



Higher  
Coursework  
Assessment Task



# Higher Administration and IT Assignment

## Assessment task – Redruth Homes

This document provides information for teachers and lecturers about the coursework component of this course in terms of the skills, knowledge and understanding that are assessed. It **must** be read in conjunction with the course specification.

**Specimen – valid from session 2018-19 and until further notice.**

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This edition: March 2019 (version 1.1)

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# Introduction

This document contains instructions for teachers and lecturers, marking instructions and instructions for candidates for the Higher Administration and IT assignment. You must read it in conjunction with the course specification.

This assignment is worth 70 marks. This is 58% of the overall marks for the course assessment.

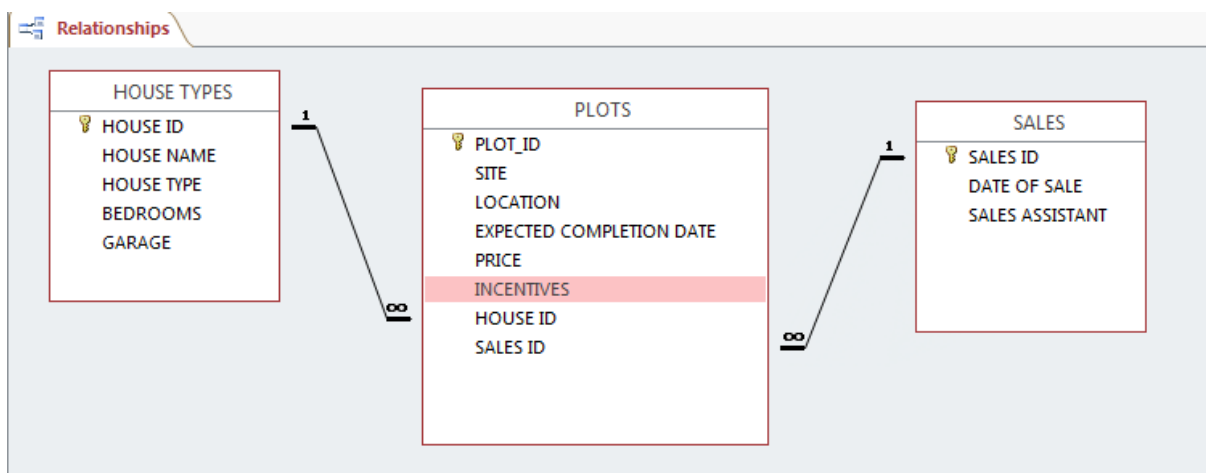
This is one of two course assessment components. The other component is a question paper.

# Instructions for teachers and lecturers

Before candidates start the assignment, you must download the following e-files and place them in a folder named Anniversary. You must keep the files secure and candidates must not access them in advance of assessment.

- ♦ **Brochure** – this is a word-processing file
- ♦ **Customer Satisfaction** – this is a spreadsheet file
- ♦ **House Specification (Clever)** – this is a word-processing file
- ♦ **Logo** – this is a PNG file but can be saved as a Word file if required
- ♦ **Pivot** – this is a spreadsheet file with 2 sheets
- ♦ **Quote** – this is a spreadsheet file with 3 sheets
- ♦ **Suppliers** – this is a word-processing file
- ♦ **Your Move** – this is a PowerPoint file
- ♦ **Houses** – this is a database file, which contains 3 tables. These tables are also available as Excel files if required – House Types, Plots, and Sales.
- ♦ **Action Minutes (Sales Team Meeting)** – this is a word-processing file

See below for primary keys and relationships:



# Marking instructions

The following marking instructions are for the Higher Administration and IT specimen assignment. In line with SQA's normal practice, they are addressed to the marker. They will also be helpful for those preparing candidates for course assessment.

Marking instructions are not provided for annual assessment tasks. Candidates' evidence is submitted to SQA for external marking.

## General marking principles

Always apply these general principles. Use them in conjunction with the specific marking instructions, which identify the key features required in candidates' responses.

- a Always use positive marking. This means candidates accumulate marks for the demonstration of relevant skills, knowledge and understanding; marks are not deducted for errors or omissions.
- b 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.
- c Candidates gain marks for specific skills, knowledge and understanding. Award marks for using different functions and features of a variety of IT applications in the following areas:

### **Spreadsheet – 20 marks (+/- 4 marks)**

- ◆ using a range of simple, complex and advanced formulae to perform calculations and summarise information
- ◆ using a range of simple, complex and advanced functions to manipulate and analyse information

### **Database – 20 marks (+/- 4 marks)**

- ◆ searching and sorting information using a range of criteria
- ◆ presenting information

### **Word processing – 20 marks (+/- 4 marks)**

- ◆ layout and presenting information
- ◆ integrating information from other IT applications

### **Communication – 10 marks (+/- 2 marks)**

- ◆ presenting/disseminating information to different audiences

## d Layouts

The specific marking instructions provide layouts for illustrative purposes only. Do not penalise candidates for using appropriate alternative layouts. The overriding principle is that a document must be 'fit-for-purpose'.

e **Formulae**

Candidates may use a variety of different formulae to solve problems and provide the information needed in the spreadsheet. Award marks where a formula provides the correct answer. The formula in the marking instructions is not the only way to achieve the correct answer.

f **Printouts**

Each task clearly indicates printing requirements. Where a printout for a task is missing, award marks for the correct information on any available alternative printout.

g **Keying in**

Award marks for every block of text that is accurately keyed in (approximately every 25 words).

## Specific marking instructions

1 – Database search (marking instructions)		
Dunfermline	1	♦ both sites at this location
Completion date	1	♦ <1 August 2019
Carpets	1	♦ *carpets*
Bedrooms	1	♦ >3
Not sold	1	♦ null value
Fields	1	♦ as listed
<b>Total marks</b>	<b>6</b>	

### 1 – Database search (solution)

PLOT_ID	SITE	HOUSE NAME	EXPECTED COMPLETION DATE	PRICE
CH026	Canmore Heights	Peppercorn	04/07/2019	£260,750
QMV008	Queen's View	Peppercorn	02/05/2019	£262,500
CH025	Canmore Heights	Collett	11/04/2019	£276,000
CH009	Canmore Heights	Gresley	14/06/2019	£310,225
CH011	Canmore Heights	Gresley	30/01/2019	£312,400
CH029	Canmore Heights	Gresley	20/06/2019	£310,225
QMV023	Queen's View	Gresley	30/05/2019	£310,225
CH008	Canmore Heights	Riddles	25/04/2019	£292,750
CH017	Canmore Heights	Stanier	27/05/2019	£255,750
QMV012	Queen's View	Stanier	09/05/2019	£257,250

2 – Database search, calculations and report (marking instructions)		
Search – bungalow	1	
Discount calculation	2	
New price	2	
New field names	1	♦ both correct and consistent formatting, in line with other headings
Currency	1	♦ new field formatted to currency and with no decimal places, as with original price
Grouping	1	♦ location, site and house type
Heading	1	♦ suitable heading (including accuracy and consistency)
Logo	1	♦ any suitable location
Layout	1	♦ correct fields, with all data visible and legible
<b>Total marks</b>	<b>11</b>	



## 2 – Database search, calculations and report (solution)

OPEN DAY DISCOUNT - BUNGALOWS								Redruth Homes
LOCATION	SITE	HOUSE TYPE	PLOT_ID	HOUSE NAME	BEDROOMS	PRICE	DISCOUNT	REDUCED PRICE
Dunfermline	Canmore Heights	Bungalow	CH029	Gresley	5	£310,225	£15,511	£294,714
			CH011	Gresley	5	£312,400	£15,620	£296,780
			CH009	Gresley	5	£310,225	£15,511	£294,714
	Queen's View	Bungalow	QMV027	Gresley	5	£310,225	£15,511	£294,714
			QMV023	Gresley	5	£310,225	£15,511	£294,714
	East Kilbride	Bungalow						
	Cornwallis Fields	Bungalow	CF220	Gresley	5	£314,500	£15,725	£298,775
			CF206	Gresley	5	£314,500	£15,725	£298,775
Livingston	Fairfax Falls	Bungalow	FF119	Gresley	5	£317,750	£15,888	£301,863
			FF111	Gresley	5	£315,500	£15,775	£299,725
			FF109	Gresley	5	£315,500	£15,775	£299,725

3 – Presentation (marking instructions)		
New slide on warranties	1 1 1	<ul style="list-style-type: none"> <li>◆ insert new slide at correct place</li> <li>◆ data from internet – accurate</li> <li>◆ presentation – consistent with other slides</li> </ul>
Chart	1 1 1	<ul style="list-style-type: none"> <li>◆ correct slide</li> <li>◆ data</li> <li>◆ labels/heading</li> </ul>
Slides	1	◆ logo inserted on every slide
Printed slides	1 1	<ul style="list-style-type: none"> <li>◆ printed in hand-out; six slides per sheet</li> <li>◆ design layout removed</li> </ul>
<b>Total marks</b>	<b>9</b>	

### 3 – Presentation (solution)

#### Why Choose Us?

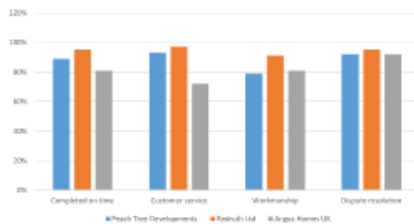
*Redruth Homes*

#### Your Move

We aim to make your move enjoyable and stress free. We will take care of you from the moment you buy the house until after you have moved in. Our trained staff offer excellent customer service and will be available to contact every step of the way.

*Redruth Homes*

#### Survey Results



*Redruth Homes*

#### Open Day Discount

For today only all bungalows are being discounted by 5%.

Ask Sales staff for details.

*Redruth Homes*

#### Ten Year Buildmark Warranty

##### First 2 Years

- Builder Warranty
- Resolution Service

##### 3-10 Years

- Builder Warranty
- Contaminated Land Cover
- Building Regulations Cover

*Redruth Homes*

#### New Home Demonstration

On the day that you move into your new home, a member of staff will be available to give you a walk round and show you all the features of your new home. Any snagging issues will be noted and dealt with immediately. We have an on-site presence for at least one month after all houses are completed so you can always contact us.

*Redruth Homes*

4 – Word-processing document (marking instructions)		
Front page – logo House Builder of the Year 2018	1 1	<ul style="list-style-type: none"> <li>◆ needs to be on a new page to gain mark</li> <li>◆ this has to be enhanced in some way – for example larger font</li> </ul>
Contents page	2 1 1	<ul style="list-style-type: none"> <li>◆ all headings</li> <li>◆ separate page</li> <li>◆ double line spacing</li> </ul>
Footer	2	<ul style="list-style-type: none"> <li>◆ right aligned</li> <li>◆ not on first page</li> <li>◆ smaller font</li> <li>◆ award 2 marks if candidate meets all three points, award 1 mark if two points met and award 0 marks if only one point met</li> </ul>
Keying in	2	<ul style="list-style-type: none"> <li>◆ includes bullet points</li> </ul>
Insert database search Column omitted Sort on two fields	1 1 1	<ul style="list-style-type: none"> <li>◆ at correct point</li> </ul>
Footnote	1 1	<ul style="list-style-type: none"> <li>◆ marker in correct place</li> <li>◆ website address</li> </ul>
Presentation	1 1	<ul style="list-style-type: none"> <li>◆ comments deleted</li> <li>◆ overall presentation</li> </ul>
<b>Total marks</b>	<b>17</b>	

# *Redruth Homes*

**HOUSE BUILDER OF THE YEAR**

**2018**

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## WHY BUY A HOME FROM US?

Redruth Homes has established an excellent reputation as one of Scotland's leading house builders. Our aim is to provide homebuyers with a quality property and an enjoyable purchasing experience.

## WHY BUY A NEW HOME?

All our new properties come with a 10-year NHBC<sup>1</sup> warranty and insurance, which guarantees that you will have peace of mind long after you have settled into your home. In addition to this, due to advances in building materials and construction techniques, new properties are more energy efficient and quieter than older properties. Government regulations mean that new homes must be built to meet higher standards of health and safety.

## THE PERSONAL TOUCH

After deciding on a plot and house type (see below for our current range) buyers have the opportunity to style their home to their exact requirements. From the position of electrical sockets to the type of heating and hot water system — the decision is yours. Choosing a quality kitchen and bathroom from our extensive and stylish range also ensures that the key aspects of a property are tailored to your individual tastes and needs.

Redruth's "Creative Choices" range provides additional options for homebuyers to customise their property both internally and externally. Whether it is solar panels or a natural stone fireplace, there is every chance that we have what you need and if we don't, please ask and we will endeavour to meet your requirements.

We believe that this flexibility and choice is unrivalled in Scotland, and helped us achieve the accolade of Scottish House Builder of the Year 2018.

## OPEN DAY PROMOTION

To celebrate our 25<sup>th</sup> year in business we are offering a 5% discount on selected properties to customers who sign a note of interest on a plot and pay a £500 deposit on the day of the promotion. Please refer to the end of this brochure to see the properties on offer and the huge savings that you can make.

## OUR HOUSES – YOUR HOME

Redruth aims to provide a suite of properties to suit everyone from first-time buyers to those who are looking for a bigger home as their family grows. Our current property types include:

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<sup>1</sup> [www.nhbc.co.uk](http://www.nhbc.co.uk)

HOUSE NAME	HOUSE TYPE	BEDROOMS	GARAGE
Gresley	Bungalow	5	Double
Stanier	Detached	4	Single
Peppercorn	Detached	4	Double
Riddles	Detached	5	Double
Collett	Detached	5	Double
Churchward	Semi-detached	3	Single
Thompson	Semi-detached	3	Single

## TURNING YOUR DREAMS INTO REALITY – HOW WE CAN HELP

Redruth offers a number of promotions to make it easier for our customers to purchase their desired property. Our promotions are designed to cater for different groups of customers including first-time buyers, families and young professionals.

### ***Guarantor Mortgages for First-time Buyers Scheme***

These allow borrowers to take on larger loans than the lender would normally be prepared to extend, if a close family member is prepared to act as a guarantor on the debt.

Typically, parents or grandparents offer their own homes as collateral on the children's mortgage. They will need to have a decent chunk of equity in the property — 25 per cent is a standard minimum requirement — on which their children's lender will put a charge. If the children keep up with their repayments, there's nothing for the parents or grandparents to pay.

### ***Part-exchange Scheme***

Selling an existing property can be a major worry for homebuyers who are keen to move on, but at Redruth Homes we take the strain!

Key benefits of buying from us:

- You have no estate agent fees to pay.
- You will receive 100% of the market value for your home as we will arrange for 2 independent valuations of your property.
- You have Redruth Homes as your guaranteed buyer so you don't have to worry about purchasers pulling out at the last minute or delaying their purchase.

REDRUTH HOMES



5 – Spreadsheet quote (marking instructions)		
Inserting name, plot and site	1	
Price of house from database	1	♦ should be discounted price from database task
Inserting quantities	1	
VLOOKUP for prices	2	
Multiplication	1	
Replication	1	♦ of both formulae
Subtotal	1	
Salesperson commission rate formula	2	♦ HLOOKUP or complex IF
Salesperson commission amount formula	1	
Total price	1	
Print	1	♦ value and formulae view
<b>Total marks</b>	<b>13</b>	

5 – Spreadsheet quote (solution – value view)

Redruth Homes

CUSTOMER QUOTATION

Customer Name:	Mrs K Cleaver		
Site:	Queen's View		
Plot ID:	QMV023		
Discounted House Price:			£294,714.00
Optional Extras	Unit Price	Quantity	Total
Granite Kitchen Worktop (per Metre)	£113.00	3	£339.00
Whirlpool Bath	£699.00	1	£699.00
Fitted Wardrobes	£505.99	4	£2,023.96
Door Handles - Chrome	£16.79	24	£402.96
Digital Shower	£725.00	2	£1,450.00
Solar Panels (each)	£1,297.03	3	£3,891.09
Stainless Steel Sockets - Single	£5.80	7	£40.60
Stainless Steel Sockets - Double	£6.50	8	£52.00
Integrated Washer/Dryer	£470.00	1	£470.00
Conservatory	£4,700.00	1	£4,700.00
Waterproof TV	£999.00	1	£999.00
Total for optional extras			£15,067.61
Amount payable by customer			£309,781.61
OFFICE USE ONLY			
Salespersons commission rate			5%
Salespersons commission amount			£753.38

## 5 – Spreadsheet quote (solution – formulae view)

	A	B	C	D
1	<i>Redruth Homes</i>			
2	CUSTOMER QUOTATION			
3				
4	Customer Name:	Mrs K Cleaver		
5	Site:	Queen's View		
6	Plot ID:	QMV023		
7	Discounted House Price:			294714
8				
9				
10	Optional Extras	Unit Price	Quantity	Total
11	Granite Kitchen Worktop (per Metre)	=VLOOKUP(A11,'Optional Extras'!\$A\$2:\$B\$43,2)	3	=B11*C11
12	Whirlpool Bath	=VLOOKUP(A12,'Optional Extras'!\$A\$2:\$B\$43,2)	1	=B12*C12
13	Fitted Wardrobes	=VLOOKUP(A13,'Optional Extras'!\$A\$2:\$B\$43,2)	4	=B13*C13
14	Door Handles - Chrome	=VLOOKUP(A14,'Optional Extras'!\$A\$2:\$B\$43,2)	24	=B14*C14
15	Digital Shower	=VLOOKUP(A15,'Optional Extras'!\$A\$2:\$B\$43,2)	2	=B15*C15
16	Solar Panels (each)	=VLOOKUP(A16,'Optional Extras'!\$A\$2:\$B\$43,2)	3	=B16*C16
17	Stainless Steel Sockets - Single	=VLOOKUP(A17,'Optional Extras'!\$A\$2:\$B\$43,2)	7	=B17*C17
18	Stainless Steel Sockets - Double	=VLOOKUP(A18,'Optional Extras'!\$A\$2:\$B\$43,2)	8	=B18*C18
19	Integrated Washer/Dryer	=VLOOKUP(A19,'Optional Extras'!\$A\$2:\$B\$43,2)	1	=B19*C19
20	Conservatory	=VLOOKUP(A20,'Optional Extras'!\$A\$2:\$B\$43,2)	1	=B20*C20
21	Waterproof TV	=VLOOKUP(A21,'Optional Extras'!\$A\$2:\$B\$43,2)	1	=B21*C21
22	Total for optional extras			=SUM(D11:D21)
23	Amount payable by customer			=D7+D22
24				
25				
26	OFFICE USE ONLY			
27	Salespersons commission rate			=HLOOKUP(D22,Commission!\$B\$2:\$F\$3,2,TRUE)
28	Salespersons commission amount			=D27*D22

6 – Spreadsheet: suppliers (marking instructions)		
SUMIF	2	♦ accept sub-totalling or sum ranges
% difference	2	
Replication	1	
Print	1	♦ value and formulae view
<b>Total marks</b>	<b>6</b>	

#### 6 – Spreadsheet: suppliers (solution – value view)

SITE	ACTUAL AMOUNT	BUDGETED AMOUNT	% DIFFERENCE
Cornwallis Fields	£65,450.00	£65,000.00	0.7%
Canmore Heights	£84,161.00	£80,000.00	5.2%
Fairfax Falls	£82,451.00	£85,000.00	-3.0%
Queen's View	£40,507.00	£37,500.00	8.0%

#### 6 – Spreadsheet: suppliers (solution – formulae view)

	A	B	C	D
1	SITE	ACTUAL AMOUNT	BUDGETED AMOUNT	% DIFFERENCE
2	Cornwallis Fields	=SUMIF(SUPPLIERS!\$D\$2:\$D\$69,A2,SUPPLIERS!\$C\$2:\$C\$69)	65000	=(B2-C2)/C2
3	Canmore Heights	=SUMIF(SUPPLIERS!\$D\$2:\$D\$69,A3,SUPPLIERS!\$C\$2:\$C\$69)	80000	=(B3-C3)/C3
4	Fairfax Falls	=SUMIF(SUPPLIERS!\$D\$2:\$D\$69,A4,SUPPLIERS!\$C\$2:\$C\$69)	85000	=(B4-C4)/C4
5	Queen's View	=SUMIF(SUPPLIERS!\$D\$2:\$D\$69,A5,SUPPLIERS!\$C\$2:\$C\$69)	37500	=(B5-C5)/C5
6				

7 – Spreadsheet: pivot table (marking instructions)		
Average column	1	
New calculation	2	
Change heading	1	
<b>Total marks</b>	<b>4</b>	

### 7 – Spreadsheet: pivot table (solution)

Property	Total Sales	Average Sales
Canmore Heights	£2,951,725.00	£268,338.64
Dunfermline	£2,951,725.00	£268,338.64
Cornwallis Fields	£2,590,475.00	£259,047.50
East Kilbride	£2,590,475.00	£259,047.50
Fairfax Falls	£2,146,750.00	£268,343.75
Livingston	£2,146,750.00	£268,343.75
Queen's View	£2,914,500.00	£264,954.55
Dunfermline	£2,914,500.00	£264,954.55
<b>Grand Total</b>	<b>£10,603,450.00</b>	<b>£265,086.25</b>

8 – Database grouping (marking instructions)		
Grouped by sales person	1	♦ award marks only if candidates have included all sales
Count of sales	2	
Change heading	1	
<b>Total marks</b>	<b>4</b>	

#### 8 – Database grouping (solution)

SALES ASSISTANT	NUMBER OF SALES
Dexter Muir	12
Harry Brown	10
Jamie Kerr	11
Jennifer Findlay	7

# Instructions for candidates

This assessment applies to the assignment for Higher Administration and IT.

This assignment is worth 70 marks. This is 58% of the overall marks for the course assessment.

It assesses the following skills, knowledge and understanding:

- ◆ using advanced functions in word processing, spreadsheets, databases and presentation software to produce, process and manage information, and solve problems in unfamiliar contexts
- ◆ electronic research skills to source complex information
- ◆ effective communication skills, taking account of context, purpose and audience

Your teacher or lecturer will let you know if there are any specific conditions for doing this assessment.

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

- ◆ in the order presented
- ◆ which assess the skills, knowledge and understanding listed above
- ◆ in one 2-hour block (excluding printing time) – all printing must be completed on the same day as the assignment

You must carry out the assessment under a high degree of supervision and control, although you can access the internet.

Make sure you display your name, school and task clearly on each printout you submit.

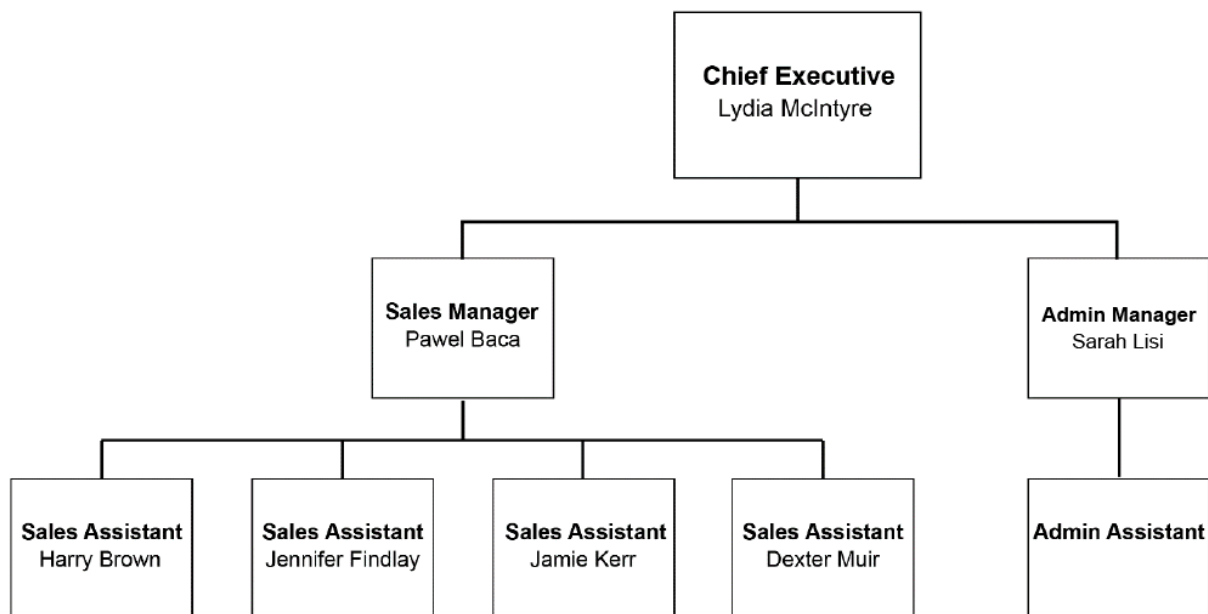
## Assessment task

# Redruth Homes

You work as an Administrative Assistant for Redruth Homes, a small family-owned building company based in Dunfermline.

The company is constructing new houses at four sites. Two of the sites are in Dunfermline, one in East Kilbride and one in Livingston. It is preparing for an Open Day to celebrate 25 years in business, where it is hoping to promote sales.

You work for Sarah Lisi who is the Administrative Manager, but you also carry out tasks for members of the Sales Team.






My Tasks


To Do List

Task Subject


Click here to add a new task




☐ Suitable properties for enquiry




☐ Open day discount prices




☐ Open day presentation




☐ Sales brochure




☐ Customer quote



☐ Supplier information



☐ Sales information



☐ Highest selling employee

To	Admin.Assistant@redruth.scot
From	Sarah.Lisi@redruth.scot
cc	Pawel.Baca@redruth.scot
Subject	Anniversary Open Day

Hi

We need to get organised for the 25th Anniversary Open Day.

I have set up a folder on the server and will save all the relevant files in there – it is called Anniversary so should be easy to find.

As I think of tasks I will put them in my e-diary and allocate them to you. Members of the Sales Team will contact you directly to carry out tasks for them as well.

Thanks for your help.

Sarah

Untitled - Task

File Task Insert Format Text Review Tell me what you want to do...

Save & Close Delete Forward OneNote Task Details Mark Complete Assign Task Send Status Report Recurrence Categorize Follow Up Zoom

Due today.

Subject: CLEAVER FAMILY AND OPEN DAY DISCOUNT

Start date: Today Status: Not Started

Due date: Today Priority: Normal % Complete: 0%

☒ Reminder: Today Owner:

**FIND SUITABLE PROPERTIES FOR THE CLEAVER FAMILY**

An e-mail has been recieved from Mrs Cleaver who wants to move to Dunfermline with her family by the end of July. The family are looking for a house with a minimum of 4 bedrooms and which is carpeted throughout. The family are planning to come to our Open Day and would like a list of properties that would suit their requirements. Use the database to find suitable properties that are still available to buy, this should show the plot id, site, house name, completion date and price. (The IT department have advised us that when a property is sold it is allocated a sales ID.)  
*Print this information.*

**OPEN DAY DISCOUNT**

As part of our 25th Anniversary celebrations we are offering a 5% discount to customers who buy a bungalow on the Open Day.

We need to arrange for the discount and reduced price to be calculated. We will have this information available for customers to take with them, so a report needs to be created - the information will need to be grouped by location, site and then by house type. The report must also contain the following information: the plot ID, house name, number of bedrooms and original price.  
 Insert the logo and a suitable heading.  
*Print this information.*

In Shared Folder Tasks

Hi

Sorry about the late notice but I have been unable to complete the presentation I started yesterday. I need the presentation to be ready for the Open Day.

Can you finish it?

Need the logo on every slide.

Make a chart using the Customer Satisfaction information in the Anniversary folder and insert in presentation.

Insert a new slide after the slide on Open Day Discount. This slide will be for 'ten year Buildmark warranty'. Use the internet to outline what action the customer can take if they have problems with a new build in the first 2 years and then in 3-10 years. Insert this information onto the new slide.

Print me out a copy of the presentation on one page that I can show to the rest of the Sales Team. Remove the background so that it is easier to read.

Thanks

Dexter

Untitled - Task

File Task Insert Format Text Review Tell me what you want to do...

Save & Close Delete Forward OneNote Task Details Mark Complete Assign Task Send Status Report Recurrence Categorize Follow Up Zoom

Due today.

Subject: Sales Brochure

Start date: Today Status: Not Started

Due date: Today Priority: Normal % Complete: 0%

☒ Reminder Today Owner

A Sales Information brochure will be made available for customers at the Open Day. This has been started, but can you complete this task? A front cover and contents page (double line spacing) are still required and there are comments in the file that need to be actioned. A paragraph on our part-exchange scheme is still to be put together - Jennifer is in charge of that and will send it to you once completed.

Some more changes to the brochure:

The text below is to be added at the end of the brochure under the last heading.

**Selling an existing property can be a major worry for homebuyers who are keen to move on, but at Redruth Homes we take the strain!**

**Key benefits of buying from us:**

**You have no estate agent fees to pay.**

**You will receive 100% of the market value for your home as we will arrange for 2 independent valuations of your property.**

**You have Redruth Homes as your guaranteed buyer so you don't have to worry about purchasers pulling out at the last minute or delaying their purchase.**

In the second Para can you insert a footnote at NHBC which shows their website address? Also show the company name right aligned in each page footer, except on the front cover. Make the font smaller than the body text.

Thanks

Jennifer

In Shared Folder Tasks

To	Admin.Assistant@redruth.scot
From	Sarah.Lisi@redruth.scot
cc	Pawel.Baca@redruth.scot
Subject	Anniversary Open Day

Hi

Thanks for all your help – the Open Day was a great success. We had a short meeting at the end of the day and I have placed the Minutes in the Server.

I am off on holiday for the next couple of days so can you take care of my tasks?

Thanks again

Sarah

# Administrative information

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Published: March 2019 (version 1.1)

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## History of changes

Version	Description of change	Date
1.1	<b>Marking instructions:</b> Layout of two slides updated in '3 – presentation (solution)'. <b>Instructions for candidates:</b> Updated job role in the organigram. Task list inserted on p23. Replaced 'cancelled' with 'calculated' in the 'Open day discount prices' task. Minor amends made to 'Sales brochure' task. <b>E-files:</b> Comments added to word-processing e-file 'Brochure'. Amended commission rate description in the spreadsheet e-file 'Quote'.	March 2019

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