



2013 Administration

Standard Grade Credit
Practical Abilities

Finalised Marking Instructions

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	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
1	Two marks are available for keyboarding - deduct one per error	Display effectively - D Use of different font - F Use of different style - TF Insert header - Hdr Centre header - C Appropriate graphic - G	1 1 1 1 1 1	
	K = 2	F =	6	8

- Award D function if the information has been suitably displayed on the page
- Do not accept change of font as style in this question
- Accept Perth in CAPS or Initial Capitals
- Accept address in CAPS
- Accept any suitable graphic
- Accept telephone number with or without the words -Telephone, Tel No, Tel no, Tel, T, ☎, Telephone No or Telephone Number
- Accept phone number keyed in with or without appropriate spacing
- Accept Fax No/Fax Number/Fax/F
- If reference or date inserted -1K once
- UPJ re vertical position of Hdr
- Accept header with or without quotation marks

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
3	One mark is available for keyboarding - deduct one per error	Insert footer - Ftr Footer right aligned - RA Footer single line - SL	1 1 1	
	K = 1	F =	3	4

- Accept e-mail address with or without the label - e-mail, email, Email, E-mail, E-Mail, E, ☒
- E-mail address must be in lowercase, if not -1K
- Accept e-mail address/web address with/without underline
- Accept the web address with or without the label - Web, Web Address, Web address, W
- If labels used they must be consistent
- UPJ re vertical position of Ftr, if too high, no Ftr function award
- If file different from Task 1 -1K and award any appropriate function marks
- **Only award the RA function if it is the e-mail address which has been right aligned**
- **If only e-mail address or web address shown candidate will gain the SL function and -1K**

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
4	Eleven marks are available for keyboarding - deduct one per error	Creation of fields - F ₁ F ₂ Separation of fields - Title, First Name, Surname - SF ₁ Address, Town, Postcode - SF ₂ Creation of records - R ₁ R ₂ Formatting non-text fields Date of Birth - D Sort on 2 fields: Client Surname - S ₁ Dog Breed - S ₂ Print in landscape - PL Specific print - SPF ₁ , SPF ₂ * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	2* 1 1 2* 1 1 1 1 2*	
	K = 11		F = 12	23

- Accept ID field as reference
- Accept abbreviated field names
- Accept fields in any order
- Accept additional fields eg E-mail - mark data for accuracy
- Field names must be consistent, if not -1K once
- If client name in one field no SF₁ function award but second F award can still be given
- If client address in one field no SF₂ function award but second F award can still be given
- If title not included separately no SF₁ function award but no keyboarding penalty
- If title field included but some records have no title -1K once
- If title field is omitted completely -1K and second F award could be given
- If any other field omitted -1K per field and second F function award cannot be given
- If data truncated -1K per field (column)
- If record omitted -1K per record (also, second R function award cannot be given)
- Entire database in capitals -1K
- If a candidate's name is in a field and sorted - award sort function then penalise -1K once
- Capitalisation must be consistent, if not -1K each time (max -4)
- Accept towns all in CAPS or all with Initial Capitals - must be consistent or -1K once
- Accept spreadsheet as database
- Accept telephone number with/without space after code. If inconsistent -1K once
- Accept Telephone No as one field or split into 2 fields eg Mobile Tel and Home Tel
- Wrapping of text is acceptable (published in Word) but if word is split -1K per field/column
- UPJ re Field Names/data entry eg Client Contact Tel No, Tel No, etc
- Specific print fields and records can be in any order
- Accept title field for Eli Wood as Mr or Ms
- If booking information is entered -1K once and mark for accuracy

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
5	Two marks are available for keyboarding - deduct one per error	Recall File - RF Use of different font - F Use of different style - TF Fit page - FP Display - D	1 1 1 1 1	
	K = 2	F =	5	7

- If candidate has not used Task 3 headed paper, mark for accuracy -1K per error and award any appropriate function marks
- Accept any appropriate heading for form eg Booking Form. If no heading/inappropriate heading, -1K
- Accept any headings - if they do not make sense, -1K once
- More space required for client address and medical conditions - if not, do not award D function
- Capitalisation should be consistent, otherwise -1K once
- Accept details in different order
- Accept use of a table with or without gridlines
- If dotted/solid lines used, space between headings and lines should be consistent
- If dotted lines are used, there must be at least one space
- If dotted/solid lines used, lines within a section must finish at the same point -1K max
- **Accept if client name and address is split**

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
6A	Two marks are available for keyboarding <ul style="list-style-type: none"> • Only check new data in booking form for accuracy -1K per error • E-mail must mention check and/or sign - if not -1K 	Address - Ad Attachment - At Sent - S Print - P	1 1 1 1	
	K = 2	F =	4	6

- If e-mail does not make sense -1K once
- Evidence of sending
 - date and time
 - franked envelope
 - screen dump of sent list/box
 - observation checklist
 - signed observation/letter/note from teacher
 - returned e-mail confirming receipt
 - printout of properties
 - screen dump of inbox (teacher's)
- Evidence of attachment
 - paper clip in sent items
 - document icon on e-mail printout
 - properties printout or list
 - attachment heading
- Do not award P function mark if evidence that e-mail has been printed from teacher's inbox (eg teacher name at top of printout)
- Accept screen dump of e-mail if printout is legible
- If no message in e-mail -1K
- If no e-mail printout but evidence from the teacher that the e-mail has been received (eg inbox) then candidate **could** be awarded Ad, At and S functions (-1K as input not available for checking)
- No textspeak -1K each time
- If no/unsuitable subject heading -1K
- Be aware that some systems eg GLOW automatically adjust line spacing. DO NOT penalise inconsistent spacing
- **Candidate's name must appear in the e-mail, otherwise -1K**
- Accept any client reference number not previously allocated
- If Signature and/or Date filled in -1K once
- **If Booking Form goes on to 2nd page -1K**
- **Dates must be consistent within the document, otherwise -1K**
- **Dog breed must be Miniature Yorkshire Terrier, otherwise -1K**

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
6B	One mark is available for keyboarding - deduct one per error	New record inserted - Justine Kaminska - NR	1	
	K = 1	F =	1	2

- If original task reprinted without amendments, award no marks
- New data must be consistent with original database, if not -1K
- If new data is truncated -1K per field
- *Accept the NR anywhere*
- *Client Reference Number must be the same in both the form and the database, if not -1K in the database*
- *Be aware of consequentiality re Dog Breed*

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
7	Fourteen marks are available for keyboarding - deduct one per error	Main Heading - Larger Size - S Page Number - PN Embolden Shoulder Headings - B ₁ , B ₂ * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	1 1 2*	
	K = 14	F =	4	18

- If paragraph headings not changed -1K once
- If any additional formatting on shoulder headings -1K once
- Accept bullet points for Bathing, Styling, Nail Clipping and De-matting
- Accept page numbers top or bottom with any alignment but must be consistent
- Accept any page break
- **Accept if shoulder heading in CAPS**

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
8	<p>Two marks are available for keyboarding - deduct one per error</p> <p>Candidate must:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Change George Henderson's mobile phone number to 07861277898 <input type="checkbox"/> Enter Hamish McLeod's contact details 	<p>New record inserted - Freya Henderson - NR</p> <p>Delete record - Joan Summers - DelR</p> <p>Sort - Dog Breed - S₁</p> <p>Sort - Dog Name - S₂</p>	<p>1</p> <p>1</p> <p>1</p> <p>1</p>	
	K = 2	F =	4	6

- If original task reprinted without amendments, award no marks
- New data must be consistent with original database, if not -1K once
- If new data is truncated -1K per field
- Accept any client reference number for Freya Henderson not previously allocated

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
9	Two marks are available for keyboarding - deduct one per error	Formulae: Total Wages Rate A - F, A, F, A, F, R Total Wages Rate B - A Wages Total Cost - F Utilities - F, R Utilities Total Cost - F Animal Feed Weekly Cost - F, R Animal Feed Total Cost - F Total Weekly Cost - F Printout showing formulae - PF Printout with gridlines etc - PG	6 1 1 2 1 2 1 1 1 1	
	K = 2	F =	17	19

- Ignore any errors in the original file and any additional text formatting
- Accept various alignments of figures and text but currency must be right aligned
- Accept accountancy/currency formats as appropriate
- If figure printout has truncation -1K per column
- Accept different variations of formulae
- If figures used in the formulae - no absolute cell reference award but they could receive R function award
- If no formulae printout - no function awards possible
- If no figure printout - no PG award
- If no figure printout - mark keyboarding/accuracy on the formulae printout - truncation should be penalised -1K per column
- If there is a difference between figure and formulae printouts, -1K once
- If figure printout shows gridlines, no PG award on formula printout
- Truncation of any formula will result in **no** function awards for that formula
- **If no overtime in the formula then candidate would not gain the last F and A function awards**
- **If the number is typed in the formula then no A function award**

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
10	Fifteen marks are available for keyboarding - deduct one per error	Line Spacing - LS Underline - U Bullet Points - BP ₁ , BP ₂ Appropriate Graphic - G Appropriate Page Break - PB Bold - B Insert Footer - Ftr Centre Footer - C Produce A4 back-to back-leaflet - BK * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	1 1 2* 1 1 1 1 1 1	
	K = 15		F = 10	25

- Accept leaflet A4 as shown on solution, otherwise -1K
- Only double sided leaflet with correct orientation gains BK award
- If more than one graphic inserted do not award G function
- Accept a variety of styles for paragraph headings - but they must be consistent, if not -1K once
- Capitalisation must be as given for bullet points, otherwise -1K once if consistent, if inconsistent -1K each time
- Award BP₂ function only if all bullet styles match
- All bullets must start at the same point, otherwise -1K once
- Accept "The Animal Health and Welfare (Scotland) Act 2006" as a main heading and underlined - States must then have a capital S otherwise -1K
- Accept various enhancements to the leaflet

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
11A	No marks are available for keyboarding	Print of search/query - Active Exercise Level - Q Score - Q	1 1	
	K = 0	F =	2	2

- Be aware of consequentiality
- Check information in the search/query to see that it matches the candidate's database - the search must match the database - if not, no Q awards
- If no search carried out ie complete database supplied - no Q awards
- Minimum information required - client name - if not, no Q awards

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
11B	Twelve marks are available for keyboarding - deduct one per error	Recall File - RF Mail merge fields: Title, First Name, Surname - M ₁ Address, Town and Postcode - M ₂ Salutation - M ₃ Dog Name - M ₄ Dog Breed - M ₅ Exercise Level - M ₆ Print master document - PM Print one letter - P Page Break - PB Size - S Italics - I Tab - T Section Headings - B ₁ B ₂ * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	1 1 1 1 1 1 1 1 1 1 1 1 2*	
	K = 12	F =	15	27

- Headed paper must be the same as Task 3 to gain RF award
 - Headed paper need not be on master to gain RF award but must be in merged letter
 - Accept any line spacing after headed paper eg 2LS, 3LS, 4LS, 5LS (must be one clear line space)
 - Line spacing between sections (ref to salutation) consistently 2 or consistently 3, otherwise -1K once
 - Line spacing between sections (salutation to complimentary close) must be 2, otherwise -1K once
 - Line spacing in signature block must be 4-6 otherwise -1K once
 - The headed paper must be distinct from body of letter ie text formats should not have been carried down into the letter, if they have -1K once
 - Accept (First Name) or (Title and Surname) to gain M₃ award
 - If Dear Sir/Madam used, only accept Yours faithfully (No M₃ function award)
 - If Dear Sir or Dear Madam used on its own it must match the addressee - if not -1K once
 - Accept irregular spacing between merged fields in the print merge (not in the master)
- } -2K max

- If field names in master do not match the query or original database - no function awards possible
- If no search/query printout in 11A - check print merge against original database to award merge function awards
- Check that master has been used for the mail merge, if not, no P function award for print merge
- If no master letter, only RF function award possible in the mail merge
- Microsoft XP/2003/2007/2010 - <<Address block>> - award M functions as appropriate - check merged letters for database data - commas in the address block should not be penalised
- Accept price list details with or without gridlines
- Accept Sitting with or without a capital and accept dog with or without a capital if consistent
- Accept Joyce Matthews with or without designation - Owner or Manager
- Accept any appropriate page break

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
12	One mark is available for keyboarding - deduct one per error	Format cells: Highlight - H ₁ H ₂ Shade - SH ₁ SH ₂ Border - Bdr Italicise - I Yearly Cost - CP Formulae: Discounted Yearly Cost - F, F, A Average Weekly Cost - F Printout showing formulae - PF Printout with gridlines etc - PG * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	2* 2* 1 1 1 3 1 1 1	
	K = 1	F =	13	14

- Accept various alignments of figures and text but currency must be right aligned
- Accept accountancy/currency formats as appropriate
- If figure printout has truncation -1K per column
- Accept different variations of formulae
- If figures used in the formulae - no absolute cell reference award but they could receive F function awards
- If no formulae printout - maximum function award possible - 6 (Bdr, I, H₁, H₂, SH₁, SH₂)
- If no figure printout - no PG award
- If no figure printout - mark keyboarding/accuracy on the formulae printout - truncation should be penalised -1K per column
- If figure printout shows gridlines, no PG award on formula printout
- If there is a difference between figure and formulae printouts, -1K once
- Truncation of any formula will result in **no** function awards for that formula
- Accept Discounted Yearly Cost in E10 or E11
- If candidate has bordered and italicised the label only, Bdr and I function awards can be awarded - if both label and figures formatted no Bdr and I function award
- **If shading goes on beyond Column G then no SH function award**

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
13	Three marks are available for keyboarding - deduct one per error	Date - w/c 5/6 May printed in 7 day format - P Appointments inserted - T ₁ T ₂ Staff Briefing - R ₁ R ₂ for Monday to Wednesday inclusive * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	1 2* 2*	
	K = 3	F =	5	8

- If note from teacher indicating NO ACCESS to electronic diary - no award for this task
- Times should be as given - both start and finish times/duration shown or no T function award for that item
- If data truncated - mark what is seen and no further penalty
- Accept screen dump

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
14A	One mark is available for keyboarding - deduct one per error			
	K = 1	F =	0	1

- Accept if printout contains both spreadsheet and chart

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
14B	One mark is available for keyboarding - deduct one per error	Correct choice of chart - bar/column chart - CHT Correct figures used - F Insertion of: Heading - H X-Axis - X Y-Axis - Y Labels and legend - L	1 1 1 1 1 1	
	K = 1	F =	6	7

- Main heading must have Initial Capitals or CAPS, if not - 1K
- Main heading must be appropriate ie mention of UK and Dog Obesity. If inappropriate eg Dog Obesity - award H function and -1K
- If extra data included no F function award
- Accept if printout contains both spreadsheet and chart

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
15	Nine marks are available for keyboarding - deduct one per error	Insert Chart - INS Move "Ensure they take regular exercise" - CP Page 2 - Fit Page - FP	1 1 1	
	K = 9	F =	3	12

- Spacing before and after "Ensure they take regular exercise" must be consistent, otherwise no CP award
- Chart must match Task 14, otherwise no INS award
- Candidates may change font size on second page to ensure FP - this is acceptable - UPJ, otherwise -1K
- Accept if task on 2 separate pages or back-to-back
- **If no Task 14 then no Ins award**

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
16	One mark is available for keyboarding - deduct one per error	Date - 10 May printed in day format - P Appointment inserted - T	1 1	
	K = 1	F =	2	3

- If note from teacher indicating NO ACCESS to electronic diary - no award for this task
- Times should be as given - both start and finish times/duration shown or no T function award for that item
- If data truncated - mark what is seen and no further penalty
- Accept screen dump

[END OF MARKING INSTRUCTIONS]