



2014 Administration

Intermediate 1

Finalised Marking Instructions

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Part One: General Marking Principles for: Administration Intermediate 1

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 specific Marking Instructions for each question.

- (a)** Marks for each candidate response must always be assigned in line with these general marking principles and the specific Marking Instructions for the relevant question. If a specific 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/Principal Assessor.
- (b)** Marking should always be positive ie, marks should be awarded for what is correct and not deducted for errors or omissions.

GENERAL MARKING ADVICE: Administration Intermediate 1

The marking schemes are written to assist in determining the “minimal acceptable answer” rather than listing every possible correct and incorrect answer. The following notes are offered to support Markers in making judgements on candidates’ evidence, and apply to marking both end of unit assessments and course assessments.

Task 1a – unsorted

Event Name	Event Type	Capacity	Venue	Half Day Event
Adrenalin Rush	Outdoor	30	Pitch 2	No
Out of Office Olympics	Outdoor	20	Meadows	No
Human Table Football	Indoor	15	Studio	Yes
The Apprentice	Outdoor	25	Meadows	No
Giant Games - Operation	Indoor	10	Studio	Yes
Giant Games - Connect 4	Indoor	12	Studio	Yes
Scalextric Championship	Indoor	20	Sports Hall	Yes
Paintball Splat	Outdoor	30	Meadows	Yes
Keypunch	Indoor	20	Sports Hall	Yes
Go Ape	Outdoor	35	Meadows	No

If no Task 1a printout, award appropriate marks on the left side of Task 1b printout as follows:

Create 5 fields as required	C	1
Accurate field names (-1 per error)	N	2
Format fields appropriately	F	1
Sort by Event Name	S	1
Enter records accurately - 1 mark per record Max 7 available	A	7
<ul style="list-style-type: none"> • Keypunch and Scalextric records edited • Go Ape record deleted 		
Total		12 marks

TASK 1b

All data must be *accurate* and *visible* to be awarded marks.

Event Name	Event Type	Capacity	Venue	Half Day Event	Team Co-ordinator
Adrenalin Rush	Outdoor	30	Pitch 2	No	Beth Jackson
Giant Games - Connect 4	Indoor	12	Studio	Yes	Eric Alexander
Giant Games - Operation	Indoor	10	Studio	Yes	Eric Alexander
Human Table Football	Indoor	15	Studio	Yes	Eric Alexander
Keypunch	Indoor	25	Sports Hall	Yes	Eric Alexander
Out of Office Olympics	Outdoor	20	Meadows	No	Beth Jackson
Paintball Splat	Outdoor	30	Meadows	Yes	Beth Jackson
Scalextric Championship	Indoor	25	Sports Hall	Yes	Eric Alexander
The Apprentice	Outdoor	25	Meadows	No	Beth Jackson

1N 1F

1D

1E

2A

1P

AWARD:

Delete record (Go Ape)	D	1
Amend records (Keypunch/Scalextric Championship – Sports Hall Capacity increased to 25)	E	1
Additional field (Team Co-ordinator):		
• Accurate field name	N	1
• Formatted as text	F	1
• Correct entries (-1 per error)	A	2
Print complete table using landscape orientation	P	1
Total	7 marks	

NOTES:

- Be aware of consequentiality from Task 1a
- Accept Team Co-ordinator wrapped, split after the hyphen

Task 1b – unsorted

Event Name	Event Type	Capacity	Venue	Half Day Event	Team Co-ordinator
Adrenalin Rush	Outdoor	30	Pitch 2	No	Beth Jackson
Out of Office Olympics	Outdoor	20	Meadows	No	Beth Jackson
Human Table Football	Indoor	15	Studio	Yes	Eric Alexander
The Apprentice	Outdoor	25	Meadows	No	Beth Jackson
Giant Games - Operation	Indoor	10	Studio	Yes	Eric Alexander
Giant Games - Connect 4	Indoor	12	Studio	Yes	Eric Alexander
Scalextric Championship	Indoor	25	Sports Hall	Yes	Eric Alexander
Paintball Splat	Outdoor	30	Meadows	Yes	Beth Jackson
Keypunch	Indoor	25	Sports Hall	Yes	Eric Alexander

TASK 1c

All data must be *accurate* and *visible* to be awarded marks.

Capacity	Event Name	Half Day Event
12	Giant Games - Connect 4	Yes
10	Giant Games - Operation	Yes
15	Human Table Football	Yes
20	Out of Office Olympics	No

1F

2R

AWARD:

Print correct fields (in any order) – 3 fields	F	1
Criteria 20 or less (all or nothing) – 4 records	R	2
Total	3 marks	

NOTES:

- Be aware of consequentiality.
- Accept fields in any order.
- Ignore ID field.
- If any data is truncated – do not award 1F.

TASK 1d

All data must be *accurate* and *visible* to be awarded marks.

Event Name	Capacity	Event Type	Venue
Adrenalin Rush	30	Outdoor	Pitch 2
Out of Office Olympics	20	Outdoor	Meadows
Paintball Splat	30	Outdoor	Meadows
The Apprentice	25	Outdoor	Meadows

1F

1R 1P

AWARD:

Correct fields – 4 fields	F	1
Criteria (Outdoor) – 4 records	R	1
Print fields in correct order	P	1
Total	3 marks	

NOTES:

- Be aware of consequentiality.
- Ignore ID field.
- If any data is truncated – do not award 1F.
- If no Task 1d printout, marks can be awarded on the Task 3 printout. (1F and 1R)

TASK 2a

All data must be *accurate* and *visible* to be awarded marks.

	A	B	C	D	E	F	G	H	I
1	SCOTIA SPORTS AND CONFERENCE CENTRE		1H						
2	April 2014 Income - Team Building Packages		1B						
3				1D					
4	Company	Dates	Package Reference	Event Income	Catering Income	Accommodation Income	Total Income 1C	Discount 1C	Net Income 1C
5	Pear ICT	3-4 April	PICT1	1600	2100	2950	=SUM(D5:F5) 1E	250	=G5-H5 1F
6		9-10 April	PICT2	1200	1950	2750	=SUM(D6:F6)	250	=G6-H6
7		17-18 April	PICT3	1600	2100	2950	=SUM(D7:F7)	250	=G7-H7
8	Total Net Income Pear ICT								=SUM(I5:I7)
9	Hands-Off Security	5-6 April	HOS1	1600	750	1250	=SUM(D9:F9)	175	=G9-H9
10		21-22 April	HOS2	1200	1250	1750	=SUM(D10:F10)	175	=G10-H10
11	Total Net Income Hands-Off Security								=SUM(I9:I10)
12	ABC Stationery	7-8 April	ABCS1	1600	1690	2350	=SUM(D12:F12)	250	=G12-H12
13		11-12 April	ABCS2	1200	1450	2350	=SUM(D13:F13)	250	=G13-H13
14		24-25 April	ABCS3	1200	1350	1950	=SUM(D14:F14)	175	=G14-H14
15	Total Net Income ABC Stationery						1R	2A	=SUM(I12:I14)

1L

2F

1P

1R

AWARD:

Main heading: formatted to size 14 and bold	H	1
Sub heading: Embolden and amended	B	1
Delete the column headed Contact Name	D	1
Add column headed Total Income: <ul style="list-style-type: none"> in correct place and accurately accurate formulae used in Total Income replicated for all packages 	C F R	1 1 1
Add column headed Discount in the correct place and accurately	C	1
Correct discount entered (-1 per error, max 2)	A	2
Add a column headed Net Income <ul style="list-style-type: none"> in correct place and accurately accurate formulae used in Net Income replicated for all packages 	C F R	1 1 1
Insert rows Company Totals in the correct place and labelled accurately	L	1
Accurate formulae for each of the 3 companies in Total Net Income (all or nothing)	F	2
Printing instruction carried out correctly: <ul style="list-style-type: none"> formula view on one page row and column headings and gridlines landscape 	P	1
Total		16 marks

Marked in Task 2b:

- Total Income, Discount, Net Income headings right aligned/wrapped
- All cells formatted appropriately

NOTES:

- Ignore any additional text formatting of labels eg Total Net Income Pear ICT.
- If value printout provided for Task 2a - max 9 marks available. (no marks for formulae, replication or printing)
- If no Task 2a printout, award marks in the left margin of the Task 2b value printout - max 9 marks available. (no marks for formulae, replication or printing)
- If value printout provided for Task 2a and formula printout provided for Task 2b, award marks for Task 2a in the left margin of the Task 2b printout - max 15 marks available. (no print mark)

TASK 2b

All data must be *accurate* and *visible* to be awarded marks.

SCOTIA SPORTS AND CONFERENCE CENTRE									
April 2014 Income - Team Building Packages									
Company	Dates	Package Reference	Event Income	Catering Income	Accommodation Income	Total Income	Discount	Net Income	
Pear ICT	3-4 April	PICT1	£1,600	£2,400	1E £2,950	£6,950	£250	£6,700	1F
	9-10 April	PICT2	£1,200	£1,950	£2,750	£5,900	£250	£5,650	
	17-18 April	PICT3	£1,600	£2,100	£2,950	£6,650	£250	£6,400	
Total Net Income Pear ICT								£18,750	
Hands-Off Security	5-6 April	HOS1	£1,600	£750	£1,250	£3,600	£175	£3,425	
	21-22 April	HOS2	£1,200	£1,250	£1,750	£4,200	£175	£4,025	
1L	26-27 April	HOS3	£1,600	£890	£1,250	£3,740	£175	£3,565	1A
Total Net Income Hands-Off Security					1A		1A	£11,015	1A
ABC Stationery	7-8 April	ABCS1	£1,600	£1,690	£2,350	£5,640	£250	£5,390	
	11-12 April	ABCS2	£1,200	£1,450	£2,350	£5,000	£250	£4,750	
	24-25 April	ABCS3	£1,200	£1,350	£1,950	£4,500	£175	£4,325	
Total Net Income ABC Stationery								£14,465	1F

1P

AWARD:

Amendment to Pear ICT PICT1 Catering Income - correctly entered as £2,400	E	1
Insert row for Hands-Off Security Event:		
• in correct place	L	1
• data correctly entered	A	1
Award marks as follows:		
• Total Income and Net Income – both updated – 1 mark	A	
• Discount correctly entered (£175) – 1 mark	A	
• Total Net Income Hands-Off Security updated – 1 mark	A	3
Total Income, Discount and Net Income headings right-aligned and wrapped	F	1
All cells formatted appropriately		
• Currency and whole numbers	F	1
Printing instruction carried out correctly:		
• value view		
• on one page		
• show gridlines only	P	1
Total		9 marks

NOTES:

- If formula printout provided for Task 2b - max 7 marks available. (no marks for cell formatting or printing).
- If no Task 2b printout, award marks in the left margin of the Task 2a printout for correct alignment and wrapping of headings if evident - max 1 mark available.
- If no Task 2b printout, award marks in the left margin of the Task 2c printout – max 6 marks available as follows:

Amendment to Pear ICT PICT1 Catering Income - correctly entered as £2,400	E	1
Insert row for Hands-Off Security Event:		
• in correct place	L	1
• data correctly entered	A	1
Award marks as follows:		
• Total Income and Net Income – both updated – 1 mark	A	
• Discount correctly entered (£175) – 1 mark	A	2
Total Income, Discount and Net Income headings right-aligned and wrapped	F	1
Total		6 marks

TASK 2c

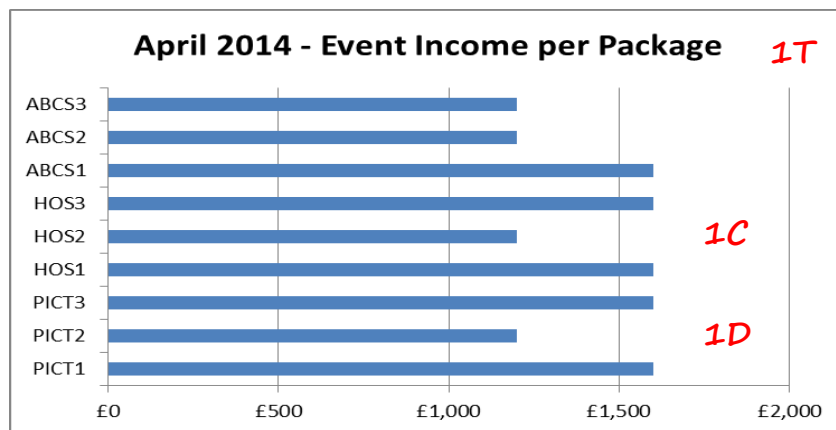
All data must be *accurate* and *visible* to be awarded marks.

SCOTIA SPORTS AND CONFERENCE CENTRE

April 2014 Income - Team Building Packages

Company	Dates	Package Reference	Event Income	Catering Income	Accommodation Income	Total Income	Discount	Net Income
Pear ICT	3-4 April	PICT1	£1,600	£2,400	£2,950	£6,950	£250	£6,700
	9-10 April	PICT2	£1,200	£1,950	£2,750	£5,900	£250	£5,650
	17-18 April	PICT3	£1,600	£2,100	£2,950	£6,650	£250	£6,400
Hands-Off Security	5-6 April	HOS1	£1,600	£750	£1,250	£3,600	£175	£3,425
	21-22 April	HOS2	£1,200	£1,250	£1,750	£4,200	£175	£4,025
	26-27 April	HOS3	£1,600	£890	£1,250	£3,740	£175	£3,565
ABC Stationery	7-8 April	ABCS1	£1,600	£1,690	£2,350	£5,640	£250	£5,390
	11-12 April	ABCS2	£1,200	£1,450	£2,350	£5,000	£250	£4,750
	24-25 April	ABCS3	£1,200	£1,350	£1,950	£4,500	£175	£4,325

1H



1L

1P

AWARD:

Hide rows 8, 12 and 16		
<ul style="list-style-type: none"> Refer to Task 2b printout to check that the correct rows have been hidden 	H	1
Chart:	C	1
<ul style="list-style-type: none"> type – bar or column chart 	T	1
<ul style="list-style-type: none"> accurate chart title <ul style="list-style-type: none"> April 2014 – Event Income per Package 	D	1
<ul style="list-style-type: none"> correct source data 	L	1
<ul style="list-style-type: none"> meaningful labels and/or legend must be shown 		
Printing instruction carried out correctly:		
<ul style="list-style-type: none"> chart and data on same sheet all information visible 	P	1
Total	6 marks	

TASK 3

SCOTIA SPORTS AND CONFERENCE CENTRE

Team Building Event Form

Name of Organisation	Linus Training		
Contact Name	Amir Sangha		
Contact Mobile No	07890125623		
Contact e-mail	Amir.Sangha@LinusTraining.co.uk 2A		
Date of Event	20 June 2014 1D		
Number Participating	10 1N	Accommodation Required (Please enter Yes or No)	Yes 1A
Event (Please underline as appropriate)	Indoor	<u>Outdoor</u> 1E	
Catering (Please underline as appropriate)	Morning Break	<u>Lunch</u> 1E	Afternoon Break
Date of Arrival	19 June 2014 1D		

Special Requests

Please use the space below to provide any additional information required for the Team Building Events Co-ordinator.

The group will arrive at around 1600 hours on the date of arrival¹ and have requested a short evening ice breaker activity after dinner.

1M There are² 2 employees with mobility issues and we have been asked to provide a risk³ assessment for our outdoor events. 1M

The company has requested team building events that⁴ meet the following aims:

- Build confidence and trust within a team
- Seek to⁵ improve self performance

FOR FINANCE USE ONLY

Please provide all costings for the following events:⁶
1M

Event Name	Capacity	Event Type	Venue
Adrenalin Rush	30	Outdoor	Pitch 2
Out of Office Olympics	20	Outdoor	Meadows
Paintball Splat	30	Outdoor	Meadows
The Apprentice	25	Outdoor	Meadows

1I

1P

1P

TASK 3 (continued)

AWARD:

Contact details entered correctly (-1 per error, max -2 marks) • Name of Organisation, Contact Name, Contact Mobile No, Contact e-mail	A	2
Date of Event	D	1
Number participating	N	1
Event underlined - outdoor	E	1
Catering underlined - lunch	E	1
Accommodation Required – Yes (as shown)	A	1
Date of Arrival entered correctly including year (using an acceptable and consistent format)	D	1
Keying in of Special Requests: • one mark for accurate text in each flagged section (6 sections) ○ to be awarded flag 5, bullets must be applied correctly • all text within sections should be completed accurately • excludes manuscript corrections		6
Manuscript corrections: • NP • stet • insert	M M M	1 1 1
Database search: • inserted in correct place • as per Task 1d	P I	1 1
Presentation, layout and consistency and printed on one page	P	1
Total		20 marks

NOTES:

- Contact name must be Amir Sangha.
- Accept contact e-mail address as a hyperlink.
- Both dates must be in the same format – if year is not given, do not award in the first instance only. Accept any of the following date formats:
 - 20 June 2014 20th June 2014 Friday 20 June 2014
 - 20/6/14 20/6/2014 20/06/14 20/06/2014
- Yes must be initial capitals.
- If candidate has deleted the first paragraph beginning “Please use the space ...” – ignore.
- If candidates have keyed in information below special requests in bold – do not award 1st flag mark.
- If there is any extraneous information – do not award the following flag mark once only.
- If database insert includes candidate name or query name – do not award 1I.
- Presentation/layout/consistency
 - Incorrect or inconsistent spacing
 - between paragraphs
 - before and after database insert
 - change in font style/size

TASK 4

Question 1

(a)

*Awareness of Security Measures
Using Databases*

Any of the above, one mark

(b)

- *Name and address of the employer/employer's details*
- *Job title*
- *Start date of employment*
- *Type of contract*
- *Who to report to*
- *Location/place of work*
- *Department*
- *Working conditions*
 - *Hours of work/working hours*
 - *Period of notice*
 - *Rate of pay/salary/wage*
 - *Holiday entitlement*
 - *Conditions relating to sickness benefit*
 - *Details of pension scheme*
 - *Disciplinary rules and procedures and grievance procedure*

One mark for each piece of information; maximum two marks

Do not accept:

- *Signature/s*
- *Hours*
- *Pay*

TASK 4 (continued)

(c)

- *To take reasonable care for own safety and others*
- *To co-operate with employer*
- *What to do to report an accident*
- *Not to interfere with or misuse equipment/rules for handling equipment*
- *Where to access the Health and Safety policy*
- *Who are/where to find those trained as First Aiders*
- *Raise awareness of the company's (fire) evacuation procedures:*
 - *Knowing where the fire exits are*
 - *Knowing where to assemble*
- *Safe and secure workstation practices*
 - *Use of appropriate examples eg adjustable chairs*

One mark for each outline; maximum two marks

Do not accept:

- *Fire drills/fire safety*
- *First-aid*
- *Nearest fire exits*

(d)

Asif Hussain
David Mercer

One mark for each visitor; maximum two marks

TASK 4 (continued)

Question 2

(a)

- *Photocopier/Printer*
- *Scanner*

One mark for any item of equipment above; maximum one mark

(b)

Binder

- *Booklet of instructions for each of the Team Building Events*
- *Booklet of instructions for using equipment in reception*
- *Booklet of Health and Safety instructions*
- *Brochure of Team Building Events*

Do not accept any description of what a binder does eg fastens pages of a booklet together.

Laminator

- *Directions for Fire Evacuation*
- *Rules for Team Building Events*
- *Organisation Chart of SSCC*
- *Menus for the restaurant*
- *Signs/labels/posters/notices for venues of events*

*Do not accept general references to producing posters, notices etc.
Do not accept any description of what a laminator does eg applies a protective cover to a document.*

One mark for each description; maximum two marks

TASK 4 (continued)

(c)

- *CCTV cameras around the building*
- *Security guards to patrol the building*
- *Keep a register of serial numbers of equipment*
- *Use ultra violet markers to identify equipment/assist police*
- *Lock rooms where equipment is kept*
- *Keep mobile devices in locked cupboards*
- *Equipment to be bolted to desks*
- *Use of swipe cards/key pads to enter rooms*

One mark for each description; maximum two marks

Question 3

(a)

- *Mobile phone to contact other businesses/to arrange appointments/arrival time*
- *Laptop to send/check e-mails, access websites or complete work*
- *Smart phone to e-mail/text/access websites, record/check appointments, have video calls*

One mark for any outline; maximum one mark

Item of mobile technology must be given for mark to be awarded.

(b)

- *Display customer feedback/reviews online*
- *Advertise on social media or as pop-ups on other websites*
- *Source information – research competitors*
- *E-mail facility for contacting customers/allowing customers to contact the centre*
- *Sending discount offers to customers on a mailing list*
- *Create a website to advertise the centre*
- *Online booking facility for events, accommodation etc*
- *Create discussion forums for people to find out about the centre/facilities*
- *FAQ section to answer customer queries*

One mark for each description; maximum two marks

TASK 4 (continued)

(c)

- *Use of e-mail may take personal contact out of the workplace*
- *Technical difficulties can be time consuming/time wasting*
- *E-mail can be used to spread computer viruses*
- *It can be easy to misread the tone of an e-mail*
- *Open to personal misuse*
- *E-mail boxes may become clogged with junk mail*
- *Mailboxes may not be checked regularly/instant replies may not be received*
- *Possibility of e-mails being hacked into*

One mark for each description; maximum two marks

Question 4

(a) *Data Protection Act 1988*

One mark

(b) *Health and Safety at Work Act 1974*

One mark

(c) *Health and Safety (Display Screen Equipment) Regulations 1992*

Accept: Display Screen Equipment Regulations (Regs)

One mark

Year is not required

Act or Regulations (Regs) must be included

(20 marks)

[END OF MARKING INSTRUCTIONS]