



**2014 Administration**

**Intermediate 2 Paper 1**

**Finalised Marking Instructions**

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## **Part One: General Marking Principles for: Administration Intermediate 2 Paper 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 2 Paper 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.

## Section A

- |       |   |                   |
|-------|---|-------------------|
| 1 (a) | <ul style="list-style-type: none"><li>• <i>PC/computer</i></li><li>• <i>laptop</i></li><li>• <i>PDA</i></li><li>• <i>tablet/ipad/android</i></li><li>• <i>mobile phone/smart phone/phone</i></li><li>• <i>modem/router</i></li><li>• <i>webcam</i></li><li>• <i>printer</i></li><li>• <i>scanner</i></li><li>• <i>FAX</i></li></ul> | Marks<br><b>2</b> |
|-------|---|-------------------|

***One mark for each point***

***Do not accept:***

Reference to software eg e-mail, Skype, Facetime

- |         |   |          |
|---------|---|----------|
| (b) (i) | <ul style="list-style-type: none"><li>• <i>Homeworking – completing their job from home</i></li><li>• <i>Tele-working – working away from the office using technology to communicate</i></li><li>• <i>Flexi-time – variable start and finish times (so long as contracted hours are completed and core hours are worked)</i></li><li>• <i>Part time – fewer than 37.5 hours a week/less hours than full time</i></li><li>• <i>Job share – two people fulfil one post</i></li><li>• <i>Compressed hours – working allocated hours over fewer days eg 5 days in 4</i></li><li>• <i>Hot-desking – desk that can be booked by people who work out of the office</i></li></ul> | <b>1</b> |
|---------|---|----------|

***One mark for each outline***

***Notes:***

Candidates must mention the flexible working practice being outlined to be awarded the mark.

- (b) (ii) **2**
- *Ability to fit in work life with other commitments - eg family, appointments*
  - *Ability to avoid traffic at peak hours - resulting in less stress /reduction in arriving late for work*
  - *Improved work/life balance - which should lead to less stress/higher job satisfaction/greater motivation*
  - *Employees are able to work in the comfort of their own home – this may be beneficial due to restricted mobility, poor transport links etc*

**One mark for each outline plus one mark for an additional comment or example**

**Notes:**

Please be aware that an example or outline on its own can be awarded 1 mark.

If candidates include an advantage in the outline (b)(i) award mark, however do not award twice.

- 2 (a) **2**
- *Written – letter/flyer/leaflet/catalogue/newsletter*
  - *Electronic –Email/text message/social media/(web) bulletin*
  - *Oral – Telephone*

**One mark for each suggestion**

**Notes:**

In this instance accept one word/short phrase answers.

- (b) Letter 2
- *Allows many points to be made*
  - *Can be referred to in the future*
  - *Provides evidence*
  - *Information can be kept confidential*

Email

- *Sent instantly*
- *Allows for a quick response*
- *Easy to follow a trail of the conversation*
- *Provides evidence*
- *Confidential with use of passwords*
- *Send to many customers at the one time*

Telephone

- *Easy to ask questions for clarification/immediate feedback*
- *Tone of voice can be heard making message easier to interpret*

**One mark for each strength**

**Do not accept:**

Faster/easier

**Notes:**

Accept specific examples eg documents can be attached to an e-mail

- 3 (a) 1
- *Employing the right people to provide good customer service*
  - *Supporting staff who provide poor customer service*
  - *Provide appropriate training for staff/induction training*
  - *Organising shifts/rotas to ensure sufficient staffing*

**One mark for each outline**

- (b) **4**
- *Customer may not return - resulting in lower sales/profits*
  - *Customer may not be happy/tell others - resulting in lower sales/profits*
  - *Organisation may get a bad reputation – will not attract new customers/difficulty in recruiting staff*
  - *Increase in complaints - leading to more work/lower morale/job satisfaction or increased stress*

**One mark for each outline plus one mark for additional comment**

**Notes:**

Please be aware that an example or outline on its own can be awarded 1 mark.

Must give different outlines, however award marks if the same effect is given.

- 4 (a)
  - *Budget/Cost*
  - *Time available*
  - *Destination*
  - *Preference of traveller*
  - *Status of traveller***1**

***One mark for each factor***

- (b)
  - *Used to pay back any business expenses to the traveller*
  - *Organisation needs to be able to check the calculations*
  - *Organisation needs to check, against receipts, that the expense is genuine*
  - *Organisation can check for discrepancies before payment is made*
  - *Organisation uses information in the forms to keep track of expenditure (budget)*
  - *Make sure no personal items are being claimed for***2**

***One mark for each justification***

**Notes:**

Must be organisation's use of an Expenses Claim Form.

- 5 (a)
  - *Processing invoices and payments*
  - *Allocating budgets to departments*
  - *Preparing the final accounts*
  - *Preparing/writing cheques*
  - *Collecting money owed*
  - *Organising sources of finance*
  - *Keeping (petty) cash records*
  - *Calculating employee wages/salaries***1**

***One mark for each activity outlined***

**Notes:**

Do not accept "Dealing with"

- (b) **2**
- *Can sell to customers 24 /7*
  - *New avenues of advertising (eg social media)*
  - *Increase potential customers/global market*
  - *Increase in sales/profits*
  - *Less need for premises/staff etc*
  - *Larger choice of suppliers*
  - *May be able to find cheaper supplier/better deals*

***One mark for each justification***

**Total: 20 marks**



## Section B

### Question 1

- 1 (a) 4
- *Information is more up to date/paper based records can quickly become outdated - more useful for decision making*
  - *Immediate access using mobile technology - no need to go to Library*
  - *Websites can be stored in Favourites - for quick future access*
  - *Many people can access simultaneously – less time wasted*
  - *Wide variety of sources used on the internet – access to more information/perhaps resulting in a better decision being made*
  - *Use of search engines using key words – allows fast access to specific information/range of information*

***One mark for each outline plus one mark for additional comment or example***

**Do not accept:**

“Faster than paper-based sources” – wording given in question.

**Notes:**

Please be aware that an example or outline on its own can be awarded 1 mark.

- (b) 2
- *It ensures all staff are working towards a common goal*
  - *It shows customers what the business is trying to do*
  - *It creates an ethos in the organisation of corporate culture*
  - *It can be used as a motivational tool*
  - *Can attract customers*
  - *Can attract people to apply for jobs*

***One mark for each justification***

**Do not accept:**

Any description of a Mission Statement.

- (c) **2**
- *Application form – sent out to applicants for a job/reviewed to check their suitability*
  - *Contract of employment – details what the employee will be paid/ hours of work/what the job is*
  - *Incident/Accident report form – details if an employee has been involved in an accident in the workplace*
  - *Training request form – received from an employee for HR to organise training*
  - *Other examples could include Person Specification, Job Description, Job Advert, Skill Scan, Staff Rota, Health & Safety Policy, CV, Holiday Request Form*

***One mark for each document use outlined***

**Notes:**

No mark for ID, however, document must be named and use must match for mark to be awarded.

Answers must refer to the HR department's use of the document, not from the employee or applicant's perspective.

- (d) **2**
- *Have regular/monitor fire drill procedures*
  - *Have fire risks in the workplace assessed*
  - *Regularly review evacuation procedures*
  - *Provide reasonable fire fighting equipment*
  - *Ensure employees know about the procedures - training*
  - *Keep fire fighting equipment up to date/in working order*
  - *Display important information around the workplace (eg fire evacuation procedures)*

***One mark for each responsibility***

**(10)**

## Question 2

- 2 (a) 2
- *The sales department focus on finding new customers/encouraging them to buy whereas the purchases department finds new suppliers/trying to find the best prices.*
  - *The sales department focus on making a high number of sales/making higher profits whereas the purchases department focus on buying what is needed in time for it being required.*
  - *Sales – customers/selling, Purchases – suppliers/buying*

***One mark for each complete statement of comparison/similarity***

- (b)(i) 2
- *Permanent – does not have an end time/is secure*
  - *Fixed term – is set for a period of time/has a fixed end date*
  - *Temporary – there is no end date/may be used as a trial period/limited time*
  - *Zero hours – the employer is not obliged to provide the worker with any minimum working hours/worker is not obliged to accept any of the hours offered*

***One mark for each outline***

**Notes:**

No mark for ID, however, contract must be named and the outline must match for mark to be awarded.

Do not accept Full Time or Part Time but award marks for advantages given for these in Part (ii)

**(b)(ii) Permanent**

- *Security of knowing you have staff to cover the work*
- *Building up expertise over time*
- *More job security/stability for employees*

**Fixed term**

- *Can be used to cover busy periods*
- *Only employ staff when required*
- *Only employ staff with specific skills when required*

**Temporary**

- *Staff can be employed on a trial basis*
- *Can be used to cover busy periods*

**Zero Hours**

- *Pool of staff available to assist when demand arises*
- *Do not need to provide guaranteed levels of work for staff*
- *Can be cheaper alternative to agency fees*

**Notes:**

Advantage for each type of contract must be different.

- (c) 4
- *The diary can alert you to double bookings – meetings can be scheduled effectively*
  - *The diary can be used to access other diaries - so meetings can be scheduled efficiently*
  - *The diary can be used to invite attendees - Admin Assistant does not need to email appointment details*
  - *Creation of task lists – to ensure all tasks are complete/assists in time management*
  - *Creation of contacts list – efficient way to contact groups of participants/can be used over and over again*
  - *Easy to enter/edit/delete appointments – efficient use of Administrative Assistant’s time*
  - *Recurring meetings can be scheduled – electronic diary automatically blocks out time slots set up*
  - *Alarm can be set – automatically reminding users of upcoming appointments*

***One mark for outline plus one mark for additional comment or example***

**Notes:**

Please be aware that an example or outline on its own can be awarded 1 mark.

One reference only to enter/edit/delete appointments.

**(10)**

### Question 3

3 (a) (i) Credit Card

4

#### **Advantages**

- *It provides insurance on large purchases*
- *It can be cancelled/replaced if it is lost/stolen*
- *Widely accepted*
- *Allows for deferred payments*

#### **Disadvantages**

- *It is not suitable for small purchases*
- *Extra charges can be incurred*
- *May have to pay interest charges if not paid immediately*
- *Technical issues meaning card cannot be used*

(ii) Currency

#### **Advantages**

- *Used for small purchases*
- *Accepted in all shops, hotels etc*
- *Restricts amount available to spend*

#### **Disadvantages**

- *If lost may not be replaced*
- *More risk involved in carrying large amounts of money*

***One mark for each advantage***

***One mark for each disadvantage***

- (b) 2
- *Both locks and swipe cards/keypads restrict access.*
  - *The use of swipe cards/keypads ensures that doors are always locked upon exit whereas locks may require the use of keys to lock the door upon exit.*
  
  - *Both CCTV and Security Guards are used to monitor secure areas around the building.*
  - *CCTV can provide a record of incidents for future use whereas Security Guards can respond immediately to any incident.*
  
  - *Other examples could include fingerprint/iris recognition; locked cupboards/cabinets.*

***One mark for each complete statement of comparison/similarity***

**Notes:**

Accept keypads and swipe cards as separate examples.

- (c) 4
- *Well organised – complete jobs on time/manage workload*
  - *Good with people – be polite and courteous to those you are working with*
  - *Good communication – be able to put your point across/keep others informed on decisions being made*
  - *Proficient with IT– be able to work well with the IT in the workplace/produce documents to a high standard*
  - *Team working – work well with others/share ideas*
  - *Use initiative – able to work alone/problem solve*
  - *Time/task management – to ensure that tasks meet deadlines*
  - *Tactful – handle sensitive/confidential information appropriately*
  - *Other examples could include polite/discrete/friendly/good with numbers/attention to detail/follow instructions etc*
  - *Knowledgeable about the organisation – providing good customer service*

***One mark for each outline plus one mark for additional comment or example***

**Notes:**

Please be aware that an example or outline on its own can be awarded 1 mark.

**(10)**

**Total 20 marks**



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## **Part One: General Marking Principles for: Administration Intermediate 2 Paper 2**

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### **GENERAL MARKING ADVICE: Administration Intermediate 2 Paper 2**

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## Task 1A – Value Printout

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

<b>BOOKING DETAILS FOR JULY AND AUGUST 2014</b>						
Tour Booking Reference	Tour Code	No of Passengers in Booking	Cost per Passenger	Administration Fee	Total Cost of Tour	Total Cost for each Tour Code
2014265	HA	24	£149.00	£50.00	£3,626.00	
2014268	HA	24	£149.00	£50.00	£3,626.00	
2014272	HA	32	£149.00	£50.00	£4,818.00	
2014274	HA	32	£149.00	£50.00	£4,818.00	
2014275	HA	21	£149.00	£50.00	£3,179.00	
2014281	HA	15	£149.00	£0.00	£2,235.00	
2014286	HA	36	£149.00	£50.00	£5,414.00	
2014288	HA	20	£149.00	£0.00	£2,980.00	£30,696.00
2014264	NS	35	£175.00	£50.00	£6,175.00	
2014269	NS	28	£175.00	£50.00	£4,950.00	
2014270	NS	33	£175.00	£50.00	£5,825.00	
2014276	NS	25	£175.00	£50.00	£4,425.00	
2014280	NS	26	£175.00	£50.00	£4,600.00	
2014285	NS	23	£175.00	£50.00	£4,075.00	£30,050.00
2014267	RD	20	£135.00	£0.00	£2,700.00	
2014277	RD	14	£135.00	£0.00	£1,890.00	
2014279	RD	21	£135.00	£50.00	£2,885.00	
2014282	RD	36	£135.00	£50.00	£4,910.00	
2014283	RD	34	£135.00	£50.00	£4,640.00	
2014287	RD	19	£135.00	£0.00	£2,565.00	£19,590.00
2014266	WI	15	£189.00	£0.00	£2,835.00	
2014271	WI	16	£189.00	£0.00	£3,024.00	
2014273	WI	26	£189.00	£50.00	£4,964.00	
2014278	WI	15	£189.00	£0.00	£2,835.00	
2014284	WI	1S 22	£189.00	£50.00	£4,208.00	£17,866.00
			2A			1B
<b>Number of Bookings</b>	25					1F
<b>Number of Bookings (with more than 20 passengers)</b>	17					
<b>Administration Fee</b>	£50.00					

1P

**AWARD:**

Insert column heading <b>Total Cost for each Tour Code</b> . Accurate, wrapped, bold and right-aligned	<b>H</b>	<b>1</b>
Data sorted in order of <b>Tour Code</b>	<b>S</b>	<b>1</b>
Insert correct <b>Cost per Passenger</b> Deduct one mark per error (max 2)	<b>A</b>	<b>2</b>
Border requested cells G11, G17, G23 and G28	<b>B</b>	<b>1</b>
All figures formatted correctly Must be consistent (0 or 2 decimal places) Currency or Accounting	<b>F</b>	<b>1</b>
Print on one page with gridlines	<b>P</b>	<b>1</b>
<b>Total</b>	<b>7 marks</b>	

**NOTES**

- Accept any type of border.
- **Total Cost for each Tour Code** heading - wrapping need not be as shown.
- Alignment of the **Administration Fee** could be left or right.

## Task 1A – Formula Printout

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

	A	B	C	D	E	F	G
1	<b>BOOKING DETAILS FOR JULY AND AUGUST 2014</b>						
2							
3	<b>Tour Booking Reference</b>	<b>Tour Code</b>	<b>No of Passengers in Booking</b>	<b>Cost per Passenger</b>	<b>Administration Fee</b>	<b>Total Cost of Tour</b>	<b>Total Cost for each Tour Code</b>
4	2014265	HA	24	149	=IF(C4>20,\$B\$32,0) <b>2F</b>	=(C4*D4)+E4 <b>1F</b>	
5	2014268	HA	24	149	=IF(C5>20,\$B\$32,0)	=(C5*D5)+E5	
6	2014272	HA	32	149	=IF(C6>20,\$B\$32,0)	=(C6*D6)+E6	
7	2014274	HA	32	149	=IF(C7>20,\$B\$32,0)	=(C7*D7)+E7	
8	2014275	HA	21	149	=IF(C8>20,\$B\$32,0)	=(C8*D8)+E8	
9	2014281	HA	15	149	=IF(C9>20,\$B\$32,0)	=(C9*D9)+E9	
10	2014286	HA	36	149	=IF(C10>20,\$B\$32,0)	=(C10*D10)+E10	
11	2014288	HA	20	149	=IF(C11>20,\$B\$32,0)	=(C11*D11)+E11	=SUM(F4:F11)
12	2014264	NS	35	175	=IF(C12>20,\$B\$32,0)	=(C12*D12)+E12	
13	2014269	NS	28	175	=IF(C13>20,\$B\$32,0)	=(C13*D13)+E13	
14	2014270	NS	33	175	=IF(C14>20,\$B\$32,0)	=(C14*D14)+E14	
15	2014276	NS	25	175	=IF(C15>20,\$B\$32,0)	=(C15*D15)+E15	
16	2014280	NS	26	175	=IF(C16>20,\$B\$32,0)	=(C16*D16)+E16	
17	2014285	NS	23	175	=IF(C17>20,\$B\$32,0)	=(C17*D17)+E17	=SUM(F12:F17)
18	2014267	RD	20	135	=IF(C18>20,\$B\$32,0)	=(C18*D18)+E18	
19	2014277	RD	14	135	=IF(C19>20,\$B\$32,0)	=(C19*D19)+E19	
20	2014279	RD	21	135	=IF(C20>20,\$B\$32,0)	=(C20*D20)+E20	
21	2014282	RD	36	135	=IF(C21>20,\$B\$32,0)	=(C21*D21)+E21	
22	2014283	RD	34	135	=IF(C22>20,\$B\$32,0)	=(C22*D22)+E22	
23	2014287	RD	19	135	=IF(C23>20,\$B\$32,0)	=(C23*D23)+E23	=SUM(F18:F23)
24	2014266	WI	15	189	=IF(C24>20,\$B\$32,0)	=(C24*D24)+E24	
25	2014271	WI	16	189	=IF(C25>20,\$B\$32,0)	=(C25*D25)+E25	
26	2014273	WI	26	189	=IF(C26>20,\$B\$32,0)	=(C26*D26)+E26	
27	2014278	WI	15	189	=IF(C27>20,\$B\$32,0)	=(C27*D27)+E27	
28	2014284	WI	22	189	=IF(C28>20,\$B\$32,0)	=(C28*D28)+E28	=SUM(F24:F28)
29					<b>1R</b>	<b>1R</b>	
30	<b>Number of Bookings</b>	=COUNT(C4:C28)	<b>1F</b>				
31	<b>Number of Bookings (with more than 20 passengers)</b>	=COUNTIF(C4:C28,">20")	<b>1F</b>				<b>1P</b>
32	<b>Administration Fee</b>	50					

**2F**

**AWARD:**

Correct formula in cell E4 – all or nothing. Must use absolute cell reference/named cell for £50 Administration Fee	<b>F</b>	<b>2</b>
Replicate column E	<b>R</b>	<b>1</b>
Correct formula in cell F4	<b>F</b>	<b>1</b>
Replicate column F	<b>R</b>	<b>1</b>
Correct formulae in cells G11, G17, G23 and G28 - all or nothing	<b>F</b>	<b>2</b>
Correct formula in cell B30	<b>F</b>	<b>1</b>
Correct formula in cell B31 Accept =COUNTIF(E4:E28,50)	<b>F</b>	<b>1</b>
Print formulae showing gridlines and row/column headings	<b>P</b>	<b>1</b>
<b>Total</b>		<b>10 marks</b>

**NOTES**

- **IF** statement must be complete.
- Accept use of **COUNTA** function on column B and accept use of **COUNT** function on column A or columns C to F.
- If there is no value printout max 5 – do not award **1F** and **1P**. If wrapping not evident do not award **1H** – max 4. Annotate these marks in the left hand margin of the formulae printout.

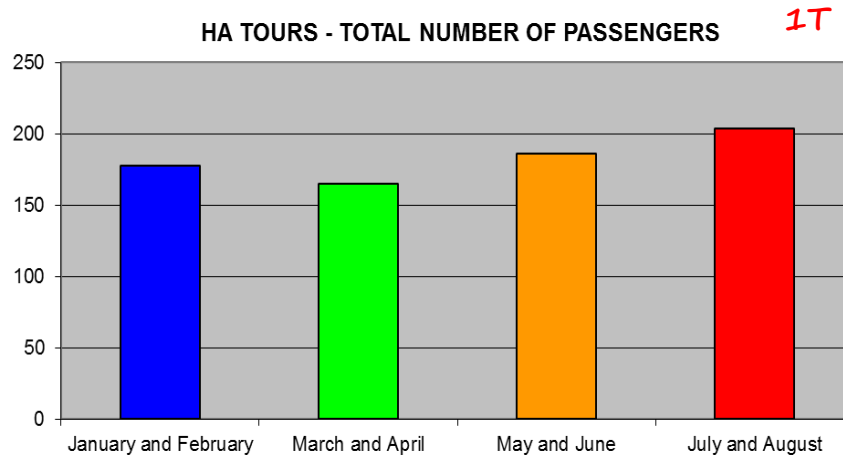
## Task 1B – Value Printout

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

### Highland Adventures (HA) Tour Costs and Passenger Numbers for 2014

	January and February	March and April	May and June	July and August	Projections - September and October
Tour Costs	£24,922.00	£23,648.00	£27,126.00	£30,696.00	£32,551.20
Number of Passengers	178	165	186	204	223

Projection 20%



### AWARD:

Increase font size of rows 1 and 2 and italicise	E	1
Insert data for Tour Costs and No of Passengers	A	1
Correct formatting <ul style="list-style-type: none"> <li>Tour costs – zero or 2 decimal places</li> <li>No of passengers – whole number</li> </ul>	F	1
Insert column heading <b>Projections – September and October</b> Accurate, wrapped, bold and right-aligned	H	1
Chart: Correct data	D	1
Labels/legend	L	1
Title	T	1
Print values with appropriate chart embedded	P	1
<b>Total</b>		<b>8 marks</b>

## NOTES

- Appropriate chart - accept bar/column/pie chart
- Months must be shown on x-axis otherwise do not award **1D**.
- If candidates include axis labels they must be accurate and meaningful to be awarded **1L**.
- Chart title – minimum required “Number of Passengers”.
- Ignore labels for absolute cell reference (20%).
- If values are not all entered then do not award the formatting mark (**1F**).
- If a legend is included this must be meaningful.
- Chart must be shown on one page with data.
- If there is no value printout max 6 – do not award **1F** and **1P**. If no chart max 3 – do not award **1D**, **1L**, **1T**, **1P**. Annotate these marks in the left hand margin of the formulae printout.

## Task 1B – Formula Printout

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

	A	B	C	D	E	F
1	<b>Highland Adventures (HA)</b>					
2	<b>Tour Costs and Passenger Numbers for 2014</b>					
3						
4		January and February	March and April	May and June	July and August	Projections - September and October <b>2F</b>
5	Tour Costs	24922	23648	27126	=HATOTAL <b>1F</b>	=D5+(D5*\$B\$9)
6	Number of Passengers	178	165	186	=SUM(BOOKINGS!C4:C11)	=D6+(D6*\$B\$9)
7					<b>1F</b>	
8						<b>1R</b>
9	Projection	0.2				

**1P**

### AWARD:

Correct formula in cell E5 using named cell	<b>F</b>	<b>1</b>
Correct formula in cell E6	<b>F</b>	<b>1</b>
Correct formula in cell F5 – all or nothing. Must show use of absolute cell reference which should be shown on the printout	<b>F</b>	<b>2</b>
Replication to cell F6	<b>R</b>	<b>1</b>
Print formulae on one page with gridlines and row/column headings – no chart	<b>P</b>	<b>1</b>
<b>Total</b>		<b>6 marks</b>

### NOTES

- Ignore any spelling errors in named cell.



## Task 2 – Printout 1

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

Tour Booking Ref	2014288	1F
Tour Code	HA	
Title	Mr	2A
First Name	Andrew	
Surname	Sutherland	1P
Address	79 Culcabock Road	
Town	Inverness	
Postcode	IV2 8TR	
Pick Up	Inverness	
Upgrade	<input type="checkbox"/> Yes	

### AWARD:

Create form showing all fields	F	1
Insert new record accurately. Deduct one mark per error (max 2)	A	2
Print form showing requested record only.	P	1
<b>Total</b>	<b>4 marks</b>	

### NOTES:

- Ignore any names in form heading.
- Maximum one error per field.
- If the field headings are truncated award the **1F** if it is clear that all fields have been included.

## Task 2 – Printout 2

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

Tour Booking Ref	Tour Code	Upgrade
2014265	HA	Yes
2014275	HA	Yes
2014286	HA	Yes
2014288	HA	Yes
2014264	NS	Yes
2014270	NS	Yes
2014279	RD	Yes
2014283	RD	Yes
2014271	WI	Yes
2014268	HA	No
2014272	HA	No
2014274	HA	No
2014281	HA	No
2014269	NS	No
2014276	NS	No
2014280	NS	No
2014285	NS	No
2014267	RD	No
2014277	RD	No
2014282	RD	No
2014287	RD	No
2014266	WI	No
2014273	WI	No
2014278	WI	No
2014284	WI	No

1NF

1P

2S

1A

### AWARD:

Create new field and insert field name accurately.	NF	1
New field formatted and populated correctly	A	1
Correct sort – Yes then No and ascending order of Tour Code. (All or nothing)	S	2
Print requested fields only	P	1
<b>Total</b>	<b>5 marks</b>	

### NOTES:

- Upgrade field shown as True/False, -1/0, yes/no – do not award **1A**.
- Ignore table heading.

## Task 2 – Printout 3

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

### *Upgraded Bookings with Inverness Pick Up* 1T

<i>Tour Booking Ref</i>	<i>Title</i>	<i>First Name</i>	<i>Surname</i>	<i>Address</i>	<i>Town</i>	<i>Postcode</i>
2014264	Mrs	Fiona	Mitchell	45 Cairngorm View	Aviemore	PH22 4NM
2014271	Mr	Harry	Stafford	79 Inshes Brae	Inverness	IV2 6WP
2014279	Miss	Jessica	Noble	60 Diriebught Road	Inverness	IV3 4UV
2014288	Mr	Andrew	Sutherland	79 Culcabock Road	Inverness	IV2 8TR

1F  
1R  
1R  
1P

#### AWARD:

Correct records – 4 records		
• Pick Up = Inverness (not Town)	R	1
• Upgrade = Yes	R	1
Correct fields – in any order/7 fields in total	F	1
Appropriate Title	T	1
Print report on one page	P	1
<b>Total</b>	<b>5 marks</b>	

#### NOTES:

- Be aware of consequentiality – check Task 2 Printout 2 for upgrade status.
- If all information has been accurately entered and candidates have only used **Pick Up** criteria – 8 records; if candidates have only used **Upgrade** criteria – 9 records. Award 1R for each.
- If candidates search on **Town** 3 records will be shown – do not award 1R for **Pick Up** criteria.
- Title must include at least **Inverness Pick Up** and **Upgrade**.
- If candidate includes his/her name in title do not award 1T.
- If title is in block capitals award 1T.
- If fields are truncated and it is clear which ones are shown, award 1F but do not award 1P.

### Task 3

#### Donald Munro Luxury Coach Tours

Unit 30, Inveralmond Estate  
Perth  
PH3 7LP

1L



Rob Wilson/Shutterstock.com

Tel: 01738 201538

Email: enquiries@dmtours.co.uk

MM/Candidate initials

1R

9 May 2014

«Title» «First\_Name» «Surname» 1M

«Address»

«Town» 1M

«Postcode»

Dear «Title» «Surname»

TOUR BOOKING REFERENCE «Tour\_Booking\_Ref» 1M

Thank you once again for choosing a tour with us and for accepting our hotel upgrade package.

According to our records you have arranged to be collected from our pick up point in Inverness.<sup>1</sup> We have recently changed our advertised pick up in Inverness and your tour will now be collected at<sup>2</sup> 10.00 am from the following location:

**Falcon Square, Inverness, IV2 3PP**

Hotel accommodation will be upgraded to a suite<sup>3</sup> for each night of the tour and group members will enjoy a 3-course meal, sampling a wide range of Scottish<sup>4</sup> cuisine, with unlimited wine. A nightly charge of £20 per passenger must be paid directly to each hotel at<sup>5</sup> check-in.

1J

Please do not hesitate to contact us should you require any further information.

Yours sincerely

1C

Murdo Munro

Managing Director<sup>6</sup>

1P

1P

**AWARD:**

Use of letterhead	<b>L</b>	<b>1</b>
Reference and Date	<b>R</b>	<b>1</b>
Merge fields:		
• Title, First Name, Surname	<b>M</b>	<b>1</b>
• Address, Town, Postcode	<b>M</b>	<b>1</b>
• Salutation and Booking Reference	<b>M</b>	<b>1</b>
Paragraphs justified	<b>J</b>	<b>1</b>
Word processing including manuscript corrections: NB - Flag 1 includes manuscript correction - <i>lc</i>		<b>6</b>
Complimentary close	<b>C</b>	<b>1</b>
Presentation	<b>P</b>	<b>1</b>
Both printouts	<b>P</b>	<b>1</b>
<b>Total</b>		<b>15 marks</b>

**NOTES:**

- If letter in italics do not award the first flag mark.
- If the first sentence keyed in again do not award the first flag mark.
- If bold format is continued after Falcon Square do not award third flag mark.
- Check consequentiality on merged printout from Task 2 Printout 3 (Report). Do not award **1P**.
- Reference and date must be in order shown and accurate, and match the signatory, to award the **1R** mark.
- Accept any of the following date formats:
  - 9 May 2014    09 May 2014    9th May 2014
  - Friday 9 May 2014    Friday 09 May 2014    Friday 9th May 2014
  - 9/5/14    9/5/2014    09/05/14    09/05/2014
- Accept Title and Surname **or** First Name in salutation.
- Accept any of the following time formats:
  - 10.00 am    10.00am    10:00 am
- Layout and consistency includes:
  - Space from header – at least one clear line
  - Between reference, date and salutation at least one clear line
  - Between paragraphs at least one clear line
  - After complimentary close between 4-6 lines
  - Consistent spacing after punctuation
  - No comma after complementary close
- To award the **1C** candidates need only include faithfully/sincerely after Yours.
- If candidates use Dear Sir/Madam in the salutation accept Yours faithfully - do not award the flag mark if capitalisation is incorrect.
- If candidates do not have a salutation, accept either Yours faithfully or Yours sincerely.

***[END OF MARKING INSTRUCTIONS]***