



2013 Administration

**Standard Grade General
Practical Abilities**

Finalised Marking Instructions

© Scottish Qualifications Authority 2013

The information in this publication may be reproduced to support SQA qualifications only on a non-commercial basis. If it is to be used for any other purposes written permission must be obtained from SQA's NQ Assessment team.

Where the publication includes materials from sources other than SQA (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 centre's responsibility to obtain the necessary copyright clearance. SQA's NQ Assessment team may be able to direct you to the secondary sources.

These Marking Instructions have been prepared by Examination Teams for use by SQA Appointed Markers when marking External Course Assessments. This publication must not be reproduced for commercial or trade purposes.

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
1	Two marks available for keyboarding - deduct one per error	Bold - B Italics - I Insert graphic - G Appropriate graphic - A Insert footer - Ftr Right align - RA	1 1 1 1 1 1	
	K = 2	F =	6	8

- If all text in bold - no B function award
- If all text in italics - no I function award
- If headed paper is too large/long -1K (UPJ)
- Accept Glasgow in CAPS/Initial Caps
- Accept Tel No/Telephone Number/Telephone No/T/☎
- Accept telephone number with or without appropriate spacing
- Accept Fax No/Fax Number/Fax/F
- Accept e-mail/email/Email/E-mail/E-Mail/E/✉
- Accept e-mail address with or without underline
- Do not accept capitals in e-mail address -1K
- UPJ re position of footer, if too high do not award Ftr function mark

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
2	Nine marks available for keyboarding - deduct one per error	Creation of fields - F ₁ F ₂ Creation of records - R ₁ R ₂ Formatting of fields: Date - D Currency - £ Decimal place - DP Sort on 2 fields: <i>Date of Departure</i> - S ₁ <i>Surname</i> - S ₂ Print in list format - P * 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 1 1 1	
	K = 9	F =	10	19

- Ignore ID/primary key
- Accept fields in any order
- Accept abbreviated field headings
- Accept field headings in CAPS or Initial Caps if consistent, if not -1K once
- If data and/or field headings truncated -1K per field
- If Customer Name in one field, no second F function award but no keyboarding penalty
- If a field is omitted -1K per field (also second F function award cannot be given)
- If a record is omitted -1K per record (also second R function award cannot be given)
- Accept towns in CAPS or Initial Caps if consistent, if not -1K once
- Entire database in capitals -1K
- If candidate's name is in a field and sorted - award S function and then penalise -1K
- Accept printout on more than one page
- All e-mail addresses must be lowercase
- Accept Bailleston or Baillieston
- Accept and or & but must be consistent, if not -1K once
- If initial 0 is missing from tel no, -1K once
-

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
3	Nineteen marks available for keyboarding - deduct one per error	Centre - C Line Spacing - LS ₁ LS ₂ Underline - U Table - T Justify - J * 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* 1 1 1	
	K = 19	F =	6	25

- Expect at least one clear line space after main heading
- Inconsistent spacing between paragraphs -1K once
- Accept any page break
- If Itinerary items not in single line spacing - no second LS award
- Accept the Itinerary with or without gridlines

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
4	There are no marks available for keyboarding	Travel: Accessing website - W Stansted to Ljubljana return - RI Dates - RI Accommodation: Accessing website - W Bled - RI 3/4* - RI	 1 1 1 1 1 1	
	K = 0	F =	6	6

- Accept any URL provided it mentions Easyjet for flight
- If URL has no reference to Easyjet then no W function award but other functions can be given
- If letter provided explaining no access to specified sites, award all function marks as appropriate
- Accept any URL provided it mentions Booking.com for accommodation
- Address must show Bled to gain RI function award
- Accept if information from specified website has been copied into a WP document - must still be evidence of Easyjet and Booking.com websites to gain W function awards

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
5	Nine marks are available for keyboarding - deduct one per error	Recall file (headed paper) - RF Bold - B	1 1	
	K = 9	F =	2	11

- Headed paper must be the same as Task 1 to gain RF function award
 - If only difference is hyperlink in the e-mail address - award RF function award
 - Accept any line spacing after headed paper eg 2LS, 3LS, 4LS, 5LS (must be at least 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
 - The headed paper must be distinct from body of the document (ie text formats should not have been carried down into the document) - otherwise -1K
 - Do not award B function if bold carried down into the body of the letter
 - Accept on 2 pages
 - Accept any page break
 - Letter must be from Michael Gorlowski - otherwise -1K
 - Accept with or without designation
 - Accept Manager and/or Owner as designation
 - **Accept Mr in front of Gregor Sluga**
- } Max -2K over these points

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
6	Two marks available for keyboarding - deduct one per error	Format Cells: Currency - £ Percentage - % Formulae: Total Cost - F Relative Copy - R Total Cost of Trip - F Deposit - F Total Amount to Pay - F Print formulae - PF	 1 1 1 1 1 1 1 1	
	K = 2	F =	8	10

- Accept main heading in CAPS or Initial Caps with/without additional highlighting
- Format of column headings should be consistent eg CAPS, Initial Caps, bold etc - if not -1K once
- Accept various alignments of figures/text but currency must be right aligned - if not -1K once
- Accept accountancy format for currency
- Accept any formula which works
- For R function to be awarded candidate's formulae must be copied (correct or incorrect)
- Accept with or without shading
- If a formula is entered in any of the shaded cells -1K once
- Ignore additional shading provided that text/data is visible
- Accept spreadsheet printout(s) with/without row and column headings and/or gridlines
- If the printout for formulae is missing - maximum function award possible 2 marks (£ and %)
- If the printout for figures is missing mark the formulae printout for accuracy (truncation of text should be penalised -1K per column) - maximum function award possible 6 marks (F, R, F, F, F and PF)
- Truncation of formula(e) will result in **no** function awards for that formula(e)
- If there is a difference between figure and formulae printouts -1K

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
7A	Three marks are available for keyboarding - deduct one per error	Record deleted - <i>Dr Hastings</i> - DelR New field inserted - <i>Deposit Paid</i> - NF New record inserted - <i>Matthew Sandilands</i> - NR Sort on 2 fields: <i>Deposit Paid (descending)</i> - S ₁ <i>Surname (ascending)</i> - S ₂ Print in list format - P	1 1 1 1 1 1	
	K = 3	F =	6	9

- 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
- If new field omitted, no NF function award and -1K
- If new record omitted, no NR function award and -1K
- If candidate's name is in a field and sorted - award sort function and -1K
- Accept printout on more than one page
- Be aware of consequentiality
- If candidates have used Yes/No field then Deposit Paid sort will be reversed - award S function award
- If candidates have used Yes/No field and exported to a word document then the words Yes or No will appear and the sort will be reversed - award S function award

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
7B	There are no marks available for keyboarding	Query: <i>Dolomites Trek - Q</i> <i>Deposit Paid - Q</i>	1 1	
	K = 0	F =	2	2

- Be aware of consequentiality - errors in original database
- Printout must show a minimum of First Name and Surname - otherwise no Q function awards
- Accept printout on 2 pages

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
8	One mark available for keyboarding - deduct one per error	Correct meetings inserted - T ₁ T ₂ Task inserted in to-do list - TK Printout in week format (<i>week beg 5/6 May</i>) - P	2 1 1	
	K = 1	F =	4	5

- If note from teacher indicating no access to electronic diary - no award for this task
- If uncertain whether electronic diary used, mark as seen and refer to PA
- Accept screen dump as printout
- Meeting and duration (both start and finish time) should be as given - or no T function award for that item
- For Tasks: accept To Do List, Events
- Ignore any additional tasks listed
- Accept the "task list" on a second page
- Where information is truncated, mark as shown but do not penalise for truncation

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
9	Ten marks available for keyboarding - deduct one per error	Larger Size - S Line Spacing - LS Margins 1.5"/3.8 cm - M Underscore - U ₁ U ₂ Page Break - PB Insert footer - Ftr Insert page number - PN Right align - RA * 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 2* 1 1 1 1	
	K = 10	F =	9	19

- Mark only the edits asked in the task - ignore any other changes made by the candidate
- UPJ re position of footer, if too high no Ftr function award
- Both left and right margins must be correct to achieve M function award
- If top and/or bottom margins are changed no M function awards
- Accept shoulder headings in CAPS or Initial Caps
- Accept either n or N in the What's not Included heading

	Negative Marking	Positive Marking		Total
Task	Keyboarding/Accuracy	Functions/Other Skills		
10	Sixteen marks are available for keyboarding - deduct one per error	Font - F Justify - J	1 1	
	K = 16	F =	2	18

- Accept over 2 pages
- Accept any page break
- In paragraph 4 accept renowed or renowned

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
11	Two marks available for keyboarding - deduct one per error E-mail must include: <ul style="list-style-type: none"> <input type="checkbox"/> a few words of explanation, if not -2K <input type="checkbox"/> candidate name somewhere in the e-mail (at least their first name), if not -1K 	Use of reply function - R Evidence of reply having been sent - S Evidence of attachment being sent - At Printout of e-mail - P	1 1 1 1	
	K = 2	F =	4	6

- Accept any name in the e-mail address
- Evidence of reply? Re: INFORMATION SHEET in the subject or inbox
Original message included in printout
Signed observation/letter/note from teacher
- Evidence of attachment? Paper clip in sent items
Document icon on e-mail printout
Properties printout or list
Attachment heading
- 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)
- Accept screen dump of e-mail for P award if legible
- 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)
- E-mail message must make sense, if not -1K once
- If no e-mail printout but evidence from the teacher that the e-mail has been received (eg inbox) then candidate **could** be awarded R, S and At function marks (-2K as input not available for checking)
- No textspeak -1K each time
- If candidate has altered subject heading, mark for accuracy as normal - the candidate **may** not gain the R function award
- Be aware that some systems eg GLOW, automatically adjust line spacing. DO NOT penalise inconsistent spacing
- **Accept e-mail from Michael or candidate**

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
12	One mark available for keyboarding - deduct one per error	Insertion of new row - Ins Formula for % of Total Expenditure - F Format: Percentage - % Decimal Places - DP Print formulae - PF	1 1 1 1 1	
	K = 1	F =	5	6

- Mark only the edits asked in the task - ignore any other changes made by the candidate
- If insertion is in the wrong place - no Ins function award
- Accept spreadsheet printout with/without row and column headings and/or gridlines
- If only figure printout provided - only 3 function awards possible - Ins, % and DP
- If only formulae printout - only 3 function awards possible - Ins, F and PF
- Truncation of formula will result in no F function award for that formula
- If there is a difference between figure and formulae printouts -1K once

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
13	One mark available for keyboarding - deduct one per error	Correct choice of chart - pie - CHT Correct application of figures - F Title - H Percentages - % Legend/Key - L	1 1 1 1 1	
	K = 1	F = 5	5	6

- Accept chart on spreadsheet
- Heading must be suitable, if not, award H function marks and -1K
- Heading must be in Caps or Initial Caps, if not -1K
- Minimum information in heading - Costs for Mr & Mrs Robertson
- Be aware of consequentiality ie figures and text from spreadsheet
- Be aware that Accommodation % may show as 25% or 26% on pie chart

[END OF MARKING INSTRUCTIONS]