



National
Qualifications
2016

2016 Administration and IT

Higher

Finalised Marking Instructions

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General Marking Principles for Higher Administration and IT

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 detailed marking instructions, which identify the key features required in candidate responses.

- (a) Marks for each candidate response must always be assigned in line with these General Marking Principles and the Detailed Marking Instructions for this assessment.
- (b) Marking should always be positive. This means that, for each candidate response, marks are accumulated for the demonstration of relevant skills, knowledge and understanding; they are not deducted from a maximum on the basis of errors or omissions.
- (c) 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.

- (d) (i) For questions that ask candidates to “**Compare ...**”

Candidates must demonstrate knowledge and understanding of the similarities and/or differences between things, features, methods or choices. Does not need to be a comparative sentence.

1 mark should be given for each accurate point of comparison

- (ii) For questions that ask candidates to “**Discuss ...**”

Candidates must make accurate relevant points that are more than just naming. There has to be an element of discussion within each point. Marks can be given for development and examples of a point.

1 mark should be given for each discussion point.

- (iii) For questions that ask candidates to “**Describe ...**”

Candidates must make a number of relevant factual points, which may be characteristics and/or features, as appropriate to the question asked. These points may relate to a concept, process or situation. Candidates may provide a number of straightforward points or a smaller number of developed points, or a combination of these.

1 mark should be given for each relevant factual point.

1 mark should be given for any further development of a relevant point, including exemplification when appropriate.

- (iv) For questions that ask candidates to “**Outline ...**”

Candidates must make a number of brief statements appropriate to the question asked. These may include facts, features or characteristics.

1 mark should be given for each accurate statement.

- (v) For questions that ask candidates to “**Justify ...**”

Candidates must give good reasons to support suggestions or explain the reason(s) for or against the issue raised in the question. A development point can be given.

1 mark should be given for each accurate justification

Detailed Marking Instructions for each question

Section 1

Question	Expected Answer(s)	Max Mark	Additional Guidance
1.	<p>Christine needs to create a Priorities list to ensure all tasks are completed</p> <p>Contact all managers to confirm attendance numbers</p> <p>Confirm that the Boardroom is still available.</p> <p>Book suitable equipment required for the meeting eg IT resources</p> <p>Establish any special requirements for attendees eg dietary or disability</p> <p>Organise video or web conferencing facilities for remote attendees</p> <p>Liase with manager to finalise Agenda</p> <p>Word process/copy meeting documentation</p> <p>Scan or copy the meeting documents and circulate to attendees</p> <p>Create an attendance register</p> <p>Catering for dietary requirements, necessary for the length of the meeting</p> <p>Parking - effect on attendees' timekeeping</p>	4	<p><i>Candidates' responses must be based on the information from the case study. The meeting is a recurring one and takes place in the boardroom so there can be no reference to finding a venue/creating an agenda/name badges/organising travel, etc.</i></p> <p>Award 1 mark for each valid description.</p> <p>Award 1 mark for a development of a description.</p> <p>To gain full marks at least 2 tasks must be described.</p> <p>Up to 3 marks can be awarded for describing any one task.</p> <p>Accept any other suitable response related to the case study.</p>

Question	Expected Answer(s)	Max Mark	Additional Guidance
2.	<p>Use of e-diary to invite possible meeting attendees/ attendees can accept or decline/immediacy</p> <p>Other diaries can be checked before a date and time is chosen in order to ensure that most people can attend before sending notification/meeting request</p> <p>Attach meeting documents to save on postage/speed</p> <p>To Do list- deadlines attached, colour coding, prioritise, allocate to other people, view progress, flagging for attention</p> <p>Reoccurring monthly meeting is entered with a reminder</p> <p>Using notes section to give more detail</p> <p>Reminders/alarms to action tasks or to countdown to meeting</p>	4	<p>Award 1 mark for each valid brief statement</p> <p>Accept any other appropriate response.</p> <p>Award 1 mark for each development.</p> <p><i>Do not accept creating a To do list.</i></p> <p>Do not accept viewing diaries for availability</p> <p>Do not accept double booking alert</p> <p>The answer must relate to organising a meeting from the organiser's perspective although not necessary to reference in every justification</p>

Question	Expected Answer(s)	Max Mark	Additional Guidance
3.	<p>Written communication allows for a permanent record to be referred to later whereas verbal communication provides instant information with no lasting record</p> <p>Both written and verbal communication can convey large amounts of detailed information</p> <p>Written communication provides a specific and fixed amount of detail whereas checking of details and asking for additional information can be done instantly with verbal communication</p> <p>Verbal communication allows for immediate feedback whereas there can be a time delay in response to written communication</p>	2	<p>Award 1 mark for each valid comparison.</p> <p>Similarities or differences can be given.</p> <p>Accept if specific method is given eg a meeting compared to an email.</p> <p><i>DNA a benefit of verbal as body language etc unless the method is mentioned. (can not see body language if a phonecall)</i></p> <p><i>DNA give a mark for simple id of 2 different methods.</i></p> <p>Accept any other appropriate response.</p>

Section 2

Question	Expected Answer(s)	Max Mark	Additional Guidance
4.	<p><i>An organisation should:</i></p> <p>Assess any risks related to employees using IT equipment - and take whatever action is required to minimise or eliminate risks</p> <p>Ensure all employees receive relevant training in the use of IT equipment and procedures - updating this training regularly as required</p> <p>IT equipment is regularly checked and maintained to ensure that it is safe to use with regards to wiring/plugs</p> <p>Provide any necessary additional equipment ie wrist rests, ergonomic desks and seating to prevent injury to employees - DNA comfort</p> <p>Allow employees to take regular breaks if working with IT equipment for extended periods of time - this will avoid eye-strain, neck/back strain and fatigue</p> <p>Offer, on request, regular eye tests for employees who work with IT regularly. DNA accept sent</p> <p>Make sure that workstations meet minimum safety requirements in terms of display settings and controls</p>	4	<p>Award 1 mark for each valid description point. Award 1 mark for each valid development point.</p> <p>To gain full marks at least 2 measures must be described.</p> <p>Up to 3 marks can be awarded for describing any one measure.</p> <p>Accept any other suitable response.</p> <p>Be aware of lists of measures/equipment - needs to be a description and the measures cannot be to address the same issue</p> <p>DNA reference to the HASAW Act 1974, eg cleanliness, temperature, etc</p>

Question	Expected Answer(s)	Max Mark	Additional Guidance
5.	<p>Employees may become demotivated leading to higher rates of absenteeism/ which means additional staff are hired/ or leads to stress for those who have to pick up the work/</p> <p>Employees may not understand the task and therefore waste time/low productivity/lower quality of work.</p> <p>Deadlines may be missed which could result in reduced sales/profits.</p> <p>Employees may wrongly inform customers which leads to an increase in complaints./ Poor customer service can damage the image of the firm.</p> <p>Breakdown in relationships between manager and staff causing negativity in the workplace / high staff turnover leading to increased costs in recruitment and training / impact on customers</p>	6	<p>Award 1 mark for each valid point. Award 1 mark for each valid development point.</p> <p>Accept any other suitable response.</p>

Question		Expected Answer(s)	Max Mark	Additional Guidance
6.		<p>Saves on travel and accommodation costs</p> <p>Time saved can be better spent elsewhere in the company</p> <p>Body language/facial expressions can be seen which can aid communication</p> <p>Presentation/demonstrations of products/services can be shown to better decision making</p> <p>Meetings can be recorded and reviewed at a later date</p> <p>Allow for meetings to occur more regularly between distant locations</p> <p>Most phones/tablets and laptops have this facility and therefore no additional costs to organisation</p>	2	<p>Award 1 mark for each valid brief statement.</p> <p>Accept any other suitable response.</p> <p>Do not accept location as a benefit.</p> <p>Ensure that a benefit is given</p>

Question	Expected Answer(s)	Max Mark	Additional Guidance
7.	<p>To Do lists - Listing each task to be undertaken and trying to stick to the list</p> <p>Priorities List - Employees could prioritise tasks into urgent and non-urgent, high, medium and low priority</p> <p>Gantt Charts - Which can show overall progress towards targets - Compares actual with estimated time spent on tasks - Use of milestones to track progress/used by teams to manage large projects</p> <p>Employees should try to handle papers or tasks only once in order of priority</p> <p>Ensuring telephone calls are dealt with in minimum time - using caller ID/Screen Calls/Voice Mail</p> <p>Frequent visitors are discouraged or kept to a minimum. Being aware of own ability to cope with workload and not taking on too much work</p> <p>Delegation...</p> <p>Action plans...</p> <p>Organising/Filing...</p> <p>Diaries</p>	6	<p>Candidates are required to consider at least two methods to gain full marks.</p> <p>Award 1 mark for each valid description point. Award 1 mark for each valid development point.</p> <p>Up to 5 marks may be awarded for describing any one method.</p> <p>Be aware that if the strategy is not named would you know what is being described.</p> <p>Accept any other suitable response.</p>

Question	Expected Answer(s)	Max Mark	Additional Guidance
8.	<p>Staff know how to respond to complaints</p> <p>Customers know who to contact/how to complain</p> <p>Customers know the process -Timeline shared with customers</p> <p>Customers are aware of their rights -next step if still unhappy</p> <p>Compensation level is made clear to customer</p> <p>Created feedback to be analysed and can be used to improve service</p> <p>Can create a positive image of the organisation if effective complaints procedure</p> <p>Customers will be retained if the process is effective</p>	2	<p>Award 1 mark for each valid justification point. Award 1 mark for each valid development point.</p> <p>Accept any other suitable response.</p>

[END OF MARKING INSTRUCTIONS]