



**2013 Administration**

**Standard Grade Foundation**

**Finalised Marking Instructions**

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Candidates should be awarded marks in a PS question if the answer clearly indicates that the problem can be/has been solved.

		KU	PS																		
1	(a) Goods Sold	1																			
	(b) 4	1																			
	(c) <ul style="list-style-type: none"> <li>• Filter/search/find</li> <li>• Query</li> <li>• Inserting/deleting (record/field)</li> <li>• Formatting</li> <li>• Mail merge</li> <li>• Calculations</li> </ul>	1																			
2	<table border="1" style="margin-left: 40px;"> <thead> <tr> <th></th> <th>DEPARTMENT</th> <th>LETTER OF TASK</th> </tr> </thead> <tbody> <tr> <td>(i)</td> <td>ICT</td> <td>E</td> </tr> <tr> <td>(ii)</td> <td>Human Resources</td> <td>C</td> </tr> <tr> <td>(iii)</td> <td>Finance</td> <td>D</td> </tr> <tr> <td>(iv)</td> <td>Purchases</td> <td>A</td> </tr> <tr> <td>(v)</td> <td>Sales</td> <td>B</td> </tr> </tbody> </table> <p><b>If answer repeated, award one mark at correct place. Accept letter or task, if correct</b></p>		DEPARTMENT	LETTER OF TASK	(i)	ICT	E	(ii)	Human Resources	C	(iii)	Finance	D	(iv)	Purchases	A	(v)	Sales	B	4	
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(v)	Sales	B																			
3	(a) Open-plan/flexible	1																			
	<b>DO NOT ACCEPT Open (on its own)</b>																				
	(b) <ul style="list-style-type: none"> <li>• Homeworkers/teleworkers</li> <li>• Staff without a permanent desk</li> <li>• <b>Sales Reps</b></li> </ul> <p><b>DO NOT ACCEPT Part-time staff DO NOT ACCEPT Sales Staff</b></p>	1																			

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4	<table border="1"> <thead> <tr> <th>STATEMENT</th> <th>TRUE</th> <th>FALSE</th> </tr> </thead> <tbody> <tr> <td>(a) A cellular office is where many employees work together in a large area.</td> <td></td> <td>✓</td> </tr> <tr> <td>(b) A photocopier is used to punch holes into a document.</td> <td></td> <td>✓</td> </tr> <tr> <td>(c) A search engine makes the Internet work.</td> <td></td> <td>✓</td> </tr> <tr> <td>(d) Bookmarks/Favourites allow you to save the address of a frequently visited website.</td> <td>✓</td> <td></td> </tr> </tbody> </table>		STATEMENT	TRUE	FALSE	(a) A cellular office is where many employees work together in a large area.		✓	(b) A photocopier is used to punch holes into a document.		✓	(c) A search engine makes the Internet work.		✓	(d) Bookmarks/Favourites allow you to save the address of a frequently visited website.	✓		4	
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<p><b>Do not accept any alternative answers.</b>  <b>No award if tick in both True and False boxes.</b></p>																			
5	(a)	<table border="1"> <thead> <tr> <th></th> <th>Tick (✓)</th> </tr> </thead> <tbody> <tr> <td>Expense Claim Form</td> <td></td> </tr> <tr> <td>Passport</td> <td>✓</td> </tr> <tr> <td>Travel Booking Form</td> <td></td> </tr> <tr> <td>Flight Tickets</td> <td>✓</td> </tr> </tbody> </table>		Tick (✓)	Expense Claim Form		Passport	✓	Travel Booking Form		Flight Tickets	✓	2						
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(b) Provide (business) debit/credit card																			
Accept named card eg (business) Visa card																			
<p><b>DO NOT ACCEPT Any reference to Expense Claim Form/Cash</b></p>																			
		1																	

		KU	PS	
6		2		
				<b>Tick (√)</b>
	CCTV			
	Swipecard			√
	Fire door			
	Entryphone system	√		
	<p><b>Do not accept any alternative answers.</b></p> <p><b>If 3 boxes ticked and 2 correct, award one mark.</b></p> <p><b>If 3 boxes ticked and one correct, no marks.</b></p> <p><b>If 4 boxes ticked, no marks.</b></p>			
7	(a) Spreadsheet/Excel	1		
	(b) Display the information in a graph/chart (bar, column, pie, etc)	1		

		KU	PS																						
8	<p><b>ACCIDENT REPORT FORM</b></p> <p><i>This form must be completed in all cases of accident or injury and submitted to your Line Manager.</i></p> <table border="1" data-bbox="331 495 1139 1608"> <tr> <td>Name of injured person</td> <td><i>Moira Phillips</i></td> </tr> <tr> <td>Date of birth</td> <td><i>22/01/90</i></td> </tr> <tr> <td>Position in organisation</td> <td><i>Reprographics Assistant</i></td> </tr> <tr> <td>Date and time of accident</td> <td><i>7 May 2013, 10.45 am</i></td> </tr> <tr> <td>Brief description of accident</td> <td><i>Tripped over trailing cables</i></td> </tr> <tr> <td>Brief description of activity at time of accident</td> <td><i>Delivering photocopying to Purchases Department</i></td> </tr> <tr> <td>Place of accident</td> <td><i>Purchases Department</i></td> </tr> <tr> <td>Details of injury</td> <td><i>Sprained ankle</i></td> </tr> <tr> <td>First-aid treatment (if given)</td> <td><i>Ankle strapped up</i></td> </tr> <tr> <td>Was the injured person taken to hospital/doctor?</td> <td><i>Yes / (taken to) hospital</i></td> </tr> <tr> <td>Name(s) and position(s) of Person(s) present when accident occurred</td> <td><i>Martina Kuriakose, Purchases Manager</i></td> </tr> </table> <p>Signature of person reporting accident ..... Date .....</p> <p><b>DO NOT ACCEPT "yesterday" as date</b></p>	Name of injured person	<i>Moira Phillips</i>	Date of birth	<i>22/01/90</i>	Position in organisation	<i>Reprographics Assistant</i>	Date and time of accident	<i>7 May 2013, 10.45 am</i>	Brief description of accident	<i>Tripped over trailing cables</i>	Brief description of activity at time of accident	<i>Delivering photocopying to Purchases Department</i>	Place of accident	<i>Purchases Department</i>	Details of injury	<i>Sprained ankle</i>	First-aid treatment (if given)	<i>Ankle strapped up</i>	Was the injured person taken to hospital/doctor?	<i>Yes / (taken to) hospital</i>	Name(s) and position(s) of Person(s) present when accident occurred	<i>Martina Kuriakose, Purchases Manager</i>		(1) (1) (2) (1) (1) (1) (1) (1) (1) (1) 8
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9	<p>(a) <i>Aquatics Ltd should:</i></p> <ul style="list-style-type: none"> <li>• Install anti-virus software/firewall</li> <li>• Scan all incoming mail for viruses</li> <li>• Remind employees not to use e-mail for personal use</li> <li>• Remind employees not to open any e-mail attachments unless they know where they come from</li> <li>• Remind employees not to use personal discs/memory sticks</li> </ul> <p><b>ACCEPT Named software</b></p> <p><b>DO NOT ACCEPT Any reference to “back-up”</b></p> <p>(b) <i>Aquatics Ltd should:</i></p> <ul style="list-style-type: none"> <li>• Make a back-up copy (of important data)</li> <li>• Save a second/another/separate copy (elsewhere)</li> </ul> <p>(c) <i>Staff should:</i></p> <ul style="list-style-type: none"> <li>• Save files into named folders</li> <li>• Give files an appropriate name</li> <li>• Be trained in/use file management/Sherlock</li> </ul> <p>(d) <i>The Administrative Assistants should:</i></p> <ul style="list-style-type: none"> <li>• Use a spell checker/dictionary</li> <li>• Proof read/check work (before printing)</li> </ul>		<p>1</p> <p>1</p> <p>1</p> <p>1</p>

		KU	PS
10	<p>(a)</p> <ul style="list-style-type: none"> <li>• Word Processing</li> <li>• DTP</li> <li>• Graphics/Drawing package</li> <li>• Appleworks</li> </ul> <p><b>DO NOT ACCEPT Microsoft Office or Apple on its own</b></p> <p>(b)</p> <ul style="list-style-type: none"> <li>• Different font types can be used</li> <li>• Different font sizes can be used</li> <li>• Different formats can be used (eg columns, justification, etc)</li> <li>• Different styles can be used (eg bold, underline, italics, etc)</li> <li>• Graphics/photographs can be inserted</li> <li>• Tables/graphs can be inserted</li> <li>• Borders/shading can be used</li> <li>• Colour can be used</li> <li>• Word Art can be used</li> </ul> <p><b>NO CONSEQUENTIALITY</b></p> <p><b>For example, if in part (a) the candidate does not give an answer or gives an incorrect answer but then goes on in part (b) to give 2 features of a software application that could be used to produce a poster, they will receive 0 marks for (a) and up to 2 marks for (b).</b></p>	1	
11	<p>(a) <i>Spark Wise (Electricians) should:</i></p> <ul style="list-style-type: none"> <li>• Provide a <b>mobile</b> phone</li> <li>• Provide a pager</li> <li>• Provide a PDA/Smart phone</li> <li>• Send an e-mail <b>to their phone/laptop</b></li> </ul> <p>(b) <i>Spark Wise (Electricians) should:</i></p> <ul style="list-style-type: none"> <li>• Provide voicemail/answering machine</li> <li>• Provide a fax number</li> <li>• Provide e-mail</li> <li>• Provide an emergency number/call divert</li> </ul> <p>(c) <i>Spark Wise (Electricians) should:</i></p> <ul style="list-style-type: none"> <li>• Remind receptionist to check appointments book carefully before making appointments</li> <li>• <b>ACCEPT Use an electronic diary if “alert” is mentioned</b></li> </ul>		1
			1

		KU	PS										
12	<table border="1"> <thead> <tr> <th></th> <th>Tick (✓)</th> </tr> </thead> <tbody> <tr> <td>Send by Special Delivery</td> <td>✓</td> </tr> <tr> <td>Use the telephone</td> <td></td> </tr> <tr> <td>Send by fax</td> <td></td> </tr> <tr> <td>Use a courier</td> <td>✓</td> </tr> </tbody> </table> <p><b>Do not accept any alternative answers.</b></p> <p><b>If 3 boxes ticked and 2 correct, award one mark.</b></p> <p><b>If 3 boxes ticked and one correct, no marks.</b></p> <p><b>If 4 boxes ticked, no marks.</b></p>		Tick (✓)	Send by Special Delivery	✓	Use the telephone		Send by fax		Use a courier	✓		2
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13	<p>Any 2 from the following:</p> <ul style="list-style-type: none"> <li>• On-line route planner</li> <li>• Sat Nav</li> <li>• Bus/train/plane timetables</li> <li>• Travel agent</li> <li>• Travel organisations eg AA, RAC</li> <li>• Atlas/map/googlemaps</li> <li>• <b>Yellow Pages</b></li> </ul> <p><b>ACCEPT Any named route planner/navigation system</b></p> <p><b>DO NOT ACCEPT Internet/website on its own</b>  <b>Travel brochure/guide</b>  <b>AA/RAC handbook</b></p>		2										



		KU	PS
14	<p>(a)</p> <ul style="list-style-type: none"> <li>• Employees</li> <li>• Receptionist</li> <li>• Employer/owner</li> </ul>	1	
	<p>(b) <i>Josh should:</i></p> <ul style="list-style-type: none"> <li>• Ask Terry Vaughan (Managing Director) for help</li> </ul>		1
	<p>(c) 4</p>	1	
	<p>(d)</p> <ul style="list-style-type: none"> <li>• Room number</li> <li>• Photograph</li> <li>• Extension number</li> <li>• Owner</li> <li>• Board of Directors</li> <li>• Company name</li> </ul>	1	
	<p>(e) Reception/Main Entrance</p> <p><b>DO NOT ACCEPT Internet/Website</b> <b>DO NOT ACCEPT Staff Handbook</b></p>	1	

		KU	PS
15	<p><i>SOLUTION 1</i> <i>Shape Up plc should</i></p> <ul style="list-style-type: none"> <li>• Provide carrels/dividers/baffle boards</li> <li>• Provide separate rooms/hot rooms/cellular office/change to cellular layout</li> <li>• Put all (noisy) equipment in a separate room</li> </ul> <p><i>SOLUTION 2</i> <i>Shape Up plc should</i></p> <ul style="list-style-type: none"> <li>• Introduce flexitime</li> <li>• Give him/her a (verbal) warning</li> </ul> <p><b>DO NOT ACCEPT Introduce homeworking/teleworking</b></p> <p><i>SOLUTION 3</i> <i>Shape Up plc should</i></p> <ul style="list-style-type: none"> <li>• Introduce audio/video-conferencing</li> <li>• Introduce web conferencing</li> <li>• Use an alternative method of travel</li> </ul> <p><b>ACCEPT Any named method of conferencing eg Skype, GoToMeeting etc</b></p> <p><i>SOLUTION 4</i> <i>Shape Up plc should</i></p> <ul style="list-style-type: none"> <li>• Ensure evacuation procedures/notices are displayed in each room/reception area</li> <li>• Ensure staff know the fire procedure and can help visitors</li> </ul> <p><b>DO NOT ACCEPT any reference to fire drills or train staff on their own</b></p>		<p>1</p> <p>1</p> <p>1</p> <p>1</p>

		KU	PS
16	<p>(a) <i>City Enterprise should</i></p> <ul style="list-style-type: none"> <li>• Have an on-line order form/an e-commerce facility</li> <li>• Install an on-line purchasing facility/page which allows you to buy goods</li> <li>• Repair/upgrade the website/ask the ICT technician to check the e-commerce link</li> </ul> <p>(b) <i>City Enterprise should</i></p> <ul style="list-style-type: none"> <li>• Issue staff with passwords</li> <li>• Change passwords regularly</li> </ul> <p>(c) <i>City Enterprise should</i></p> <ul style="list-style-type: none"> <li>• Advertise its website (radio, newspapers, stationery, vans, other websites etc)</li> <li>• Send an e-mail to customers</li> <li>• Use leaflets/posters/business cards</li> </ul> <p>(d) <i>City Enterprise should</i></p> <ul style="list-style-type: none"> <li>• Insert a search box on its website</li> <li>• Have a contents page/index</li> <li>• Insert hyperlinks</li> </ul> <p><b>DO NOT ACCEPT Insert a search engine</b></p>		<p>1</p> <p>1</p> <p>1</p> <p>1</p>
		<b>TOTAL = 28 KU</b>	<b>TOTAL = 27 PS</b>

[END OF MARKING INSTRUCTIONS]