



2015 Administration

Intermediate 1

Finalised Marking Instructions

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TASK 1a

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

Company Rep	Company	E-mail Address	Contact - Mobile	Restaurant Visited
Sally Byers	Premier Taxis	sally.byers@premiertaxis.co.uk	07834567129	Glasgow
Stewart King	King Tiling	s.king@kingtiling.co.uk	07721345092	Edinburgh
Steve Queen 1E	All Weather Roofing	steve.queen@allweather.co.uk 1E	07821901100	Glasgow
Nadia Hussain	Acoustic Noise	nadia.hussain@acousticnoise.co.uk	07790126711	Edinburgh
Colin McDonald	Justin Timber	cmcdonald@justintimber.co.uk	07721457809	Glasgow
Lyn Wilmoth	Shear Bliss	lynwilmoth@shearbliss.co.uk	07981245061	Glasgow
Charlotte Lyall	Cocomania	enquiries@cocomania.co.uk	07723194561	Edinburgh
Gerry Malone	L Passo	gmalone@lpasso.co.uk	07810893455	Glasgow
Dave Hopkins	Autoshop Car Repairs	dave1982@autoshop.com	07812004567	Stirling 2K
Frances Jones	Home Ceramics	francesjones@homeceramics.co.uk	07801256774	Stirling 2K
Owain Thomas	Wallace Construction	owain.thomas@wct.com	07721390011	Stirling 2K

1D 1P

AWARD:

Add records		
<ul style="list-style-type: none"> Autoshop Car Repairs Home Ceramics Wallace Construction (-1 per error, max 2 per record)	K K K	2 marks 2 marks 2 marks
Delete record – Hop, Skip and Jump Travel/Laurie O’Hare	D	1 mark
Amendments to All Weather Roofing record	E	2 marks
Print database on one page	P	1 mark
Total		10 marks

TASK 1b

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

1H 1F

Company Rep	Company	E-mail Address	Special Offers
Nadia Hussain	Acoustic Noise	nadia.hussain@acousticnoise.co.uk	Yes
Steve Queen	All Weather Roofing	steve.queen@allweather.co.uk	Yes
Dave Hopkins	Autoshop Car Repairs	dave1982@autoshop.com	No
Charlotte Lyall	Cocomania	enquiries@cocomania.co.uk	No
Frances Jones	Home Ceramics	francesjones@homeceramics.co.uk	Yes
Colin McDonald	Justin Timber	cmcdonald@justintimber.co.uk	Yes
Stewart King	King Tiling	s.king@kingtiling.co.uk	No
Gerry Malone	L Passo	gmalone@lpasso.co.uk	Yes
Sally Byers	Premier Taxis	sally.byers@premiertaxis.co.uk	Yes
Lyn Wilmoth	Shear Bliss	lynwilmoth@shearbliss.co.uk	No
Owain Thomas	Wallace Construction	owain.thomas@wct.com	Yes

1S

2E 1P

AWARD:

Sort alphabetical order by company	S	1 mark
Add and complete Special Offers field:		
• heading accurate	H	1 mark
• formatted to yes/no	F	1 mark
• entries correct (-1 per error, max -2)	E	2 marks
Print on one page with fields Company Representative, Company, Email Address and Special Offers	P	1 mark
Total		6 marks

TASK 1c

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

Company Rep	Company	E-mail Address	Restaurant Visited	Special Offers
Nadia Hussain	Acoustic Noise	nadia.hussain@acousticnoise.co.uk	Edinburgh	Yes
Steve Queen	All Weather Roofing	steve.queen@allweather.co.uk	Glasgow	Yes
Frances Jones	Home Ceramics	francesjones@homeceramics.co.uk	Stirling	Yes
Colin McDonald	Justin Timber	cmcdonald@justintimber.co.uk	Glasgow	Yes
Gerry Malone	L Passo	gmalone@lpasso.co.uk	Glasgow	Yes
Sally Byers	Premier Taxis	sally.byers@premiertaxis.co.uk	Glasgow	Yes
Owain Thomas	Wallace Construction	owain.thomas@wct.com	Stirling	Yes

1S 2P

AWARD:

Correct records 7 in total	S	1 mark
Print correct fields (all or nothing) • accept any order	P	2 marks
Total		3 marks

TASK 2a

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

Income and Expenditure	1H					
Stirling Restaurant	1SH					
	Wednesday	Thursday	Friday	Saturday	Sunday	1CH
Income						1F
Cash Banked	£60	£80	£145	£170	£28	1K
Debit Card	£275	£245	£325	£345	£135	1K
Credit Card	£369	£415	£440	£455	£185	1K
Total Income	£704	£740	£910	£970	£348	
Expenditure						
Food	£85	£98	£154	£168	£69	1K
Drink	£78	£89	£97	£109	£34	1K
Wages	£225	£225	£250	£250	£195	1K
Cleaning	£18	£18	£18	£18	£18	1K
Other Expenses	£10	£6	£13	£14	£4	1K
Total Expenditure	£416	£436	£532	£559	£320	

AWARD: 1RH 1I 1F 1P

Main heading: • entered accurately in correct place and formatted to size 14	H	1 mark
Sub heading • entered accurately in correct place	SH	1 mark
Column headings: • entered accurately in correct place • all columns right aligned and bold	CH F	1 mark 1 mark
Row headings 4, 8, 9 and 15: • entered accurately in correct place • all headings in italics	RH I	1 mark 1 mark
Input data into spreadsheet (rows 5, 6, 7, 10, 11, 12, 13 and 14 – 8 rows in total) • 8 rows with headings (1 mark per row)	K	8 marks
All figures formatted to currency and whole numbers	F	1 mark
Printing instruction carried out correctly: • value view • on one page • show gridlines only	P	1 mark
Total		16 marks

TASK 2b - Printout 1 – Value View

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

Income and Expenditure						
Stirling Restaurant						
	Wednesday	Thursday	Friday	Saturday	Sunday	Total
<i>Income</i>						
Cash Banked	£60	£80	£145	£170	£28	£483
Debit Card	£275	£245	£325	£345	£135	£1,325
Credit Card	£369	£415	£440	£455	£185	£1,864
<i>Total Income</i>	£704	£740	£910	£970	£348	£3,672
<i>Expenditure</i>						
Food	£85	£98	£154	£168	£69	£574
Drink	£78	£89	£97	£109	£34	£407
Wages	£225	£225	£250	£250	£195	£1,145
Cleaning	£18	£18	£18	£18	£18	£90
Advertising 1L	£15	1E				£15
Other Expenses	£10	£6	£13	£14	£4	£47
<i>Total Expenditure</i>	£434	£436	£532	£559	£320	£2,278
<i>Profit</i> 1L	£270	£304	£378	£411	£28	£1,394
<i>Average Profit</i> 1L						£279

1L

1F

1F

AWARD:

Add label Profit – accurately and formatted appropriately – Size 12 and italics	L	1 mark
Add new column and label Total		
• Accurately labelled, in the correct place and formatted appropriately (bold and right aligned)	L	1 mark
• Figures formatted correctly (whole number and currency)	F	1 mark
Insert label Advertising		
• Accurately and in the correct place (below Cleaning)	L	1 mark
Insert correct amount for Advertising - £15 (Wednesday)	E	1 mark
Add label Average Profit		
• Accurately, in the correct place and formatted appropriately – size 14 and italics	L	1 mark
• Average figure size 14 and whole number	F	1 mark
Printing instruction carried out correctly:		
• value view		
• on one page		
• show gridlines only	P	1 mark
Total		8 marks

TASK 2b – Printout 2 – Formulae View

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

	A	B	C	D	E	F	G
1	Income and Expenditure						
2	Stirling Restaurant						
3		Wednesday	Thursday	Friday	Saturday	Sunday	Total
4	<i>Income</i>						
5	Cash Banked	60	80	145	170	28	=SUM(B5:F5) 1F
6	Debit Card	275	245	325	345	135	=SUM(B6:F6)
7	Credit Card	369	415	440	455	185	=SUM(B7:F7)
8	<i>Total Income</i> 1F	=SUM(B5:B7)	=SUM(C5:C7)	=SUM(D5:D7)	=SUM(E5:E7)	=SUM(F5:F7) 1R	=SUM(B8:F8)
9	<i>Expenditure</i>						
10	Food	85	98	154	168	69	=SUM(B10:F10)
11	Drink	78	89	97	109	34	=SUM(B11:F11)
12	Wages	225	225	250	250	195	=SUM(B12:F12)
13	Cleaning	18	18	18	18	18	=SUM(B13:F13)
14	Advertising	15					=SUM(B14:F14)
15	Other Expenses	10	6	13	14	4	=SUM(B15:F15)
16	<i>Total Expenditure</i> 1F	=SUM(B10:B15)	=SUM(C10:C15)	=SUM(D10:D15)	=SUM(E10:E15)	=SUM(F10:F15) 1R	=SUM(G10:G15)
17	<i>Profit</i> 1F	=B8-B16	=C8-C16	=D8-D16	=E8-E16	=F8-F16 1R	=SUM(B17:F17) 1R
18	<i>Average Profit</i>						=AVERAGE(B17:F17)

2F 1P

AWARD:

Profit Formula		
• Accurate formula used	F	1 mark
• replicated	R	1 mark
Total Formula		
• Accurate formula used	F	1 mark
• replicated	R	1 mark
Insert correct Formula for Average in Cell G18	F	2 marks (all or nothing)
From Task 2a*: Total Income for Each Day		
• Accurate formula used	F	1 mark
• replicated	R	1 mark
From Task 2a*: Total Expenditure for Each Day		
• Accurate formula used	F	1 mark
• replicated	R	1 mark
Printing instruction carried out correctly:		
• formula view		
• on one page		
• show gridlines and row/column headings	P	1 mark
Total		11 marks

* from previous task

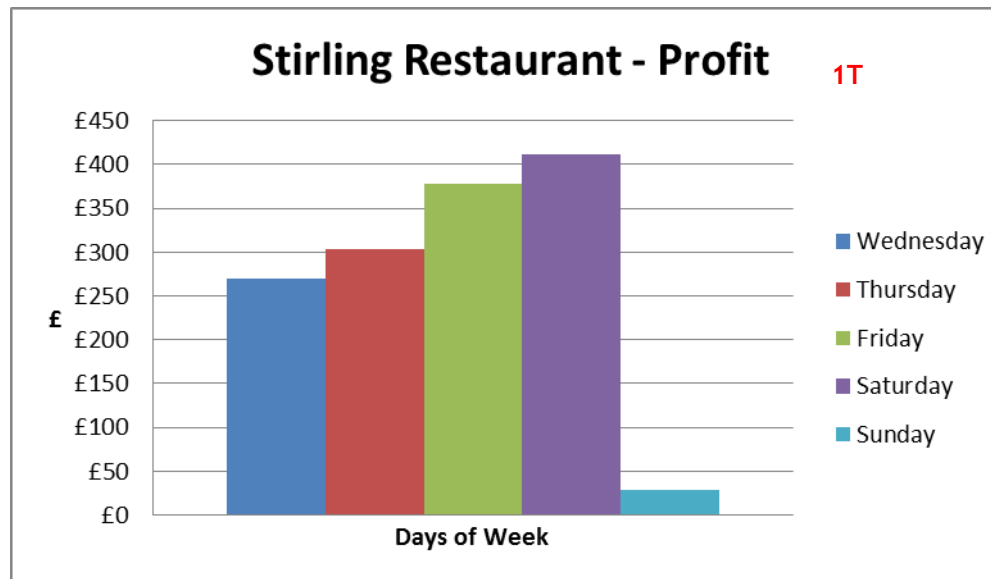
TASK 2c

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

Income and Expenditure

Stirling Restaurant

	Wednesday	Thursday	Friday	Saturday	Sunday	Total	1H
<i>Profit</i>	£273	£304	£378	£411	£28	£1,394	
<i>Average Profit</i>						£279	



1CH
1D
1L
1P

AWARD:

Hide rows 4-16	H	1 mark
Chart: <ul style="list-style-type: none">• type – bar or column• correct source data• chart title accurate• legend meaningful or removed/appropriate axis labels (days of week/£ sign)	CH D T L	1 mark 1 mark 1 mark 1 mark
Printing instruction carried out correctly: <ul style="list-style-type: none">• chart on same sheet as data• all information visible	P	1 mark
Total		6 marks

TASK 3

DRAFT ITINERARY FOR **HANNAH GRAHAMSTON** 1H The Restaurant Conference, Riverbank Hotel, London 1 October - 2 October 2015

Thursday 1 October 2015

0930 hours	Registration. Tea/coffee available on arrival	
1000 hours	Keynote Speech	
1100 hours	Marketing – What’s New	1M
1130 hours	Marketing - Workshop 3 Out of the Pipeline Promotions	} 1A
1330 hours	Marketing - Workshop 2 Informative and Persuasive Advertising	
1500 hours	Sustainability - Talk by Jo Kingdom on “Pop Up” Restaurants	

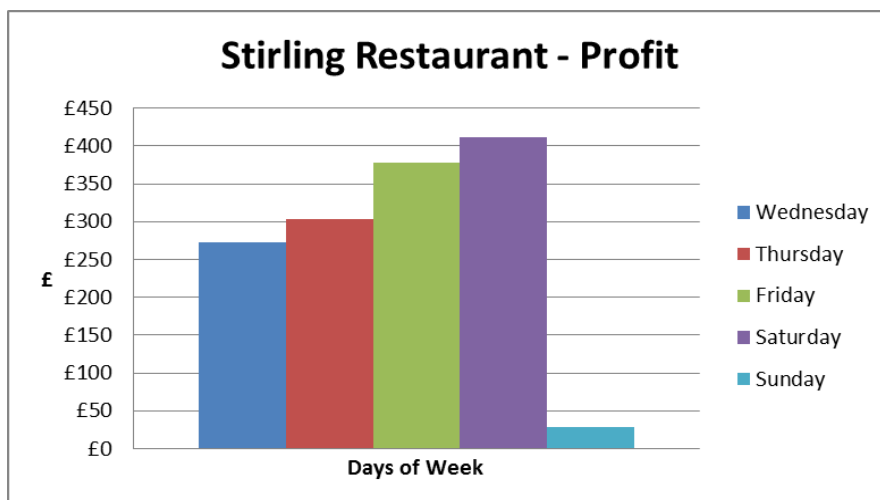
Friday 2 October 2015

0930 hours	Social and Digital Media - New Customer Opportunities	1M	} 1A
1100 hours	Social and Digital Media - Workshop 2 Social Media		
1200 hours	Social and Digital Media - Workshop 3 Success Metrics		
1300 hours	Lunch then depart		

Please confirm by email if you agree with the choice of workshops to help achieve our aim of increasing our customer base.

1M The information in the bar chart for the Stirling restaurant is a reminder of why we must make the correct choices here!

1A
1I



1L
1P

TASK 3 – Printout 1 (continued)

AWARD:

Itinerary heading completed accurately and formatted appropriately <ul style="list-style-type: none"> • name/bold 	H	1 mark
Manuscript corrections: <ul style="list-style-type: none"> • uc • NP • stet 	M M M	1 mark 1 mark 1 mark
Keying in: <ul style="list-style-type: none"> • One mark for accurate text in each flagged section (10 sections) • All text within sections should be completed accurately • Excludes manuscript corrections 	K	10 marks
Select workshop information <ul style="list-style-type: none"> • Out of the Pipeline Promotions Informative and Persuasive Advertising • Social Media Success Metrics 	A A	1 mark 1 mark
Bar chart: <ul style="list-style-type: none"> • inserted • appropriate and in the correct place 	I A	1 mark 1 mark
Layout and consistency (dates, times and events)	L	1 mark
Print on one page – portrait orientation	P	1 mark
Total		20 marks

NOTES

Capitalisation of Hours – do not award at first flag only.

TASK 4

Question 1

a

2

- *Can use own initiative*
- *Dependable/reliable*
- *Ability to follow instructions*
- *Keen to learn*
- *Good communication skills*
- *Confident in speaking to people*
- *Works well under pressure*
- *Good time management*
- *Polite and well mannered*

One mark each – 2 marks

b

2

- *Greater flexibility to choose when to work*
- *Can fit work around childcare or other personal commitments*
- *Reduces stress*
- *Reduce travel time and costs*

One mark each – 2 marks

c

1

- *part-time – working fewer than full time hours*
- *flexi-time – employees choosing starting and finishing times*
- *job-share – one job is shared between 2 (or more) employees*
- *teleworking – working away from the office using mobile technologies*
- *hot desking – booking a desk at the organisation*

TASK 4 (continued)

Question 2

2

- *provide adjustable chair*
- *provide adjustable keyboard*
- *assess workstation requirements*
- *provide anti-glare screen*
- *provide suitable lighting*
- *provide wrist support*
- *provide foot rest*
- *train employees properly*
- *provide blinds*
- *provide eye tests if necessary*

One mark each – 2 marks

Question 3

a

1

- *Data Protection Act (1998)*

b

1

- *Copyright, Designs and Patents Act (1988)*

Year not essential

TASK 4 (continued)

Question 4

PRINT & COPY REQUEST FORM	
Date Requested:	<u>Exam Date</u> Date Needed: <u>Exam Date+1 week</u>
Number of Copies:	<u>20</u>
Person requesting copies:	<u>Admin Assistant/Candidate's Name</u>
<input type="checkbox"/> Single-sided <input checked="" type="checkbox"/> Double-sided <input type="checkbox"/> Stapled <input checked="" type="checkbox"/> Colour	
Special Instructions:	<u>Laminated</u>

One mark - dates entered correctly

One mark - number of copies/person requesting copies

One mark - double sided/special instructions

TASK 4 (continued)

Question 5

a 2

- *Create appropriate file/document names*
- *Create appropriate folders*
- *Name folders appropriately*

One mark each – 2 marks

b 2

- *Collect customer feedback to improve future decisions*
- *Available 24/7 for booking*
- *Available worldwide to allow tourists to book online*
- *Customers can make comparisons of prices*
- *Reviews of restaurant can be collected on-line*
- *Virtual tour of restaurant is available for customers to view*
- *Organisation can advertise special offers or voucher codes*
- *Organise travel to conference*
- *Compare travel prices to conference*
- *Can advertise for new staff*
- *Can research for new suppliers*

One mark each – 2 marks

c 2

- *Set up recurring appointments only once*
- *Set reminders*
- *Search for appointments*
- *Alerting the user to a double booking*
- *Sharing the diary with others and viewing their diaries*
- *Scheduling meetings*
- *Provides a to do list*

TASK 4 (continued)

One mark each – 2 marks

d

2

- *Mobile phones to call worker*
- *Voice mail for worker*
- *Ipad/Laptop/mobile phone to E-mail*
- *Text message*

One mark each – 2 marks

(20 marks)

[END OF MARKING INSTRUCTIONS]