



National
Qualifications
RESOURCE

X801/75/01

Administration and IT

Marking Instructions

Please note that these marking instructions have not been standardised based on candidate responses. You may therefore need to agree within your centre how to consistently mark an item if a candidate response is not covered by the marking instructions.

General marking principles for National 5 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) Candidates will be awarded marks for specific skills and theory.

Marks will be awarded for demonstrating skills in using different IT applications and theory in the following areas:

Spreadsheet – 23 marks

- entering and editing text
- using formulae and functions to perform calculations and summarise information
- using functions to manipulate information

Theory – 17 marks

- marks will be awarded for providing relevant responses

Spreadsheet

If the value view is missing, marks can be awarded on the formula view as appropriate. New row/column headings/labels must be as instructed or consistent.

If the name for the named cell is given it must be keyed in accurately, however if names are not given, the name used must be relevant.

Candidates are expected to use the most appropriate formula. The use of the + sign when adding 3 or more adjacent cells, nor the use of =SUM and + in the same formula is not accepted.

For subtraction, multiplication or division =SUM at the start of the formula is not accepted.

Marks are not awarded if cells are truncated.

Theory

In some instances 2 separate responses can be combined to be awarded 1 mark. In some instances one response covering 2 points can be awarded 2 marks. All keyboarding errors should be ignored.

Questions that ask candidates to Outline

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

Up to the mark allocation for this question:

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

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.

Up to the mark allocation for this question:

- 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

Questions 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 question:

- 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
- in some instances, 2 separate responses can be combined to be awarded one mark
- one response covering 2 points can be awarded 2 marks

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.

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

Keying-in

Marks will be awarded for every block of text that is accurately keyed-in. This will be for approximately every 20 words. Flags may be included, where appropriate, to identify where marks are awarded. Inconsistent capitalisation is treated as one error within a question.

Dates must include a number, month and year for example 7 May 2020, unless specifically instructed otherwise. Accept any standard date format for example

- 7 May 2020
- 7th May 2020/May 7th 2020
- 7/5/20
- 07/05/2020
- May 7, 2020
- Thursday, 7 May 2020

DNA 'the 7th of May' or American dates in number format.

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.

Headings with initial capitals for example - 'Plan for Cooper's Treatment' - conjunctions should not be capitalised.

Where a question requires specific information to be inserted in a footer the candidates name and/or question number should always be below the footer information.

All comments must be actioned and deleted.

Printouts


Candidates are clearly directed, within the instructions, as to the printing requirements for each question.

Marking instructions for each question

Question 1(a)


Healthcare_Plan

1H

PASSIONATE PAWS		1L
VACCINATIONS:		
Individual Vaccine	£35.00	
Puppy Course Vaccines	£60.00	
Kennel Cough Booster	£15.00	
PROCEDURES:		
Monthly Flea Protection	£5.00	
Scale and Polish	£70.00	
Tooth Extraction	£100.00	
X-ray	£40.00	
CLINICAL EXAMS:		
Clinical Exam - Dogs & Cats	£20.00	
Clinical Exam - Other Pets	£15.00	
CONSULTATIONS:		
30 minute Consultation	£10.00	
60 minute Consultation	£15.00	
MICROCHIPPING:		
	Small/Medium (25 kg or less)	Large (greater than 25 kg)
Cost:	£10.00	£12.50
Discounted Cost for May:	£9.00	£11.25

Price List Worksheet - Value	Marks
Filename in header	1H
Insert logo in cell B1	1L
TOTAL	2



Question 1(a)
DNA 1H if filename is not in header of both value and formula view of Price List worksheet.
DNA 1H if filename has a space between the words instead of an underscore.
Accept filename left, centre or right.
Accept Healthcare_Plan or Healthcare_Plan.xls as filename.
Mark for amending Fleas cost is awarded in 1b.

	A	B	C
1	PASSIONATE PAWS		
2			
3	VACCINATIONS:		
4	Individual Vaccine	35	
5	Puppy Course Vaccines	60	
6	Kennel Cough Booster	15	
7			
8	PROCEDURES:		
9	Monthly Flea Protection	5	
10	Scale and Polish	70	
11	Tooth Extraction	100	
12	X-ray	40	
13			
14	CLINICAL EXAMS:		
15	Clinical Exam - Dogs & Cats	20	
16	Clinical Exam - Other Pets	15	
17			
18	CONSULTATIONS:		
19	30 minute Consultation	10	
20	60 minute Consultation	15	
21			
22	MICROCHIPPING:		
23		Small/Medium (25 kg or less)	Large (greater than 25 kg)
24	Cost:	10	12.5
25	Discounted Cost for May:	=B24-(B24*10%) 1F	=C24-(C24*10%) 1F
26			

Price List Worksheet - Formula	Marks
Discounted cost formula - B25 - accept =B24*0.9 or =B24*90%	1F
Discounted cost formula - C25 - accept =C24*0.9 or =C24*90%	1F
TOTAL	2

Question 1(a)
DNA formula marks if formula is truncated.
DNA 1F max for incorrect use of SUM function for multiplication/division/subtraction across both worksheets.
Accept formulae with or without brackets.
Accept if cells have not been replicated.
Mark for named cell is awarded in 1b formula printout.
Accept use of absolute cell for 10%.

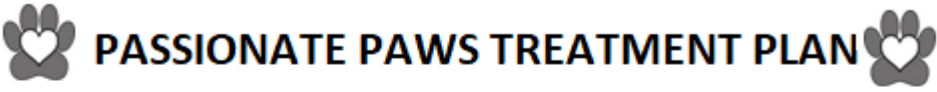

Question 1(b)

 1H PASSIONATE PAWS TREATMENT PLAN 	
Owner ID:	13
Owner Name:	Ms Annie Wilson
E-mail:	awilson99@quickmail.co.uk
Mobile:	07774580925
Lead Vet:	Peter
Pet Name: Cooper	<div style="border: 1px solid black; padding: 5px;">  </div> 1B
Animal Type: Dog	
Breed: Cockapoo	
Weight: 4.5 kg	
Date: Exam Date	
COOPER'S PERSONALISED PLAN	COST
30 Minute Consultation	£10.00
Annual Flea Treatment	£60.00
Clinical Exam - Dog	£20.00
Microchipping (including discount)	£9.00
Puppy Course Vaccines	£60.00
Scale and Polish	£70.00
TOTAL ANNUAL PAYMENT:	£229.00
MONTHLY DIRECT DEBIT PAYMENT:	£20.04
NUMBER OF TREATMENTS:	6
FREE PET INSURANCE FOR 3 MONTHS? Yes	1FM

Treatment Plan Worksheet Value	Marks
Increased size of heading	1H
Thick box border around picture	1B
Costs sorted in alphabetical order	1S
Currency and consistent formatting	1FM
TOTAL	4

Question 1(b)
Mark for keyboarding of COOPER'S PERSONALISED PLAN is awarded in 1b formula view.
Accept Yes/No right aligned.

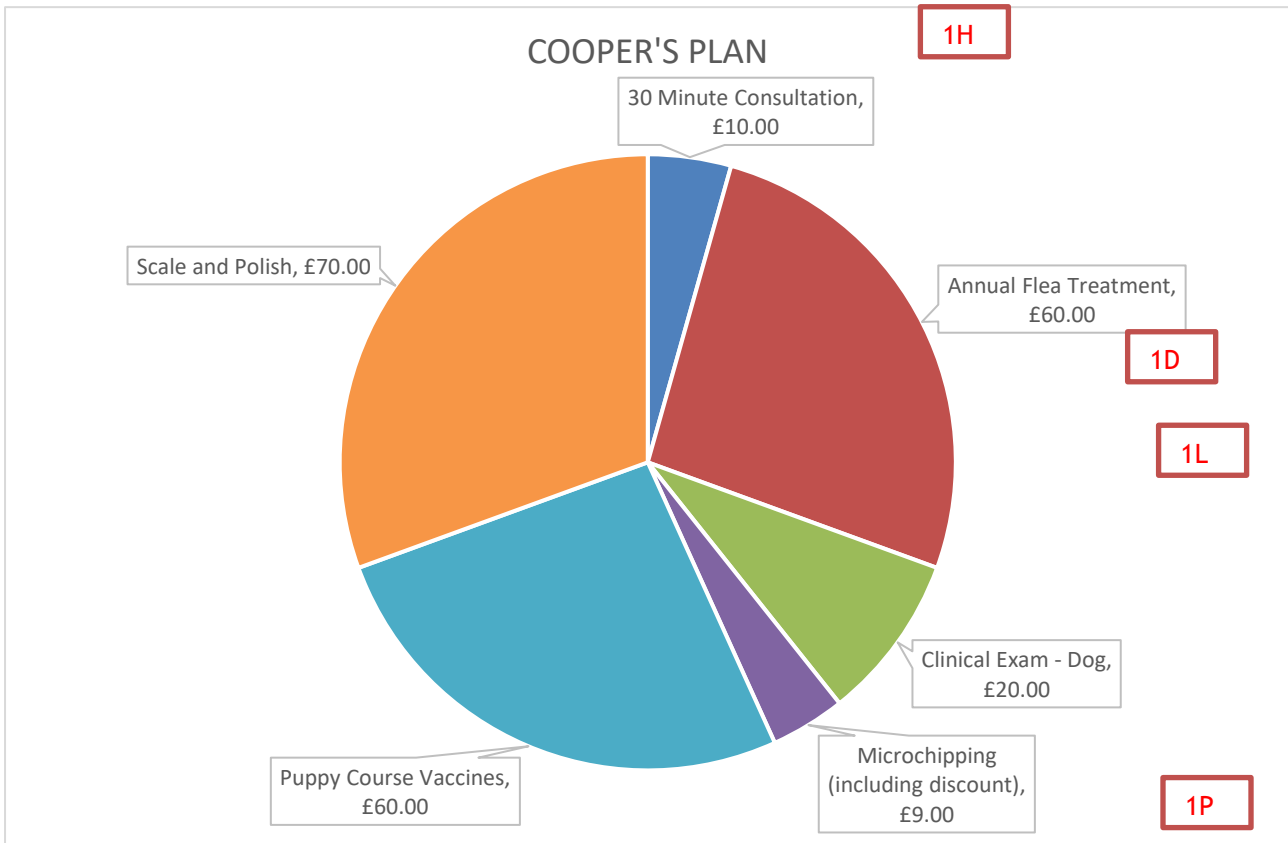
Question 1(b)

	A	B		
1				
2	Owner ID:	13		
3	Owner Name:	Ms Annie Wilson		
4	E-mail:	awilson99@quickmail.co.uk		
5	Mobile:	07774580925		
6	Lead Vet:	Peter		
7				
8	Pet Name: Cooper			
9	Animal Type: Dog			
10	Breed: Cockapoo			
11	Weight: 4.5 kg			
12	Date: Exam Date			
13				
14	COOPER'S PERSONALISED PLAN		COST	
15	30 Minute Consultation	=Price List!B19		
16	Annual Flea Treatment	=12*Monthly_Flea_Protection	1F	1N
17	Clinical Exam - Dog	=Price List!B15		
18	Microchipping (including discount)	=Price List!B25		
19	Puppy Course Vaccines	=Price List!B5	1F	
20	Scale and Polish	=Price List!B10		
21	TOTAL ANNUAL PAYMENT:	=SUM(B15:B20)	1F	
22	MONTHLY DIRECT DEBIT PAYMENT:	=(B21*5%)+B21)/12		2F
23	NUMBER OF TREATMENTS:	=COUNT(B15:B20)	1F	
24	FREE PET INSURANCE FOR 3 MONTHS?	=IF(B23>=5,"Yes","No")	2F	1K 1P
25				

Treatment Plan Formula	Marks
Correct formula:	
• Flea Treatment - B16	1F
• B15, B17, B18, B19	1F
Monthly flea protection - named cell - B16	1N
Total Annual Payment - B21	1F
Monthly Direct Debit Payment- B22	2F
Number of Treatments - B23	1F
Free Pet Insurance - B24	2F
Keyboarding - Fleas figure in Price List, Cooper's Personalised Plan and yes/no	1K
Printouts - no data in shaded cells and each on one page with gridlines:	
1a	
Value - portrait	
Formulae - portrait and row/column headings	
1b	
Value - landscape	
Formulae - landscape and row/column headings	1P
TOTAL	11

Question 1(b)
Accept any accurate and reasonable named cell for example flea(s), monthly_fleas.
DNA 1F max for incorrect use of SUM function for addition.
DNA 1F max for incorrect use of SUM function for multiplication/division/subtraction.
Accept COUNTA instead of COUNT
Accept the following alternatives for Monthly Direct Debit:
• $=(B21+(B21*5%))/12$
• $=(B21*1.05)/12$
• $=(B21/12)*1.05$
• $=(B21*105%)/12$
Accept block capitals, initial capitals or lowercase for Yes/No but must be consistent.
DNA 1K if a full stop is included at the end of the heading Cooper's Personalised Plan.
Award 1P if graphics are out of alignment on either formula printouts.

Question 1(c)



	Marks
Appropriate heading - must have Cooper's Plan	1H
Create pie chart using correct data	1D
Label and value at each segment	1L
Print on a separate sheet	1P
TOTAL	4

Question 1(c)
DNA 1H if there is incorrect capitalisation.
DNA 1L if: <ul style="list-style-type: none"> values are not shown on the segment legend is shown separately legend is shown twice % labels are also shown
Watch for consequential errors.

Question 2

Identify 3 features of corporate image.

1.	Standard fonts	1T
2.	Standard colours	1T
3.	Logo	1T
4.	Slogan	
5.	Staff uniform	
6.	Store layout	
7.	Frequently Asked Questions	
8.	Standardised Customer Service	
9.	Consistent presentation of IT documents eg using a house style	

Outline 3 organisational responsibilities for First Aid.

1.	Employers should provide first aid training to staff.	1T
2.	Employers should provide suitably stocked first-aid boxes.	1T
3.	Employers should carry out a first aid assessment.	1T

Outline 3 features of good file management.

1.	Naming files/folders appropriately.	1T
2.	Archiving old files/folders.	1T
3.	Regularly backing up files/folders.	1T
4.	Running anti-virus software regularly.	
5.	Putting a password on files/folders.	

Describe 4 features of a database.

1.	Sorting data to put it in an order.	1T
2.	Searching for records to find records.	1T
3.	Creating reports to display information.	1T
4.	Using Mail merge to produce a personalised letter.	1T
5.	Using forms to input new records.	

Explain 4 skills/qualities required by effective administrators.

1.	Be organised to ensure tasks are completed on time.	1T
2.	Have good IT skills to increase efficiency.	1T
3.	Have good communication skills to create a good impression with the customer.	1T
4.	Be able to follow instructions to ensure documents are accurately created.	1T

	Marks
Features of Corporate Image - identify	3T
Organisational First Aid responsibilities - outline	3T
Features of file management - outline	3T
Functions of a database - outline	4T
Skills/qualities of effective administrators - explain	4T
TOTAL	17

Question 2

[END OF MARKING INSTRUCTIONS]