

The logo consists of the letters 'N5' in a large, bold, white font, set against a solid purple square background.

National 5  
Coursework  
Assessment Task



## 2020 Administration & IT Assignment

### National 5

### Finalised Marking Instructions

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These marking instructions are prepared by examination teams for use by SQA appointed markers when marking external course assessments.

Please note, although we were not able to carry out live marking in 2020, these marking instructions are presented in a final state and have been referenced against limited candidate responses.



# General marking principles

This information is provided to help you understand the general principles that must be applied when marking candidate responses in this assignment. These principles must be read in conjunction with the specific 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 specific 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 candidate response does not seem to be covered by either the principles or specific marking instructions, and you are uncertain how to assess it, you must seek guidance from your team leader.
- d Candidates are awarded marks for specific skills and theory. Marks are awarded for demonstrating skills in using different IT applications and theory in the following areas:

## **Word-processing/desktop publishing – 30 marks (+/- 3 marks)**

- ◆ entering and editing text
- ◆ layout and presentation of information
- ◆ key information included

## **Communication – 30 marks (+/- 3 marks)**

- ◆ entering text
- ◆ key information included

## **Theory – 10 marks (+/- 3 marks)**

- ◆ providing responses as part of an integrated IT task

## **Word-processing/desktop publishing**

Where there are 2 marks available for inserting the logo throughout the assignment, award 1 mark at the first correct use and the second mark at the last use, only if inserted correctly throughout.

## **Communication**

### **Presentation**

The logo must be the same size and in the same general position on each slide, apart from the title slide. However, do not penalise if the candidate has moved the logo slightly to allow text or graphics to be seen.

Unless specified, accept the slide number in any position as long as it is consistent. New slides must be consistent. Inserted graphics must be consistent.

Note: different backgrounds or design templates can change the font, size, capitalisation and footer position on original slides.

## **E-mail**

E-mail messages must make sense and have:

- ◆ an appropriate subject heading with correct capitalisation, for example Flyer (not Task 6) when creating, or Re: Flyer, or the e-mail history must be shown when replying
- ◆ an opening, for example Hi/Hello/First Name/Good Morning/Afternoon
- ◆ a close, for example Thanks/Regards or a closing sentence followed by the candidate name (accept first name only and accept a close with or without a full stop)
- ◆ consistent spacing – 2 returns from opening to start of the e-mail and 2 returns from close to the candidate name. There should be a minimum of 2 returns before the signature block

## **E-diary**

- ◆ unless stated in the task, a week can be 5 or 7 days
- ◆ if any information is truncated on the e-diary printout, the candidate must provide supplementary printouts
- ◆ start and finish times of meetings and events must be clearly shown on printouts – if it is late in the evening, the whole day must be visible in the diary printout, unless a supplementary printout is provided
- ◆ it is not necessary to show location on printouts unless specifically requested – where it is included, mark keyboarding for accuracy
- ◆ accept initial or block capitals for events and appointments
- ◆ ignore extraneous events and meetings

## **Tasks**

- ◆ tasks must be entered using the task manager, or equivalent
- ◆ the date due must be shown
- ◆ mark tasks for keyboarding accuracy
- ◆ accept sentence case, initial or block capitals

## **Layouts**

Marks are awarded for a wide variety of layouts used in word-processing and desktop publishing tasks. Do not penalise candidates for applying a layout to a document that is different to one supplied in the marking instructions. The overriding principle is that a document must be fit for purpose.

## **Keyboarding**

Marks are awarded for every block of text that is accurately keyed-in (approximately every 20 words). Flags may be included, if appropriate, to identify where marks are awarded.

Do not accept alternative forms of spelling – only accept spelling as given in the task.

Treat each of the following as one error within a task:

- ◆ incorrect spacing after punctuation at the end of a sentence
- ◆ incorrect spacing for commas, colons, semi-colons, brackets and obliques
- ◆ confusion of hyphens and dashes
- ◆ recurring omission of the same punctuation mark

## Date formats

Accept any standard format, for example:

2 June 2020	2-4 June 2020
2nd June 2020/June 2nd 2020	2nd June - 4th June 2020
2/6/20	2/6/20 - 4/6/20
02/06/2020	02/06/2020 - 04/06/2020
June 2, 2020	June 2, 2020 - June 4, 2020
Tuesday, 2 June 2020	Tuesday, 2 June 2020 - Thursday, 4 June 2020

Do not accept the 2<sup>nd</sup> of June or American dates in number format. Dates must include a number, month and year, unless specifically instructed otherwise.

There must be consistency of style within a task. If an e-file is provided, candidates must use the same style.

## Time formats

Accept a variety of formats, for example:

1000 hours	10am
1000hrs	10.00 am
10:00 hours	10.00am
10.00 hrs	10:00 am
10 am	10:00am

Accept 2.30 pm and 4 pm within the one task. Do not accept **a.m.** or **p.m.** If there is a start and finish time, for example 7 pm - 9 pm or 7-9 pm – there must be a dash after a letter and a hyphen between numbers.

There must be consistency of style within a task. If an e-file is provided, candidates must use the same style.

## Text formatting

Accept any of the following:

Size	Right alignment
Bold	Bullet points
Underline	Justify
Italics	Border
Shading	Text within a shape
Centre	WordArt
Font change	

WordArt can also be accepted as a font style. However, if any of these are specifically requested in the task, they cannot also be used as a text format.

## Graphics

Accept:

Clip art	WordArt
Photographs	Watermarks
Scanned drawings	Border

A graphic must not be clipped by the margin or cover any information on the page.

Where a function appears in both the graphics and text formatting lists, it can only be counted as one of them.

## Capitalisation

Capital letters should be used at the start of sentences and for proper nouns. Treat inconsistent capitalisation as one error within a task.

## Headings

Headings should be enhanced in some way, for example:

- ◆ block capitals with or without bold
- ◆ initial capitals and bold
- ◆ initial capitals and underscore
- ◆ increased size of font

A change of alignment on its own is not acceptable.

Conjunctions should not be capitalised in headings with initial capitals, for example Circus in the Sky.

## Contact details

- ◆ for e-mail accept: e-mail, E-mail, E-Mail, email, Email, E, suitable symbol, or on its own
- ◆ for web address accept: Web, Web Address, W, Website, suitable symbol or on its own
- ◆ for telephone number accept: Tel No, Telephone Number, T, Phone, suitable symbol or on its own (there must be no space in telephone numbers)
- ◆ for Twitter accept: Twitter, T, suitable symbol or on its own

There must be consistency of style when using the above pieces of information and if any appear in a sentence, candidates must use sentence case.

## Theory

All keyboarding errors should be ignored.

### Tasks that ask candidates to 'outline'

Candidates must make a number of brief, relevant, factual points. The points do not need to be in any particular order.

Up to the mark allocation for this task:

- ◆ 1 mark should be given for each brief, relevant, accurate, point of knowledge

### **Tasks 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 task asked. These points may relate to a concept, process or situation.

Up to the mark allocation for this task:

- ◆ 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

### **Tasks that ask candidates to ‘explain’**

Candidates must make a number of points that relate cause and effect and/or make the relationships between things clear, for example by showing connections between a process/situation. These may include theoretical concepts. There is no need to prioritise the reasons.

Up to the mark allocation for this task:

- ◆ 1 mark should be given for each accurate relevant cause and effect
- ◆ 1 mark should be given for any further development of a relevant point, including exemplification when appropriate
- ◆ 2 marks should be given for a single response covering 2 points

### **General**

If a task requires specific information to be inserted in a footer, the candidate’s name, task number and SCN should always be below the footer information, or in the header. The only exception is on presentation printouts.

If candidates are asked to include a name, they must include the title, first name and surname, unless specifically instructed to use only certain information.

Candidates must action and then delete all comments on e-files.

### **Errors**

Do not award a maximum of 1 mark (1K) per word, for example:

- ◆ participant’s should be participants

### **Printouts**

There are clear printing instructions for each task.

Printouts of tasks must show all event details, without truncation and printouts of e-diary reminders must show the reminder time setting.

# Specific marking instructions

## Task 1

### Circus in the Sky

16 Robertson Street  
Glasgow  
G2 8DU

circus.sky@yoho.co.uk  
www.circusinthesky.co.uk  
@cits

Footer: Quest for Adrenaline!

1E

1TF

1K

1F

1L

1P



	Marks
Essential Information	1E
Logo - first time used correctly	1L
Text formatting - minimum 2 - (also check footer)	1TF
Footer	1F
Keyboarding - includes text in the footer	1K
Print and presentation - must be an appropriate size	1P
<b>TOTAL</b>	<b>6</b>

TASK 1
Essential information - name, address of organisation, e-mail, web and social media.
DNA 1E and 1K if any part of the essential info is omitted.
DNA 1L if logo is clipped.
Accept logo at top of the page or in the footer.
Accept if e-mail and/or web address are hyperlinks.
Accept a hyperlink as a text format.
Accept Social Media as sentence case or initial capitals.
Labels for contact details do not need to be included.
DNA 1F and 1K if the footer and text is omitted.
DNA 1K max across the whole assignment if: <ul style="list-style-type: none"> <li>◆ organisation name is consistently incorrect more than once</li> <li>◆ labels are included but not consistent</li> <li>◆ the exclamation mark is omitted from the slogan</li> </ul>
DNA 1P if: <ul style="list-style-type: none"> <li>◆ name, address and contact details are longer than a third of the page</li> <li>◆ candidate name etc is not below the inserted footer</li> </ul>

## Task 2

Outline the use of each of these when using electronic communication.

Favourites	Used to store frequently used websites/files/documents/webpages/addresses.	1T
Intranet	Used to find/save/share the organisation's network/files/documents/printers.	1T
Search Engine	Used to search for specific information using key words/related websites are shown.	1T

Describe 3 features of word processing/desktop publishing software.

1.	Text formatting/tools - bold, borders, font, text alignment, colour - make important words stand out.	1T
2.	Copy, cut and paste to move/insert text within the document.	1T
3.	Find and replace, a word or phrase is changed every time it occurs in a document.	1T
4.	Creating a table to display information effectively - to look professional/to look consistent.	
5.	Inserting graphics when creating posters.	
6.	Editing a table by inserting rows/columns, shading.	
7.	Inserting data from a spreadsheet eg graph.	
8.	Mail merge from spreadsheet/database/list into eg customer letter.	
9.	Using comments to draw attention to text.	
10.	Page numbers/headers/footers to display information on each page.	
11.	Spell check to fix spelling errors.	
12.	Thesaurus to find alternative words.	
13.	Printing documents eg booklet/back to back.	
14.	Template creates a consistent or neat document (eg colour, design)/will be automatically populated with business information.	

Explain 3 consequences of poor customer service.

Example	<i>The organisation spends time dealing with customer issues, leading to reduced productivity.</i>
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Poor Reputation/Publicity/Reviews	<ul style="list-style-type: none"> <li>◆ customers will not recommend to friends and family</li> <li>◆ difficult to attract new customers</li> <li>◆ demotivated staff</li> <li>◆ reduced sales</li> <li>◆ customers go to competitors</li> <li>◆ difficult to recruit new staff</li> </ul>
Reduced Customer Loyalty	<ul style="list-style-type: none"> <li>◆ reduced sales/profits/number of customers</li> <li>◆ more difficult to predict sales</li> <li>◆ poor reputation/publicity</li> <li>◆ customers shop elsewhere</li> </ul>
Increased Complaints	<ul style="list-style-type: none"> <li>◆ staff more stressed/staff less motivated</li> <li>◆ higher staff absence/turnover</li> <li>◆ increased costs</li> <li>◆ poorer reputation/publicity</li> </ul>
Reduced Sales/Profits/Number of Customers	<ul style="list-style-type: none"> <li>◆ less money to invest in the business</li> <li>◆ unsatisfied customers</li> <li>◆ customers will go elsewhere</li> <li>◆ leaving negative reviews</li> </ul>
Demotivated Staff	<ul style="list-style-type: none"> <li>◆ high absenteeism</li> <li>◆ irregular workforce</li> <li>◆ higher staff turnover/staff will leave</li> <li>◆ loss of customers</li> <li>◆ poor work environment</li> </ul>
Reduced Market Share	<ul style="list-style-type: none"> <li>◆ reduced profits</li> <li>◆ less competitive</li> <li>◆ customers will go to competitors</li> </ul>
Unsatisfied/Unhappy Customers	<ul style="list-style-type: none"> <li>◆ people are treated badly</li> <li>◆ won't recommend to family and friends</li> <li>◆ leaving negative reviews</li> <li>◆ no customer loyalty</li> <li>◆ reduce sales/profit/number of customers</li> <li>◆ customers have a bad experience</li> </ul>
No Competitive Edge	<ul style="list-style-type: none"> <li>◆ reduced market share</li> <li>◆ poorer reputation/publicity</li> <li>◆ reduce sales/profit/number of customers</li> </ul>
Increased Costs	<ul style="list-style-type: none"> <li>◆ reduced profits</li> <li>◆ higher staff turnover</li> </ul>
Reduced Efficiency	<ul style="list-style-type: none"> <li>◆ increased time spent dealing with customer complaints</li> </ul>
Increased Waste	<ul style="list-style-type: none"> <li>◆ more products returned</li> <li>◆ poor reputation/publicity</li> </ul>

1T

1T

1T

	Marks
Use of features when using the internet - outline	3T
Features of WP/DTP software - describe	3T
Consequences of poor customer service - explain	3T
<b>TOTAL</b>	<b>9</b>

<b>TASK 2</b>
<b>PART ONE</b>
Favourites: must be a use <ul style="list-style-type: none"> <li>◆ accept to enable quick access to - files/documents/webpages/addresses</li> <li>◆ DNA items/things/stuff</li> <li>◆ DNA to access favourite websites</li> </ul>
Intranet: must be a use <ul style="list-style-type: none"> <li>◆ accept to create a private network</li> <li>◆ DNA items/things/stuff</li> <li>◆ DNA computers that are linked</li> </ul>
Search Engine: must be a use <ul style="list-style-type: none"> <li>◆ accept search for information on a webpage</li> <li>◆ accept search the webpage/world web/internet</li> <li>◆ accept a program that searches on key words</li> <li>◆ DNA naming search engines only</li> <li>◆ DNA search for things online/search online</li> <li>◆ DNA to surf the internet</li> </ul>
<b>PART TWO</b>
Feature must be described not just named.
Feature does not need to be named - eg award mark for it will fix the spelling.
Accept 3 features of text formatting.
Accept creating a table to display tour dates or any other specific information.
DNA can change and enlarge pictures without poster or other document.
<b>PART THREE</b>
Check that the example given is not repeated.
A different explanation must be given each time.
Accept 2 explanations in one box.
Accept a response including sales or profit once only.
Accept a response including number of customers once only.
DNA reduced customers/sales so profits reduce on its own.

**[BLANK PAGE]**

### Task 3

Search  June 2020 Today Day Week Month Year

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
01/06	2	3	4	5	6	7
13 Acrobatic Skills Workshop	1M					
14						
15						
16						
17 Safety Inspection	1M					
18						
19	Circus in the Sky Show	Circus in the Sky Show	Circus in the Sky Show	1R		
20						
21						1P

Save Delete Online meeting Show as: Busy Reminder: 1 hour

#### Details

Safety Inspection 1TR

Location

Start: 01 June 2020 16:30  All day

End: 01 June 2020 18:00

● Circus in the Sky Show

Location

Start: 02 June 2020 19:00  All day

End: 02 June 2020 21:00

Every Tuesday, Wednesday and Thursday, effective 02/06/2020 until 04/06/2020 from 19:00 to 21:00 [Edit series](#)

New Delete Categories Charm Complete

Flagged items and tasks Active

Beyond next month

Collect posters from printing... 18 May 2020

Collect posters from printing company 1T

Due 18 May 2020

	Marks
Mon - 12.30 pm - 3.30 pm Acrobatic Skills Workshop	1M
Mon - 4.30 pm - 6.00 pm Safety Inspection	1M
Tue - Thurs - 7.00 pm - 9.00 pm Circus in the Sky	1R
Evidence of 1 hour reminder for Safety Inspection	1TR
Task - name must be - Collect posters from printing company date due - 18 May 2020	1T
Print - weekly view for 1-7 June 2020	1P
<b>TOTAL</b>	<b>6</b>

<b>TASK 3</b>
Accept: <ul style="list-style-type: none"> <li>◆ Primary School Acrobatic Skills Workshop</li> <li>◆ Primary Schools Acrobatic Skills Workshop</li> <li>◆ Acrobatic Skills Workshop for Primary School</li> <li>◆ Acrobatic Skills Workshop for Primary Schools</li> </ul>
Accept only Circus in the Sky show, Circus in the Sky Show or Circus in the Sky. Must be the event, not the location or further details.
If a location is entered it must be Lews Castle and/or Stornoway for all events.
DNA 1R if: <ul style="list-style-type: none"> <li>◆ Circus in the Sky shows or Circus in the Sky Shows</li> <li>◆ Circus in the Sky Tour</li> <li>◆ Circus in the Sky events are not identical</li> </ul>
Recurring meeting may not have a recurring icon.
DNA 1TR if reminder function has not been used.
DNA 1T if: <ul style="list-style-type: none"> <li>◆ 18 May 2020 is omitted</li> <li>◆ task is 'Collect posters' only</li> <li>◆ event instead of a task</li> </ul>
Ignore any extraneous entries.
Accept events consistently in sentence case, initial or block capitals.
DNA event mark if keyboarding incorrect.
DNA event marks if: <ul style="list-style-type: none"> <li>◆ events truncated and no supplementary printouts provided</li> <li>◆ supplementary printout does not match diary printout</li> </ul>
DNA 1 mark max if different events are incorrectly capitalised.
Accept task in sentence case, initial or block capitals.
DNA 1P if only an agenda is provided.

Task 4

# Acrobatic Skills Workshop

Workshop Stations	Details
Juggling	Learn the art of juggling by starting with scarves and moving on to beanbags. This activity is excellent for hand-eye co-ordination. Participants will develop basic throwing and catching skills.
Happy Hula	Learn the art of hula hooping. Participants will cover waist hooping, lifts, vortexes, body rolls, throws, jumps and more. This provides a solid foundation for participants to develop their own style.
Tightwire	Learn the art of balance by walking along a suspended broad beam. Participants start with ground balancing activities, then move on to broad beam assisted walking, working towards unassisted walking.
Ezee Trapeze	Learn the art of trapeze including rope and aerial skills. Participants will enjoy an adrenaline-filled activity with self-confidence rewards.
AcroBalance	Learn the art of balancing with and on other people to create different shapes. Participants will improve core strength and flexibility as well as learning teamwork, trust and respect.
Stilt Walking	Learn the art of walking on mini-stilts. Participants will move comfortably in each direction on their "legs". This activity is a great tool to build body awareness and balance.

1R

## What to Wear

Wear comfy, layered, snug clothing. Wear socks and have legs covered. Don't wear skirts or shorts, unless these are over leggings. All jewellery will need to be removed.

BENEFITS		
EDUCATION	SOCIAL	PHYSICAL
Improves: <ul style="list-style-type: none"> <li>• Mathematic Skills</li> <li>• Physics</li> <li>• Performance</li> <li>• Concentration</li> <li>• Creativity</li> <li>• Problem Solving</li> </ul>	Improves: <ul style="list-style-type: none"> <li>• Confidence</li> <li>• Self Esteem</li> <li>• Teamwork</li> <li>• Communication</li> <li>• Patience</li> <li>• Persistence</li> </ul>	Improves: <ul style="list-style-type: none"> <li>• Co-ordination</li> <li>• Flexibility</li> <li>• Reflexes</li> <li>• Rhythm and Timing</li> <li>• Balance</li> <li>• Body Orientation</li> </ul>

2K

1B

1P

	Marks
Find and replace accurate (6 replacements in template)	1R
Keyboarding - paragraph and table heading: BENEFITS	2K
Bullets and no indent	1B
Print - one page and correct location of AcroBalance details	1P
<b>TOTAL</b>	<b>5</b>

<b>TASK 4</b>
DNA 1R if candidates have used F and R, but 'participants' has a keyboarding/capitalisation/spacing error.
DNA 1K if: <ul style="list-style-type: none"> <li>◆ a manuscript correction is incorrectly actioned - each time</li> <li>◆ AcroBalance is included in the details section</li> <li>◆ 'kids' is not replaced with 'participants' in the AcroBalance section</li> <li>◆ heading 'BENEFITS' is not in block capitals</li> </ul>
DNA 2K if 10 or more words are omitted. DNA 1K if less than 10 words are omitted.
DNA 1B if: <ul style="list-style-type: none"> <li>◆ bullets or spacing are inconsistent</li> <li>◆ sub-heading 'Improves' is indented</li> </ul>
DNA 1P if original layout/text is changed.

## Task 5

Letter showing merged fields:

### Circus in the Sky

16 Robertson Street  
Glasgow  
G2 8DU

circus.sky@yoho.co.uk  
www.circusinthefsky.co.uk  
@cits



RF/Own Initials

Today's Date

<<Job\_Title>>

<<School\_Name>>

<<Address\_1>>

<<Address\_2>>

<<Postcode>>

1M

Dear Head Teacher

#### FREE ACROBATIC SKILLS WORKSHOP

We are touring Scotland this year with our 2020 Circus in the Sky show. We will be in Stornoway delivering one show-stopping, acrobatic performance per night in our big tent between 2-4 June 2020 at Lews Castle.

We realise the important and challenging job a Primary Teacher has in order to cultivate the potential of each young person in their care, particularly in such financially demanding times. This is why we would like to use our skills, while in Stornoway, to help.

Circus in the Sky will be holding a free Acrobatic Skills Workshop for young people between 5-10 years of age on Monday 1 June 2020 from 12.30 pm to 3.30 pm. Young people will meet our team of performers and listen to a highly motivational and inspiring talk from our Ring Master. They will then rotate around 6 workshop stations where they will learn different acrobatic skills.

Please find enclosed a flyer providing details of the activities at each workshop station. It also outlines the educational, social and physical benefits for participants and details of appropriate clothing they should wear to ensure both comfort and safety.

Quest for Adrenaline!

1M

We hope «School\_Name» will be able to take advantage of this opportunity and join us for this unique and exciting event. We have a range of videos on our website that showcase our previous tours and free acrobatic skills workshops. Feel free to watch these to give you an idea of the skills our acrobatic team have and how effective our workshop is.

Our dedicated team will ensure that your young people have an experience they will never forget.

If you are able to attend, please e-mail us at [circus.sky@yoho.co.uk](mailto:circus.sky@yoho.co.uk) by 18 May 2020 and provide us with approximate numbers of participants.

We look forward to hearing from you and hopefully meeting you on the day.

Yours faithfully

Rosa Fedigan  
Tour Manager

Enc

Quest for Adrenaline!

Merged letter for Marystone Primary School:

## Circus in the Sky

16 Robertson Street  
Glasgow  
G2 8DU

circus.sky@yoho.co.uk  
www.circusinthisky.co.uk  
@cits



1H

RF/Own Initials

1R

Today's Date

Head Teacher  
Marystone Primary School  
Benadrove Road  
Marybank  
HS2 0CH

Dear Head Teacher

FREE ACROBATIC SKILLS WORKSHOP

1S

We are touring Scotland this year with our 2020 Circus in the Sky show. We will be in Stornoway delivering one show-stopping, acrobatic performance per night in our big tent between 2-4 June 2020 at Lews Castle.

We realise the important and challenging job a Primary Teacher has in order to cultivate the potential of each young person in their care, particularly in such financially demanding times. This is why we would like to use our skills, while in Stornoway, to help.

Circus in the Sky will be holding a free Acrobatic Skills Workshop for young people between 5-10 years of age on Monday 1 June 2020 from 12.30 pm to 3.30 pm. Young people will meet our team of performers and listen to a highly motivational and inspiring talk from our Ring Master. They will then rotate around 6 workshop stations where they will learn different acrobatic skills.

Please find enclosed a flyer providing details of the activities at each workshop station. It also outlines the educational, social and physical benefits for participants and details of appropriate clothing they should wear to ensure both comfort and safety.

Quest for Adrenaline!

We hope **Marystone Primary School** will be able to take advantage of this opportunity and join us for this unique and exciting event. We have a range of videos on our website that showcase our previous tours and free acrobatic skills workshops. Feel free to watch these to give you an idea of the skills our acrobatic team have and how effective our workshop is.

1PB

Our dedicated team will ensure that your young people have an experience they will never forget.

If you are able to attend, please e-mail us at [circus.sky@yoho.co.uk](mailto:circus.sky@yoho.co.uk) by 18 May 2020 and provide us with approximate numbers of participants.

We look forward to hearing from you and hopefully meeting you on the day.

Yours **faithfully**

1CC

**Rosa Fedigan**  
**Tour Manager**

**Enc**

1E

1K

1P

Quest for Adrenaline!

	Marks
Mail merge: address block - must have job title, school name and full address	1M
Mail merge: school name in paragraph 5	1M
Headed paper inserted - must be identical to Task 1 including footer	1H
Ref/Date - inserted accurately	1R
Subject heading - Free Acrobatic Skills Workshop - must be accurate and enhanced	1S
Page break - appropriately placed - check merged letter	1PB
Correct closure - Yours faithfully - must be accurate	1CC
Enc - must be accurate	1E
Keyboarding - Rosa Fedigan, Tour Manager - must be accurate	1K
Print and layout - merged fields/print merged letter for Marystone	1P
<b>TOTAL</b>	<b>10</b>

<b>TASK 5</b>
DNA 1H if slogan is not present in the footer or formatted the same as in task 1.
DNA 1R and 1P if reference or date are omitted.
Job title and school name must be the first two lines of the address in any order.
DNA 1S and 1P if subject heading is omitted.
DNA 1PB if: <ul style="list-style-type: none"> <li>◆ a sentence is split over 2 pages</li> <li>◆ letter fits on one page</li> </ul>
DNA 1CC and 1P if complimentary close is omitted.
DNA 1CC if complimentary close has a comma.
DNA 1E only if Enc is omitted.
Accept 2-4 returns before Enc.
DNA 1K and 1P if name or designation is omitted.
Accept Ms Rosa Fedigan in complimentary close.
DNA 1P if: <ul style="list-style-type: none"> <li>◆ font/formatting is continued from headed paper</li> <li>◆ inconsistent font, format and size is used throughout the task</li> <li>◆ inconsistent or incorrect spacing</li> <li>◆ insufficient space for signature (4-6 line spaces)</li> <li>◆ designation is not below the name</li> <li>◆ spacing errors between merge fields</li> <li>◆ merge field(s) in the wrong place</li> <li>◆ extra merge field(s)</li> <li>◆ ref and date in wrong order and/or wrong place</li> <li>◆ date and ref are included but spacing is incorrect</li> <li>◆ subject heading is in wrong place</li> </ul>
Ignore page numbers.

Task 6

Re: Flyer

1R

1S

Date & Time

To: Rosa Fedigan; Michael Trodowski

1C

Importance: High

1U

1 attachment (27 KB)

Flyer.docx;

1A

Hi

Please find the flyer attached.

Thanks

Pupil name

1K

	Marks
Reply function	1R
Message to 2 people	1C
Marked as high priority/urgent	1U
Correct attachment - must be Word icon	1A
Keyboarding - start, end, message etc	1K
Print evidence of sending	1S
<b>TOTAL</b>	<b>6</b>

TASK 6
Evidence of reply must be provided - eg Re in subject and/or original email displayed at end of sent email or >.
If reply function not used check subject heading for keyboarding accuracy.
Accept the second email address in To section or CC section.
Urgent/High Priority function must be used to be awarded 1U eg !, high importance.
DNA 1U if urgent is keyed in.
Accept Kind Regards or Kind regards.
Accept Acrobatic Skills Workshop in initial capitals or sentence case.
Accept Acrobatic Skills Workshop Flyer in initial capitals or sentence case.
Accept Acrobatic Skills Workshop flyer.
Accept if a signature block has been used - spacing before signature, fonts and formatting may be different.

Task 7

# Circus in the Sky



2-4 June 2020  
7-9 pm

1F

*Lews Castle*  
*Stornoway*  
@cits

1TF

**Ticket costs:**

Adults - £18

Concessions - £14

Ticket enquiries: [circus.sky@yoho.co.uk](mailto:circus.sky@yoho.co.uk)

1K

1P

	Marks
Fonts - minimum 2	1F
Text formats - minimum 2	1TF
Keyboarding	1K
Presentation - essential information must be included and on one page, using minimum two thirds of the page	1P
<b>TOTAL</b>	<b>4</b>

TASK 7
Logo mark awarded in task 9.
Essential information includes name of show, location, dates and time of shows, social media details, ticket types/costs, e-mail address.
Accept Lews Castle or Lews Castle, Stornoway.
DNA 1P and 1K if any essential information is omitted.
DNA 1K if: <ul style="list-style-type: none"> <li>◆ a hyphen is used to split words over 2 lines</li> <li>◆ date format is incorrect, including year omitted</li> <li>◆ a piece of essential information is omitted</li> <li>◆ it ticket information is not keyed in exactly as shown in task</li> </ul>
DNA 1P if font size is not appropriate for a poster.

Task 8

Circus in the Sky  
Tour Dates

VENUE	DATES
Benbecula	9-12 June 2020
Inverness	16-19 June 2020
Kirkwall	23-26 June 2020
Aberdeen	7-10 July 2020

1R

1B

With special thanks to our Ringmaster - Mr Magnus Fields.

#circusinthisky

1PB

# Circus in the Sky

## Lews Castle

## Stornoway

## 2-4 June 2020

## 7-9 pm



**ACT ONE**

Phillipe Kovač  
*(Tightrope Walker)*

Martin Lopez  
*(Aerial Silk Artist)*

Roberto Lecini and Salvatore Spaan  
*(Acrobatic Aerial Artist and Drummer)*

Luca Fasano  
*(Stunt Performer)*

Act One Finale

Graphic

1K

**ACT TWO**

Laney Duda  
*(Juggler)*

Yann Garric  
*(Flame Thrower)*

Mabel the Marvel  
*(Trapeze Artist)*

Juan Carracedo and Mindy Boyer  
*(Hula Hoop Trapeze Artists)*

Act Two Finale

Graphic

1M

1G

1P

	Marks
Insert new row in correct place	1R
Thick box border around table - ignore any other borders	1B
Page border on first page only	1PB
Swap Laney and Phillipe	1M
Insert graphics (page 2 and page 3) - all or nothing	1G
Keyboarding - location, dates and times on page 1 - Luca Fasano (Stunt Performer) - Inverness and dates - #circusinthesky	1K
Presentation - 4-page booklet and following template for inserting information	1P
<b>TOTAL</b>	<b>7</b>

<b>TASK 8</b>
Logo mark awarded in task 9.
Must be 2 landscape pages per sheet. Front and back pages have to be on same sheet.
DNA 1R and 1K if a new row is not inserted for Inverness.
DNA 1M if there are keyboarding errors in Laney and Phillipe.
DNA 1G if the logo is used as a graphic.
Graphics on pages 2 and 3 can be the same.
DNA 1K if: <ul style="list-style-type: none"> <li>◆ brackets are omitted for Luca</li> <li>◆ year is omitted from date</li> </ul>
Accept Lews Castle or Lews Castle, Stornoway.
DNA 1K and 1P if: <ul style="list-style-type: none"> <li>◆ location, dates or times are omitted</li> <li>◆ #circusinthesky is omitted</li> </ul>
DNA 1P if: <ul style="list-style-type: none"> <li>◆ entries for Phillipe or Laney have incorrect formatting</li> <li>◆ Luca is inserted in the wrong place</li> <li>◆ Luca is inserted with inconsistent formatting</li> <li>◆ #circusinthesky is in the incorrect place or is duplicated</li> <li>◆ layout has been amended</li> </ul>

Task 9

1L
1TS

## Circus in the Sky

2-4 June 2020  
Lews Castle, Stornoway

JUNE/2020Guest for Adrenaline!

### Welcome

Welcome to 'Circus in the Sky', an adrenaline-fuelled stunt action show that is sure to wow our audiences!

Before the show begins, please pay attention to the following important messages about our performance and venue.

JUNE/2020Guest for Adrenaline!

1D
1A
1SF

### Important Information

1. Keep personal belongings with you at all times.
2. Report concerns immediately to staff members.
3. Identify your nearest emergency exit.
4. If the fire alarm sounds leave via your nearest emergency exit.

JUNE/2020Guest for Adrenaline!

### Headline Performers

Magnus Fields <i>Ringmaster</i>		Martin Lopez <i>Aerial Silk Artist</i>	
Phillipe Kovač <i>Tightrope Walker</i>		Yann Garric <i>Flame Thrower</i>	
Mabel the Marvel <i>Trapeze Artist</i>		Laney Duda <i>Juggler</i>	

JUNE/2020Guest for Adrenaline!

### Where Next?

VENUE	DATES
Berbecula	9-12 June 2020
Inverness	16-19 June 2020
Kirkwall	23-26 June 2020
Aberdeen	7-10 July 2020

1CP

JUNE/2020Guest for Adrenaline!

### Cafe

Please visit our cafe before the show starts or at the interval. We have a range of food/drinks on offer including:

- Variety of soft drinks
- Bottles of water
- Ice cream
- Popcorn
- Candy floss
- Hot dogs
- Nachos

JUNE/2020Guest for Adrenaline!

1HF

2K

1P

Stornoway 2020

page 26

	Marks
New slide (title slide) - Circus in the Sky, location and dates - all accurate	1TS
Logo - only award if correctly inserted in tasks 7, 8 and 9	1L
Remove action buttons	1A
Footer - slogan and date on all slides	1SF
Delete 'Our Show' slide	1D
Photographs - correct 3 - Phillipe, Mabel, Laney	1PH
'Where Next?' slide - copy and paste - must be table only	1CP
Move slide - Cafe - last slide	1M
Handout footer - Stornoway 2020	1HF
Keyboarding - new slide ('Important Information' slide), slide footer and handout footer	2K
Print 6 slides per page - presentation and layout	1P
<b>TOTAL</b>	<b>12</b>

<b>TASK 9</b>
DNA 1TS if: <ul style="list-style-type: none"> <li>◆ title slide is not the first slide</li> <li>◆ year is missing from date</li> </ul>
DNA 1PH if: <ul style="list-style-type: none"> <li>◆ any photograph covers gridlines on the table</li> <li>◆ graphics are not consistent in size</li> </ul>
DNA 1CP if: <ul style="list-style-type: none"> <li>◆ tour dates table is a screenshot</li> <li>◆ table on 'Where Next' slide does not have the same text as the table in Task 8</li> <li>◆ additional information is copied with the table</li> </ul>
Ignore the borders/formatting on the table in the 'Where Next?' slide.
DNA 1K if: <ul style="list-style-type: none"> <li>◆ text in either footer is incorrect but 1SF and 1HF can be awarded</li> <li>◆ bullets are entered instead of numbers in 'Important Information slide</li> <li>◆ quotation marks are included in slogan</li> </ul>
DNA 1P if: <ul style="list-style-type: none"> <li>◆ slides are not consistent</li> <li>◆ logo has been included on any of the slides 2-6 and covers any content</li> </ul>

## Task 10

← from Stornoway Lewis Ferry Terminal, Stornoway to Lews Castle, Lews Castle Grounds, Stornoway HS2 ...

2D

7 min (1.7 miles)

via Matheson Rd/B8027

Fastest route



### Stornoway Lewis Ferry Terminal

Stornoway

> Take Shell St to James St/A866 in Scotland

2 min (0.3 mi)

📍 At the roundabout, take the 2nd exit onto James St/A866

44 s (0.2 mi)

📍 At the roundabout, take the 1st exit onto Matheson Rd/B8027

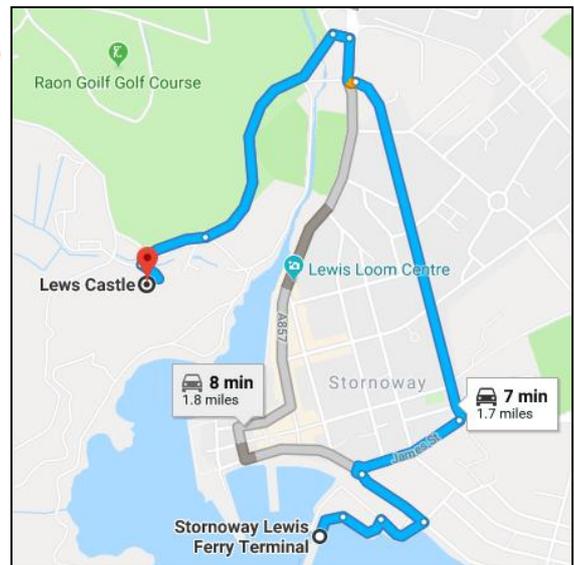
2 min (0.5 mi)

📍 At the roundabout, take the 2nd exit onto Macaulay Rd/A857

21 s (410 ft)

> Drive to your destination

3 min (0.6 mi)



## Lews Castle

Lews Castle Grounds, Stornoway HS2 OXP

Select departing flight · Glasgow - Stornoway · Mon, 1 Jun, 2020

1S

Filters [Reset](#)

⚠️ The COVID-19 (coronavirus) outbreak may impact your trip.

#### Stops

None

2+

#### Airlines

British Airways

Loganair

#### Departs

Morning 6am - 12pm

Afternoon 12pm - 6pm

Night 6pm - 12am

#### Arrives

Morning 6am - 12pm

#### Best matches

	<b>Loganair</b> GLA - SYY	<b>06:05 PM - 07:00 PM</b> 55m	<b>None</b> Direct flight	<b>£113</b>
	<b>Loganair</b> GLA - SYY	<b>07:10 AM - 08:10 AM</b> 1h	<b>None</b> Direct flight	<b>£113</b>
	<b>Loganair</b> GLA - SYY	<b>10:35 AM - 11:40 AM</b> 1h 5m	<b>None</b> Direct flight	<b>£113</b>
	<b>Loganair</b> GLA - SYY	<b>03:20 PM - 04:15 PM</b> 55m	<b>None</b> Direct flight	<b>£130</b>

Select departing flight · Stornoway - Benbecula · Fri, 5 Jun, 2020

Filters [Reset](#)

 The COVID-19 (coronavirus) outbreak may impact your trip.

Stops

None

Airlines

Loganair

Best matches

 Loganair SYU - BEB	03:05 PM - 03:35 PM 30m	None Direct flight	£46
---	----------------------------	-----------------------	-----

1B

## Find Us

Stornoway Gazette  
Unit 7, Cromwell Street Quay  
Harbour View  
Isle of Lewis  
Stornoway  
HS1 2DF  
01851 702687

1N

	Marks
Driving directions from Stornoway Lewis Ferry Terminal to Lews Castle - either map or narrative (all or nothing)	2D
Flight from Glasgow to Stornoway on correct day - 1 June 2020	1S
Flight from Stornoway to Benbecula on correct day - 5 June 2020	1B
Local newspaper in Stornoway - name and telephone number	1N
<b>TOTAL</b>	<b>5</b>

TASK 10
Results should clearly show evidence of an internet search.
Driving directions must clearly show start and finish points.
Accept Lews Castle or Lews Castle Grounds for the driving directions.
A specific flight must be selected.
Ignore any return flights.
Ignore if year is not shown on flight times.
Accept any phone number related to the Stornoway Gazette.

[END OF MARKING INSTRUCTIONS]

*Acknowledgement of copyright*

Task 10: (Page 28-29) - Logos and reference to Loganair.  
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Task 10: (Page 29) - Reference to Stornoway Gazette is reproduced by kind permission of Stornoway Gazette.