

The logo for National 5, featuring the letters 'N5' in a large, bold, white font on a purple square background.

National 5
Coursework
Assessment Task



National 5 Administration and IT Assignment Assessment task

Coursework Finalised Marking Instructions

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

Two marks are 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 (for example in bottom left corner), but can be moved 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.

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 Security Presentation (not Task 3)
- ◆ 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
- ◆ 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:

1 June 2025	01/06/2025
1 st June 2025/June 1st 2025	June 1, 2025
1/6/25	Sunday, 1 June 2025
1-7 June 2025	1 June - 7 June 2025
1 st - 7 th June 2025	1st June - 7th June 2025
Sunday 1 June 2025 - Saturday 7 June 2025	Sunday 1 June 2025
01/06/25	Sunday 1 June - Saturday 7 June 2025

Do not accept the 1st 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 6 pm - 9 pm or 6-9 pm or 10 am - 3.30 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 Meeting with Catering Crew.

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)

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

Tasks 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 task.

Up to the mark allocation for this question:

- ◆ 1 mark should be given for each accurate relevant justification
- ◆ 1 mark should be given for any further development of a relevant point, including exemplification when appropriate

General

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

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:

- ◆ co - ordanation should be co-ordination

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.


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Specific marking instructions

Task 1

✓₁ Title slide 1TS

Milton Community Centre
10th Anniversary
Celebrations



1-7 JUNE 2025


✓₁ Logo 1L

1

✓₁ Layout 1SL

LITTER PICKS

Milton Community Woodland Monday 2 June 2025 2-4 pm All equipment will be provided Wear suitable clothing and footwear	Milton Beach Wednesday 4 June 2025 10 am - 12.30 pm All equipment will be provided Wear suitable clothing and footwear
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 1-7 JUNE 2025 2

SCAVENGER HUNT/QUIZ NIGHT

Scavenger Hunt

Sunday 1 June 2025 1-3 pm

For children aged 8-15 years

Course will be in the woods and on the pier

Prizes - 8-11 years and 12-15 years

Quiz Night

Thursday 5 June 2025 7-11 pm

For over 15s only

In the Community Centre

Bring your own refreshments

£100 cash prize for winning team



1-7 JUNE 2025

3

COMMUNITY GARDEN

Maintenance

Tuesday 3 June 2025

Weeding and tidying of the flower beds

Preparation of the vegetable beds

Painting fence and benches

Installation of new compost bins

Planting

Friday 6 June 2025

Planting vegetable beds

Planting herb garden

Planting commemorative rose bush

Unveiling of commemorative plaque



**Bold column
headings 1B**



1-7 JUNE 2025

4


FAMILY FUN DAY ✓₁ Move slide 1M

On Saturday 7 June 2025 10.30 am – 2.30 pm featuring:

- Bouncy castle and inflatables
- Tombola and raffle
- Cake and candy stalls
- Arts and craft stalls
- Fairground rides and games
- Toy and book stall
- Grand community BBQ

Graphic

✓₁ Graphic 1G

 1-7 JUNE 2025 5


BOOKING AND TICKETS

Thanks to lottery funding and a generous grant from Highland Council we are able to offer all activities for free! However, to keep numbers under control and ensure everyone’s safety and comfort, we ask that you sign up for your chosen event(s). Booking forms and tickets can be found on the website, or you can e-mail your requirements.

Web: www.miltoncommunity.net ✓₁ Text inserted 1I

E-mail: miltoncommunity@mail.com

✓₁ Keyboarding 1K ✓₁ Slide number 1N

 1-7 JUNE 2025 6

✓₁ Footer 1Ft ✓₁ Design 1D ✓₁ Print 1P

	Marks
Title Slide - Milton Community Centre, 10 th Anniversary Celebrations and dates	1TS
Logo - first correct use	1L
Layout - Litter Picks slide - two column layout and info moved correctly	1SL
Embolden column headings - Community Garden slide	1B
Move slide - Family Fun Day slide to be slide 5	1M
Graphic - suitable graphic inserted - Family Fun Day slide	1G
Design/background inserted - all slides	1D
Contact details - inserted in correct place - Booking and Tickets slide	1I
Footer - logo and dates in footer on all slides except title slide	1Ft
Slide Numbers - on every slide	1N
Keyboarding - title slide, dates in footer and contact details	1K
Print - handout format 2 slides per page	1P
TOTAL	12

Task 1
DNA 1TS if: <ul style="list-style-type: none"> ◆ title slide layout not used ◆ title slide is not the first slide
Accept the date on the title slide and footer in block capitals or initial capitals or one of each.
DNA 1TS and 1K if any information is omitted from the title slide.
DNA 1SL if: <ul style="list-style-type: none"> ◆ 2 content layout has not been used ◆ text has not been moved into the second column correctly ◆ the line spacing is not consistent
DNA 1B if there are any additional changes/formatting to slide 4.
DNA 1G if: <ul style="list-style-type: none"> ◆ graphic is clipped ◆ graphic covers text
DNA 1I if spacing is amended around web and e-mail.
The I mark is only for the placement of the web and e-mail, not for keyboarding
DNA 2 nd logo mark if logo is included twice on title slide.
DNA 1Ft and 1L if there is no logo on slides 2-6.
DNA 1Ft if the logo is not in the footer, but it is on slides 2-6, and 1L can be awarded in Task 3.
DNA 1Ft and 1K if footer text is omitted.
DNA 1Ft and 1K and 1L in Task 3 if footer text and logo is omitted.
DNA 1N if slide number is not on title slide.
DNA 1K if: <ul style="list-style-type: none"> ◆ text is omitted from title slide ◆ there is punctuation in the title slide ◆ text in footer is incorrect, but 1Ft can still be awarded ◆ web and e-mail are transposed ◆ dates in title slide and footer are not consistent within the document <ul style="list-style-type: none"> • 1 June 2025 - 7 June 2025 • 1 June - 7 June 2025 • 1-7 June 2025 • Sunday 1 - Saturday 7 June 2025 • with/without days
DNA 1K max across the whole assignment if 10 th Anniversary Celebrations is consistently incorrect.
DNA 1P if handout format is not 2 slides per page.

Task 2

MILTON COMMUNITY CENTRE

10th Anniversary Celebrations

Family Fun Day

7 June 2025

10.30 am – 2.30 pm

www.miltoncommunity.net




✓₁

Fonts 1F

✓₁

Text formats 1TF

✓₁

Essential information 1E

✓₁

Keyboarding 1K

✓₁

QR code 1Q

✓₁

Presentation 1P

	Marks
Fonts - minimum 2	1F
Formats - minimum 2	1TF
Essential information - community centre name, 10 th Anniversary Celebrations, event name, date, time, web address	1E
Keyboarding - Milton Community Centre, 10 th Anniversary Celebrations, Family Fun Day, 7 June 2025, 10-30 am - 2.30 pm, www.miltoncommunity.net	1K
QR Code	1Q
Presentation - ticket portrait and no larger than 6 cm x 9 cm	1P
TOTAL	6

Task 2

DNA 1E and 1K if any essential information is omitted.

DNA 1K if:

- ◆ the date has no year but 1E can be awarded
- ◆ there is any extraneous information that impacts the sense of the e-ticket

DNA 1Q if graphic clipped, flipped or covers text.

DNA 1L in Task 3 if logo is missing, cropped or covers inserted information.

DNA 1K max across the whole assignment if Milton Community Centre is consistently incorrect.

Accept web address with/without underscore.

The ticket must be portrait, but it could be printed on a landscape page.

Hyperlinks should be treated as one text format.

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Task 3

✓₁ **Heading 1H**

MILTON COMMUNITY CENTRE BOOKING FORM

All events are **free** and you can attend as many as you like! ✓₁ **Bold - 'free' 1B**

EVENT	DATE OF EVENT	NO OF TICKETS*
Litter Pick – Woodland	2 June 2025	
Litter Pick – Beach	4 June 2025	
Scavenger Hunt (8-15 years)	1 June 2025	
Quiz Night (15 years+)	5 June 2025	
Community Garden – Maintenance	3 June 2025	
Community Garden – Planting	6 June 2025	
Family Fun Day	7 June 2025	

✓₁ **Page border 1PB**

✓₁ **Dates - all inserted accurately 1D**


* Please state the number of tickets required for each event. ✓₁

Contact Name	✓ ₁ Larger font 1S	✓ ₁ New row inserted 1R
Contact Tel No	✓ ₁ Keyboarding 1K	
Contact E-mail		

Completed forms should be returned to Audrey McIntyre, 21 Old Mill Road, Milton, Invergordon, IV18 0PU or by e-mail to miltoncommunity@mail.com.

Once processed your e-ticket(s) will be sent to you at the e-mail address provided above. The QR code will be scanned upon entry to each event.

✓₁ **Logo 1L**



✓₁ **Presentation 1P**

	Marks
Heading - relevant and enhanced (min BOOKING FORM/EVENT BOOKING/ACTIVITY BOOKING)	1H
Bold - 'free' (can also be used elsewhere, eg heading)	1B
Page border	1PB
Dates - all dates (including year) entered accurately	1D
New row inserted - in correct place and merged	1R
Size - new sentence to be larger font and fit on one line	1S
Keyboarding - name of centre, heading and sentence	1K
Logo - final use, bottom right corner	1L
Presentation - space for contact details, on one page	1P
TOTAL	9

Task 3
The H mark is only for Booking Form/Event Booking/Activity Booking - this isn't an exhaustive list but has to say booking.
0H if Booking Event, Booking Activity, Form Booking.
DNA 1H if heading is not enhanced in some way.
Accept centre name and heading outwith the table and on 2 lines.
Only award logo mark if also correct in Task 1 footer and Task 2.
DNA 1D if: <ul style="list-style-type: none"> ◆ dates are formatted inconsistently ◆ any times included are incorrect or inconsistent <p>Monday 2 June 2025 2-4 pm Wednesday 4 June 2025 10 am - 12.30 pm Sunday 1 June 2025 1-3 pm Thursday 5 June 2025 7-11 pm Tuesday 3 June 2025 Friday 6 June 2025 Saturday 7 June 2025 10.30 am - 2.30 pm</p>
DNA 1R if row is not inserted in correct place.
DNA 1S if: <ul style="list-style-type: none"> ◆ font size has not been increased ◆ text runs over more than one line
DNA 1K if: <ul style="list-style-type: none"> ◆ name of centre is omitted ◆ heading is omitted ◆ any keyboarding error(s) in the heading ◆ use of asterisk is incorrectly spaced or omitted ◆ sentence has no full stop
DNA 1P if: <ul style="list-style-type: none"> ◆ insufficient space has been left for contact details ◆ details keyed in to name, tel no and e-mail but check for accuracy ◆ dates are not consistently aligned within the box ◆ dates are emboldened

Task 4

Part A

Describe 3 tasks/duties that would be carried out by an Admin Assistant.	
1	Preparing word processing documents to send to customers/suppliers/creating promotional materials eg posters. ✓ ₁
2	Maintaining/creating database of staff/customer/supplier information/details. ✓ ₁
3	Creating/updating spreadsheets of monthly sales figures/budgets/for staff meetings/to show costs/to show profits. ✓ ₁
4	Answering the telephone/directing calls to a member of staff.
5	Making appointments in an electronic diary for yourself/members of staff.
6	Photocopying documents to be issued to staff at meetings.
7	Send/reply e-mails to customers/employees/manager/public.
8	Ordering new equipment for the organisation.
9	Keeping a record of the current equipment/equipment owned by the organisation.
10	Keeping a record of all staff/visitors entering the building/ensuring there are no unauthorised visitors entering the building.
11	Organising/arranging physical/electronic files.
12	File management - files are stored correctly/named correctly/only authorised staff can access.
13	Helping customers with complaints/enquiries.
14	Keep money safe/in a safe.
15	Organising a business trip for the manager/accommodation/travel/within a budget.
16	Create/amend presentations for staff/training/customers/event.
17	Greet guests/visitors politely.
18	Take notes of any key point discussed at meetings for their boss.

Task 4 Part A

Answers must describe tasks/duties

DNA 2 descriptions of one task.

Max one mark for description of word processing documents.

DNA send e-mails/take phone calls to anyone/someone/people.

DNA e-mail important documents.

Part B

Outline a way that Milton Community Centre could use the following methods of electronic communication.	
These can apply to each method as long as they are different.	
1	Keep the community/customers informed.
2	Book tickets/purchase goods online.
4	Receive feedback.
5	Post pictures/videos.
6	Reach a wide audience.
7	Attract more people/grow the business.
8	Allows customers to watch reviews/recommendations.
9	Allows staff to watch training videos.
10	Create/share a story.
11	Follow developments/give news about new products/events.
12	Allows the sharing of community stories.
13	Promote/advertise an event/the business.
14	Discuss/talk about/write about an event/ideas (if this is further developed could attain marks for each).
15	Answer questions.

✓₁
✓₁
✓₁

Task 4 Part B
Must be an outline - more than identify
Award the mark if it's very clear they understand what each of the communication methods do.
Only one mark is available in each box.

Part C

Using reliable sources of information is extremely important to Milton Community Centre. Explain 3 consequences of using unreliable websites.	
CONSEQUENCE	EXPLANATION
Using out of date information	<ul style="list-style-type: none"> ◆ could lead to employees being given wrong travel details resulting in missing appointments/meetings ◆ could result in upsetting customers causing them to stop trading with you, resulting in falling sales ◆ which means that wrong decisions may be made ◆ could result in wrong prices being quoted ◆ which will waste time/unnecessary work ◆ which can be costly/increased costs ◆ so the organisation might have increased costs ◆ member of staff might miss meetings ◆ which will lead to the organisation getting a bad reputation ◆ which could lead to a loss of customers/sales/profit ◆ which means staff would leave ◆ increases complaints
Using biased information	
Using inaccurate/incorrect/wrong/false information	
Information may not be relevant or concise	
Fraudulently used personal/financial data/unsecure payments	
The wrong decision is made	
If timings are incorrect	
Data may be accessed by hackers	
Bad reputation	
Explanation of virus	
Customer trust	
Reduced staff morale	

✓₁
✓₁
✓₁

Task 4 Part C
Each consequence and explanation must be different
Each consequence and explanation must match.
DNA contains out of date information as it is incorrect - they are both features.
Often can have 2 explanations as long as they match but there must be an impact.

	Marks
Admin Assistant tasks/duties - describe	3
Electronic communication - outline	3
Consequences of unreliable sources of information - explain	3
TOTAL	9

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Task 5

Today ^ v May 2025 ✓₁ **Print monthly view 1P**

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
28 Apr	29	30	1 May	02	03	04
05	06 19:00 Planning Meeting ↻	07	08	09	10	11
12	13 19:00 Planning Meeting ↻	14 16:00 Meeting with Catering	15	16	17	18
19	20 19:00 Planning Meeting ↻	21	22	23	24	25
26	27 19:00 Planning Meeting ↻	28	29	30	31	1 Jun

Planning Meeting

Invite attendees

06/05/2025 19:00 All day Time zones

06/05/2025 21:30 Weekly

Occurs every Tuesday until May 27, 2025

Board Room

✓₁ **Recurring meeting - every Tuesday 1R**

Edit Delete Duplicate event Busy 1 hour before

Meeting with Catering Crew

Wed 14/05/2025 16:00 - 17:30

Board Room

✓₁ **Meeting - Wed 1M**

Admin Assistant Wed, September 6, 2023

○ Confirm numbers for catering

Due Tue, May 27, 2025

✓₁ **Task 1T**

	Marks
Planning Meeting - Tuesday 6, 13, 20 and 27 May 2025, 1900 hrs - 2130 hrs, Board Room	1R
Meeting with Catering Crew - 14 May 2025, 1600 hrs - 1730 hrs, Board Room	1M
Reminder evidence - 1 hour - Meeting with Catering Crew	1Re
Task: <ul style="list-style-type: none"> ◆ Confirm numbers for catering ◆ Date due: Tuesday 27 May 2025 	1T
Print monthly view - May 2025	1P
TOTAL	5

Task 5
The word 'meeting' must be included in all meeting entries. Recurring meetings may not have a recurring icon but make sure Tuesday events are identical.
Ignore any extraneous entries.
Accept meetings and events consistently in sentence case, initial or block capitals.
DNA meeting/event mark(s) if: <ul style="list-style-type: none"> ◆ keyboarding is incorrect or location is missing for each event (location must include minimum of Board Room) ◆ truncated and no supplementary printout provided ◆ supplementary printout does not match diary printout
DNA 1 mark max if different meetings/event are incorrectly capitalised.
DNA 1Re if reminder function has not been used.
Award 1T if there is no year - many systems don't put the year in if it's the current year.
DNA 1T if: <ul style="list-style-type: none"> ◆ date for the task is not 27 May 2025 or is omitted ◆ task is truncated or not as given ◆ meeting/event instead of a task
Accept task: <ul style="list-style-type: none"> ◆ in sentence case, initial or block capitals ◆ with or without full stop
If time can't be seen on monthly printout, 1P can be awarded however no meeting marks can be awarded unless supplementary evidence is provided.
DNA 1P if: <ul style="list-style-type: none"> ◆ only an agenda is provided ◆ no monthly view provided ◆ wrong dates provided ◆ supplementary pages do not match monthly view but supplementary pages are required to award marks
Award 1P is monthly printout is slightly truncated on the first day seen.

Task 6

NOTICE OF MEETING AND AGENDA

A meeting of the Milton Community Centre Committee will take place in the Board Room on 3rd Monday of next month at 1900 hours to discuss arrangements for the Community Centre’s 10th Anniversary Celebrations.

✓₁ Date 1D

AGENDA

1. Present
2. Minutes of previous meeting
3. Matters arising
4. Update on planned events
5. Budget
6. Staffing of events
7. AOB
8. Date of next meeting

✓₁ Keyboarding 1K

1. Date of next meeting

✓₁ Print and edit font/size 1P


✓₁ Numbered list 1N

	Marks
Correct and accurate date - must be 17 March 2025 or 21 April 2025	1D
Keying in items 4-6 - consistency of capitalisation and full stops if entered	1K
Items numbered - accept with/without indent and full stops	1N
Print with heading, Notice of Meeting and Agenda, a different font and larger size and new items in the correct place	1P
TOTAL	4

Task 6
DNA 1K if new items have inconsistent capitalisation and/or full stops.
DNA 1N if each item has not been numbered.
DNA 1P if the font or size of any text other than the heading has been changed.

Task 7

Anniversary Celebrations

 Candidate Name ← ↶ ↷ ☰ ⋮

To: Newspaper ✓₁ Message to 2 people 1C Today 11:54

Cc: Audrey ✓₁ Sent 1S

Hi

Our 10th Anniversary Celebrations are taking place from 1-7 June 2025. Would it be possible for a reporter and photographer to cover some of the events?

Thanks ✓₁ Essential information 1E

Candidate Name ✓₂ Keyboarding 2K
Admin Assistant
Milton Community Centre

	Marks
E-mail to two people	1C
Essential information - details and dates of the celebration, request for reporter and photographer	1E
Keyboarding - relevant subject, start, sensible message and close, essential information accurate	2K
Print evidence of sending	1S
TOTAL	5

Task 7
Check signature block is identical to Task 10b - mark for creating and keyboarding of signature block awarded in Task 10b
Accept both e-mail addresses in To: box, or one in To: and one in Cc:.
Accept evidence of sending as date and time, closed envelope or screenshot of sent items.
Essential information must include reference to 10 th anniversary, dates, request for reporter and photographer.
10 th Anniversary could be in the subject and therefore meet essential information criteria.
DNA 1E and 1K max if any essential information is omitted.
DNA 1K if: <ul style="list-style-type: none"> ◆ line spacing is inconsistent ◆ there is more than one clear line between the close and candidate name. Ignore any space above the signature block ◆ year is omitted, but 1E can be awarded
Accept Kind Regards or Kind regards.

Task 8



Milton Community Centre

21 Old Mill Road
Milton
Invergordon
IV18 0PU

Tel: 07846902745

E-mail: miltoncommunity@mail.com

AM/Own initials

Today's Date



Reference and date 1R

Mr Felix Kirk
Milton Watersports Club
Shore Road
Invergordon
IV18 0RE

Dear Mr Kirk



Salutation 1S

10th ANNIVERSARY CELEBRATIONS



Subject heading - 1SH

You may not realise it, but we are celebrating our 10th anniversary this year. To commemorate this wonderful milestone, the committee is busy organising a range of events including a Scavenger Hunt, Quiz Night, Litter Picks and a Family Fun Day to help bring the local community together.

We are looking for local businesses to support our week of events. We are hoping that you may be able to contribute financially, by sponsoring one of the events or by donating a prize for the raffle at the Family Fun Day.

I appreciate that you must receive many similar requests. However, any support you are able to offer us will be gratefully received - all monies raised will go back into our community.

If you require additional information, please do not hesitate to contact me. Thank you in advance.

Yours sincerely

Audrey McIntyre
Community Chair



Keyboarding 3K



Headed paper inserted 1H

Web: www.miltoncommunity.net
Social Media: @miltoncommunity

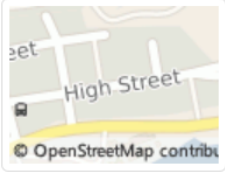


Presentation 1P

	Marks
Ref/Date - inserted accurately	1R
Correct Salutation - accept either Dear Mr Kirk or Dear Felix - must be accurate	1S
Subject heading - must be relevant, accurate and enhanced	1SH
Keyboarding - inside address, last 2 paragraphs, manuscript corrections, Audrey McIntyre and Community Chair	3K
Headed Paper inserted - must keep original formatting and include the footer	1H
Presentation - location of date/ref/inside address/salutation/subject heading/new paragraphs - same font, format, size, paragraph spacing, and space for signature (4-6 line spaces)	1P
TOTAL	8

Task 8
DNA 1R and 1P if ref and/or date is omitted.
Subject Heading - accept anything relevant eg - Celebration(s), Anniversary, Raffle, Sponsorship, Fundraising.
DNA Milton Community Centre as the subject heading.
Treat manuscript correction errors as keyboarding errors.
DNA 1H if web address and social media is not present in the footer.
DNA 1S if there is a comma after salutation.
DNA 1SH and 1P if the subject heading is omitted.
DNA 1K once if candidate name and Admin/Administrative Assistant is in the signature block - must be accurate
DNA 2K and 1P if name and designation is omitted.
<p>DNA 1P if:</p> <ul style="list-style-type: none"> ◆ font/formatting is continued from headed paper ◆ inconsistent font, format and size is used throughout the task ◆ inconsistent or incorrect spacing ◆ paragraphs inserted in wrong place ◆ insufficient space for signature (4-6 line spaces) ◆ designation is not below the name ◆ ref and date in wrong order and/or wrong place ◆ date and ref are included but spacing is incorrect ◆ subject heading is in wrong place ◆ candidate name is on the same line as or above footer text ◆ there is extraneous information eg Enc

Task 9



OpenStreetMap contrib

Harry Gow

🕒 Closed now
[Opening Times](#) [Website](#)

93B . HIGH STREET
IV18 0AB **Invergordon** Highland
Scotland

☎ 01349 852552

... Bakeries, Pastries, Baker, Bread making, Retailers, **Bakery, Bakery products**, Bakers' Shops

✓₁ Contact details 1C

← from IV18 OPU, Old Mill Rd, Milton, Invergordon to Kincaig Castle Hotel, Near Tomich on A9 By, In...

IV18 OPU
Old Mill Rd., Milton, Invergordon

↑ Head south-east on Old Mill Rd
203 ft

↪ Turn right
0.3 mi


↶ Turn left onto B817
0.7 mi

↪ Turn right
0.3 mi

↶ Turn left onto A9
4.3 mi

↪ Turn right
Destination will be on the right
0.2 mi

Kincaig Castle Hotel
Near Tomich on A9 By, Invergordon IV18 0LF



✓₂ Directions 2D

	Marks
Contact details of a baker in Invergordon - must show baker/bakery, Invergordon and contact details	1C
Directions - must be for driving - all or nothing	2D
TOTAL	3

Task 9
Results should clearly show evidence of an internet search.
Accept tel no/e-mail address/website/social media/postal address for contact details.
Accept map or narrative for directions but must show correct start and end points.
Accept starting point as Mercat Centre.

Task 10a

DRAFT



Header 1H

To celebrate 10 years at the heart of the local community, we held an Activities Week. Over 7 days residents were invited to join in with a variety of events all designed to enhance their surroundings and boost the community spirit.

Activities included:

- Litter Picks
- Scavenger Hunt
- Quiz Night
- Community Garden Maintenance and Planting



Bullets 1B

The grand finale was a Family Fun Day on Saturday 7 June 2025. There were plenty of bouncy castles, inflatables, fairground rides and games for all to enjoy. Local volunteers manned cake and candy stalls, the ever-popular tombola and raffle and everyone pitched in with the community BBQ.

Throughout the week the weather was perfect which added to everyone's enjoyment of the week.



Thanks to the whole community for your tremendous support and here's to the next 10 years!

Justify all text 1J



Keyboarding 1K



Presentation 1P

	Marks
Header - anywhere in header - accurate	1H
Bullet points - without indent - accept any type of bullet	1B
Justify all text	1J
Keyboarding (highlighted text)	1K
Presentation	1P
TOTAL	5

Task 10a
Accept draft in initial caps.
1K if new paragraph omitted.
DNA 1B if there is no space after the bullet.
DNA 1P if: <ul style="list-style-type: none"> ◆ on 2 pages ◆ there is incorrect or inconsistent spacing in the document ◆ margins have been changed ◆ font/size of paragraph is inconsistent ◆ new paragraph is in the wrong place

Task 10b

Review

Review.docx

Candidate Name
To: Audrey Today 12:25

Review.docx 28 KB ✓**Attachment 1A** ✓**Sent 1S**

Hi

Please find attached the review as requested.

Thanks ✓**Keyboarding 1K**

*Candidate Name
Admin Assistant
Milton Community Centre* ✓**Signature block 1SB**

	Marks
File attached - any word file	1A
Keyboarding - relevant subject, start, sensible message and close	1K
Signature block - name, job title and Milton Community Centre (including keyboarding) - check Task 7	1SB
Print evidence of sending	1S
TOTAL	4

Task 10b
Accept Kind Regards or Kind regards.
Accept Review as lowercase if it's in the message.
DNA 1SB if: <ul style="list-style-type: none"> signature block is not the same in both e-mails (check Task 7) ie font style, size, line spacing. job title is not Admin/Administrative Assistant there are keying-in errors in the signature block
Accept Job Title and Milton Community Centre on same line or different lines.
Where the signature block is separate from the main e-mail, candidate name could be included twice.
Accept if a candidate name is in a signature ie if a different font/format has been used.
Accept a variety of line spacing within signature block.
Accept evidence of sending as date and time, closed envelope or screenshot of sent items.
Accept if e-mail is sent to more than one person.

[END OF MARKING INSTRUCTIONS]