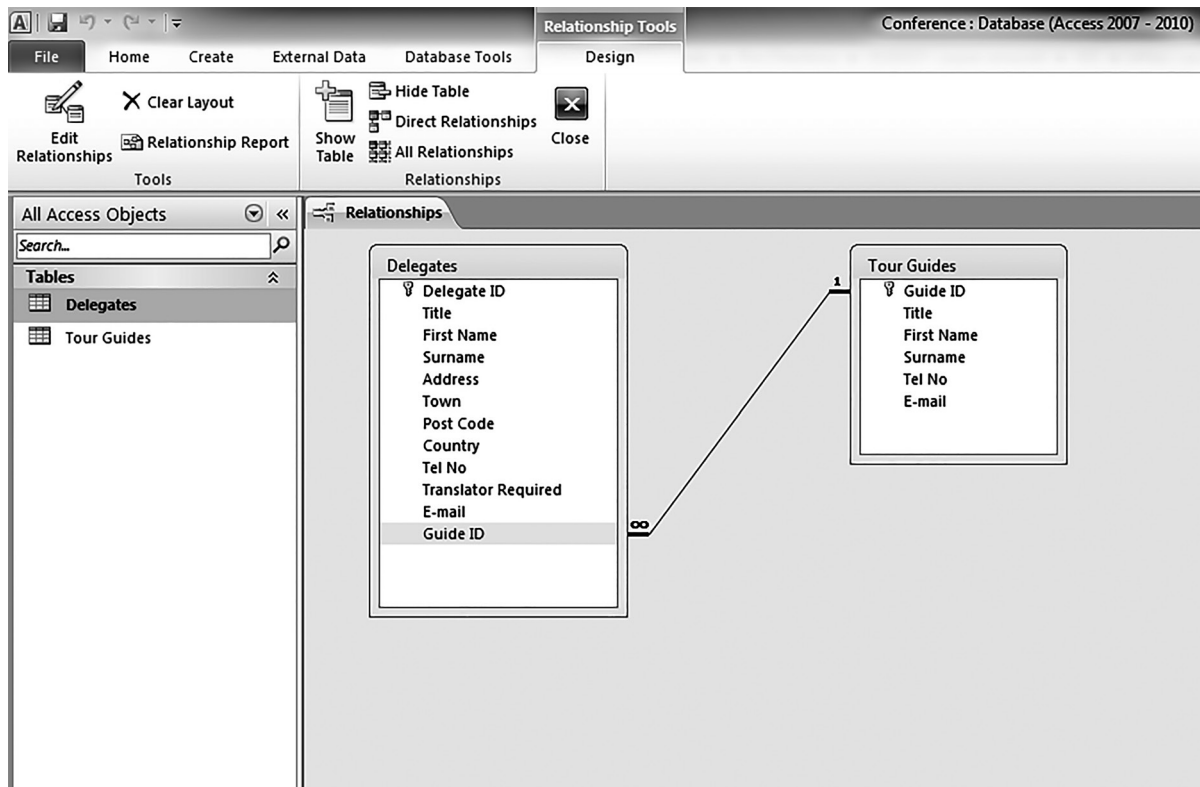
The e-files must remain secure and confidential until the exam takes place.

On the day of the exam

Prior to candidates starting the question paper, an authorised member of staff should save the following e-files in a designated folder and ensure that the e-files open correctly. This must be done in the presence of an invigilator and no earlier than 60 minutes before the start time of the exam. Candidates should not receive the **Spreadsheet file for database** folder.

Up to 10 minutes before the start of the exam, candidates should check that they can see the required e-files.

- **Induction Training** — this is a word-processing file
- **Logo** — this is a jpeg file
- **Costs** — this is a spreadsheet file
- **Conference** — this is a database file containing 2 tables (these are provided as files exported to Excel format to be used if required — Delegates and Tour Guide). It has the following primary keys and relationships:



[END OF INFORMATION AND INSTRUCTIONS]



National
Qualifications
SPECIMEN ONLY

S801/75/01

Administration and IT

Marking Instructions

These marking instructions have been provided to show how SQA would mark this specimen question paper.

The information in this publication may be reproduced to support SQA qualifications only on a non-commercial basis. If it is reproduced, SQA should be clearly acknowledged as the source. If it is to be used for any other purpose, written permission must be obtained from permissions@sqa.org.uk.

Where the publication includes materials from sources other than SQA (ie secondary copyright), this material should only be reproduced for the purposes of examination or assessment. If it needs to be reproduced for any other purpose it is the user's responsibility to obtain the necessary copyright clearance.

General marking principles for National 5 Administration and IT

This information is provided to help you understand the general principles you must apply when marking candidate responses to questions in this paper. These principles must be read in conjunction with the detailed 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 detailed 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 detailed 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:

Spreadsheet — 20 marks (+/-3 marks)

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

Database — 20 marks (+/-3 marks)

- ◆ entering and editing text
- ◆ displaying information as a table, form, report and/or (address) label
- ◆ manipulating information

Theory — 10 marks (+/-3 marks)

- ◆ providing relevant responses

Spreadsheet

If the value view is missing, award marks on the formula view as appropriate. New rows, column headings and labels must be as instructed or consistent.

If the name for the named cell is given it must be keyed in accurately, however if a name is not given, the name used must be relevant.

Marks are not awarded when using:

- ◆ the + sign for adding 3 or more adjacent cells
- ◆ =SUM and + in the same formula
- ◆ =SUM at the start of the formula when subtracting, multiplying or dividing

Cells must not be truncated.

Database

The style of additional field headings must be consistent with existing fields and field names must not be truncated.

If a logo is to be inserted at top or bottom, right or left, it must be to the right or left of the centre of the document.

Forms must not include duplicate fields.

Candidate name must be inserted outwith the information on a printout.

Theory

All keyboarding errors should be ignored.

Questions 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 question:

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

Questions 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 question asked. These points may relate to a concept, process or situation.

Up to the mark allocation for this question:

- ◆ 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

Questions 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 question:

- ◆ 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*

Questions 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 question.

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

Keyboarding

Award marks for every block of text that is accurately keyed-in (approximately every 20 words).

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:

25 April 20xx	25/04/20xx
25 th April 20xx/April 25 th 20xx	April 25, 20xx
25/4/xx	Thursday, 25 April 20xx

Do not accept the 25th of April 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 question. If an e-file is provided, candidates must use the same style.

Headings

Headings must 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 must not be capitalised in headings with initial capitals, for example Delegates Arriving at Edinburgh Airport.

General

If a task requires specific information to be inserted in a footer the candidate's name and question number must always be below the footer information, or in the header.

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 then delete all comments on e-files.

Printouts

There are clear printing instructions for each question.

Detailed marking instructions for each question

Question 1a

1F

Title	First Name	Surname	Arrival Airport
Ms	Pearlette	Anthony	Edinburgh
Mr	Jason	Bishop	Edinburgh
Mr	George	Bolt	Edinburgh
Mrs	Madge	Donovan	Edinburgh
Miss	Marisha	Gall	Edinburgh
Mr	Kenny	Louisy	Edinburgh
Mr	Roger	Marley	Edinburgh
Mr	Elroy	Ramirez	Edinburgh
Mr	Cole	Abasi	Glasgow
Mr	Isaac	Adebayo	Glasgow
Mr	Kofi	Ba	Glasgow
Ms	Linda	Barcello	Glasgow
Mr	Jacques	Deniueve	Glasgow
Ms	Adilah	Ijaz	Glasgow
Mr	Kamil	Iqbal	Glasgow
Miss	Fatima	Mensah	Glasgow
Ms	Deepali	Sachin	Glasgow

2K

2S

1P

	Marks
New field inserted (Arrival Airport): capitalisation must be consistent	1F
Entries in new field correct	2K
Sort on 2 fields: alphabetical arrival airport and surname	2S (all or nothing)
Print selected fields — delegate title, first name, surname and arrival airport	1P
TOTAL	6

Question 1b

Delegates

Delegates1

Delegates

Delegate ID

Delegates_Title **1R**

Delegates_First Name

Delegates_Surname

Address

Town

Post Code

Country

Delegates_Tel No

Translator Required

Delegates_E-mail

Guide ID

Arrival Airport

Tour Guides_Title

Tour Guides_First Name

Tour Guides_Surname

Tour Guides_Tel No

Tour Guides_E-mail **1P**

1F

	Marks
All fields present and visible/legible — 18 fields — if Guide ID appears twice do not award (DNA) 1F	1F
New record keyed-in accurately (Anne Goodman) — DNA if <18 fields	1R
Selected record printed (Anne) in form format	1P
TOTAL	3

Question 1c

Mr Cole Abasi
67 Kenyatta Avenue
Nairobi
00201
Kenya

Mr Isaac Adebayo
Ahmadu Bello Way
Lagos
103421
Nigeria

Glasgow Games

Glasgow Games

Mr Kenny Louisy
Smugglers Cove Drive
Cap Estate
9W8KX
St Lucia

Miss Fatima Mensah
4 Kawran Bazar
Dhaka
1215
Bangladesh

Glasgow Games

Glasgow Games

Ms Deepali Sachin
2 Barakhamb Avenue
New Dehli
110101
India

1C

Glasgow Games

1K

1P

	Marks
Correct criteria — names on labels correct	1C
Keyboarding on each label — Glasgow Games	1K
Print suitable labels with correct fields and correct spacing	1P
TOTAL	3


Accept labels on more than one page.

If merged information is not visible and legible, DNA 1P.

If keyboarding is not visible and legible, DNA 1K.

Question 1d

1H

DELEGATES ARRIVING EDINBURGH AIRPORT BEING MET BY GUIDES 1, 2 OR 3  **1L**

Delegates_Title	Delegates_First Name	Delegates_Surname	Tour Guides_Title	Tour Guides_First Name	Tour Guides_Surname
Ms	Pearlette	Anthony	Mr	Robert	Gorman
Mr	George	Bolt	Ms	Angela	Morrison
Mr	Kenny	Louisy	Ms	Michelle	McGee
Mr	Roger	Marley	Ms	Angela	Morrison

1F

2C 1P

	Marks
Criteria Edinburgh and criteria 1, 2, 3 — all or nothing	2C
Report heading: min Arriving Edinburgh Airport and Guides 1, 2 or 3	1H
Report fields — delegate title, first name, surname and same for guide name	1F
Logo in header	1L
Print landscape in report format, with all entries visible	1P
TOTAL	6

Name fields for delegates should be together and name fields for tour guides should be together or DNA 1F.

If learner name is in the header, DNA 1H.

If printed portrait, DNA 1P.

Question 2a

ACCOMMODATION					
HOTEL	RATE PER PERSON	TOTAL COST	BLOCK BOOKING DISCOUNT	DISCOUNTED TOTAL COST	1W
Duncanside House Hotel	£95.00	£5,130.00	5.0%	£4,873.50	
Glenfallan Lodge	£87.50	£4,725.00	10.0%	£4,252.50	
Braethirsk Hotel	£107.00	£5,778.00	7.5%	1F £5,344.65	
McConich House Hotel	£93.75	£5,062.50	5.0%	£4,809.38	
MH Hotel	£102.50	£5,535.00	6.0%	£5,202.90	
Cost of cheapest hotel			1I	£4,252.50	
Number of delegates 18					
Number of days/nights 3					

	A	B	C	D	E
1	ACCOMMODATION				
2					
3	HOTEL	RATE PER PERSON	TOTAL COST	BLOCK BOOKING DISCOUNT RATE	DISCOUNTED TOTAL COST
4	Duncanside House Hotel	95	=B4*\$B\$12*\$B\$13	0.05	=C4-(C4*D4)
5	Glenfallan Lodge	87.5	=B5*\$B\$12*\$B\$13	0.1 1F	=C5-(C5*D5) 2F
6	Braethirsk Hotel	107	=B6*\$B\$12*\$B\$13	0.075	=C6-(C6*D6)
7	McConich House Hotel	93.75	=B7*\$B\$12*\$B\$13	0.05	=C7-(C7*D7)
8	MH Hotel	102.5	=B8*\$B\$12*\$B\$13	0.06	=C8-(C8*D8)
9	Cost of cheapest hotel				=MIN(E4:E8) 1R
10				1R	1F
11					
12	Number of delegates	18			
13	Number of days/nights	3			
14					

	Marks
Wrap column headings	1W
Insert all discounts	1I
Format % with one decimal place	1F
Total Cost formula (must be absolute/named cell)	1F
Replicate	1R
Discounted Total Cost formula — accept with/without brackets	2F
Replicate	1R
Minimum formula	1F
TOTAL	9

Wrapping in value printout — column headings must be sensible or DNA 1P.
Incorrect use of SUM function for addition — DNA 1F maximum (max).
Incorrect use of SUM function for multiplication/division/subtraction — DNA 1F max.
DNA relevant formula mark(s) if column is truncated.
DNA relevant replication mark(s) if column is truncated.

Question 2b

TOUR EXPENSES		
		COST
	Coach hire	£450.00
1R	Information packs	1K £81.00
	Lunches	£864.00
	Refreshments	£270.00
	Dinner	£540.00
	TOTAL EXPENSES	£2,205.00

	A	B	
1	TOUR EXPENSES		
2			
3		COST	
4	Coach hire	450	
5	Information packs	=4.5*ACCOMMODATION!B12	1F
6	Lunches	=16*ACCOMMODATION!\$B\$12*ACCOMMODATION!B13	1F
7	Refreshments	=5*ACCOMMODATION!\$B\$12*ACCOMMODATION!B13	1F
8	Dinner	540	
9	TOTAL EXPENSES	=SUM(B4:B8)	

	Marks
Insert Row in correct place	1R
Keyboarding — Information packs	1K
Information packs formula	1F
Lunches formula	1F
Refreshment formula	1F
TOTAL	5

Incorrect use of SUM function for addition — DNA 1F max.

Incorrect use of SUM function for multiplication/division/subtraction — DNA 1F max.

Question 2c

SUMMARY OF COSTS			
	TOTAL COST	BUDGET	WITHIN BUDGET?
Accommodation	£4,252.50	£4,000.00	No
Tour expenses	£2,205.00	£2,000.00	No
Gala reception	£3,286.00	£3,500.00	Yes

	A	B	C	D
1	SUMMARY OF COSTS			
2				
3		TOTAL COST	BUDGET	WITHIN BUDGET?
4	Accommodation	=CHEAPESTHOTEL 1N	4000	=IF(B4>C4,"No","Yes") 2F
5	Tour expenses	=TOTALEXPENSE	2000	=IF(B5>C5,"No","Yes")
6	Gala reception	3286	3500	=IF(B6>C6,"No","Yes")
7				1R

1F 1P

	Marks
Accommodation and Expenses named cells used	1N
IF formula as shown or as =IF(B4<=C4,"Yes","No")	2F
Replicate	1R
Formatting correct in all 6 printouts — currency 2 decimal places (dp)	1F
All 6 Printouts	1P
Value printouts with gridlines only	
Formulae printouts with gridlines and row and column headings	
2a both printouts landscape	
2b both printouts portrait	
2c value printout either portrait or landscape	
2c formula printout landscape	
TOTAL	6

Accept any relevant names for named cells.

If formula is keyed-in to shaded cells, DNA 1P.

DNA 1P mark if any information across all printouts is truncated.

Question 3

Induction Training	Marks
<p>SECURITY</p> <p>Outline 2 ways organisations can ensure electronic information is secure.</p> <p>Organisations should:</p> <ul style="list-style-type: none"> • set access levels for staff • provide staff with logins/passwords • install anti-virus software • update anti-virus software regularly • design network to prompt staff to change passwords regularly • have screens set to automatically lock after a period of inactivity 	<p>2</p>
<p>CUSTOMER SERVICE</p> <p>Describe 2 other features of good customer service.</p> <p><i>DNA – having a customer service policy that sets out the standards to be followed when dealing with customers</i></p> <p>Our company can provide good customer service by:</p> <ul style="list-style-type: none"> • ensuring staff are trained so that they greet customers in a friendly and polite manner • surveying customer opinion and acting on the findings of this • providing loyalty schemes to encourage customers to return • having a clear complaints procedure for unhappy customers 	<p>2</p>
<p>Add 2 further justifications of providing good customer service.</p> <p><i>DNA – there will be fewer complaints from customers, which will decrease the costs to the business</i></p> <p>Our company provides good customer service because:</p> <ul style="list-style-type: none"> • customers are more likely to return therefore increasing sales • the company’s good reputation will spread and this will encourage new customers to use the organisation • increased profits due to more customers/higher sales • staff will be motivated and work more productively 	<p>2</p>

	Marks
<p>HEALTH AND SAFETY</p> <p>Explain 2 further responsibilities of employers for each of the following areas:</p> <p>Display Screen Regulations <i>DNA – Employers should provide training to ensure employees know how to use all equipment safely and correctly.</i></p> <ul style="list-style-type: none"> • Employers are required to offer their employees regular eyesight tests on request, to ensure any sight issues are dealt with. • Employers should ensure work is organised to include changes in activity or breaks from using computers, to prevent stress. • Employers must provide wrist rests to prevent Repetitive Strain Injury (RSI). • Employers should provide furniture (eg adjustable chairs, blinds, suitable desks), to prevent headaches, backache, etc. <p>Fire Regulations <i>DNA – Employers must carry out a fire risk assessment to ensure all fire risks are identified.</i></p> <ul style="list-style-type: none"> • Employers must provide appropriate equipment, eg fire extinguishers, to ensure different types of fires can be dealt with. • Employers must provide fire warning systems, to ensure employees know when to evacuate the building. • Employers should carry out regular fire drills, to ensure all staff know how to evacuate safely. • Employers must check fire doors are kept clear, to ensure no-one is trapped in the event of a fire. • Fire exits must be clearly marked, to ensure that visitors are able to evacuate safely. <p>First Aid <i>DNA – Employers must provide an Accident Book/Form to record any accidents so that there is a permanent record of the incident.</i></p> <ul style="list-style-type: none"> • Employers must provide a first aid kit, to ensure minor injuries can be dealt with. • Employers must appoint someone to be in charge of first aid, to ensure the procedures for accidents/injuries are followed. • Employers must provide training on first aid, to ensure first aid skills are kept up to date. • Employers must inform employees of first aid arrangements, to ensure they know what to do in the event of an accident/injury. 	6

	Marks
Notes: The answers listed above are not exhaustive and marks should be awarded for other suitable answers provided by candidates. Answers to the 'Explain' question must have a different reason each time.	
TOTAL	12

[END OF SPECIMEN MARKING INSTRUCTIONS]

Published: September 2019

Change since last published:

General marking principles now included in the 'Marking instructions' section of this document. 'Information and Instructions' section updated.