National 5 Administration and IT Assignment

Assessment task — Bellsquarry Talent Show

Marking instructions

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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)   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)
Marks are awarded for 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, for example bottom left corner, but accepted if the logo is 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.

Be aware that different backgrounds/design templates can change the font, size, capitalisation and footer position on original slides. New slides must be consistent.

E-mail

E-mail messages must make sense and have:

- an appropriate subject heading with correct capitalisation, for example Agenda not Task 10.
- 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)
- a close with or without a full stop
- consistent spacing — 2 returns from opening to close, however, before the signature block there should be a minimum of 2 returns

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/events must be **clearly** shown on printouts — if events are 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 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:

4 June 2021	04/06/2021
4th June 2021/June 4th 2021	June 4, 2021
4/6/21	Friday, 4 June 2021

Do not accept the 4th 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	1000hrs
10:00 hours	10.00 hrs
10 am	10am
10.00 am	10.00am
10:00 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 − Bellsquarry has Talent.

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 should 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 'identify'

Candidates must make a number of brief points up to the total mark allocation, these can be one word answers. 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 point

Tasks 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 task:

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

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:

♦ Womans — should be Women's

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

Details

Planning Meeting

Conference Room

| Start: 06 May 2021 | 12:30 | All day |
| End: 06 May 2021 | 13:30 | |

Every Thursday, effective 06/05/2021 until 27/05/2021 from 12:30 to 13:30
Edit series

Details

Photoshoot

Assembly Hall

| Start: 28 May 2021 | 14:20 | All day |
| End: 28 May 2021 | 16:20 | |

↑ ↓ May 2021   Today | Day   Week   Month   Year   ...

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
26/04	27	28	29	30	01/05	2
3 May Day Bank Holiday	4	5	6 12:30 Planning Meet	7	8	9
10	11	12	13 12:30 Planning Meet	14	15	16
17	18	19	20 12:30 Planning Meet	21	22	23
24	25	26	27 12:30 Planning Meet	28 14:20 Photoshoot	29	30

1P

	Marks
Task — send running order to printers	1T
Recurring Meeting — Talent Show Planning Meeting — 1230-1330 hours in Conference Room — Thursday 6–27 May 2021	1R
Photoshoot — Friday 28 May 2021 in Assembly Hall 1420-1620 hours	1M
Print monthly view	1P
TOTAL	**4**

TASK 1
DNA 1T if date for the task is not 4 May 2021.
Recurring meetings may not have a recurring icon.
DNA 1R if: ♦ all Thursday events are not identical   ♦ details do not include Planning Meeting
Accept meetings with initial or block capitals or DNA 1 max, must be consistent.
DNA event mark if keyboarding is incorrect.
DNA event mark(s) if: ♦ events truncated and no supplementary printout(s) provided   ♦ supplementary printout does not match diary printout   ♦ location is not included
Award 1P if 31 May 2021 is not shown but the calendar is in monthly view.
Ignore if candidate name/task/SCN is an entry in the diary.
Ignore any extraneous entries.

Task 2

Identify 3 ways the Admin Assistant can ensure they are using reliable websites.

1	'https' in address	1T
2	Padlock symbol	
3	Secure payment facilities	1T
4	Updated regularly	
5	Contact details	1T
6	Ascribed to author	
7	Correct spelling and grammar	

Outline 4 features of good customer service.

1	Having a customer service policy.	1T
2	Staff are trained in customer service.	
3	Having a complaints procedure.	1T
4	Offering good after-sales service/warranties/guarantees.	
5	Monitoring staff performance.	1T
6	Using customer feedback forms/surveys.	1T

	Marks
Reliable websites − identify	3
Features of good customer service − outline	4
TOTAL	**7**

TASK 2
PART A
Award marks for any other correct identification.
PART B
Award marks for any other correct outline.

Task 3

MINUTES OF MEETING

A meeting of the Talent Show Committee took place in the Conference Room on today's date at 1230 hours.

PRESENT
Ross Salisbury   Chair
Gail Neville   Secretary
Tom Abbott
Candidate Name

MINUTES OF PREVIOUS MEETING
There were no previous minutes.

MATTERS ARISING
There were no matters arising.

TICKET SALES
Tickets will be sold every interval and lunchtime by Candidate Name in the school office.

REHEARSAL TIMES
The Music Studio and Assembly Hall will be available for acts to book at lunchtimes and after school, until 1700 hours.

All bookings must be made through Ross Salisbury

ACT REQUIREMENTS
An entry form will be available from the school office for all acts to complete. All requirements and props must be included on this form.

AOB
There was no other business.

DATE OF NEXT MEETING
The next meeting will be held in the Conference Room, on Thursday 6 May 2021 at 1230 hours.

	Marks
Insert Date in correct place	1D
Insert Candidate Name — twice — in correct places	1N
Keyboarding — date, candidate name (twice) and 2 paragraphs	3K
Print including consistent line spacing	1P
TOTAL	6

TASK 3
DNA 1N if candidate name is not first name and surname but K can be awarded if only first name shown.
Keyboarding is shown in yellow, manuscript corrections are shown in green.
DNA 1K if year is omitted from the date.
DNA 3K if more than 40 words are omitted. DNA 2K if between 20 and 40 words are omitted. DNA 1K if less than 20 words are omitted.
DNA 1N if candidate name is inserted in the wrong place in the ticket sales paragraph.

Task 4

RUNNING ORDER

ACT NAME	TIME	
The Quarrybells	7.30 pm	(1S)
Maxwell and Kennedy	7.40 pm	
Force 4	7.50 pm	
Ayesha Kaur	8.00 pm	
Quattro	8.10 pm	
East Street	8.20 pm	
Interval	**8.30 pm**	(1B) (1I)
Gordon McKinley	8.50 pm	
Peter O'Keefe	9.00 pm	
Matt's Magic	9.10 pm	
Katie and Roisin	9.20 pm	(1D)
Urban Drift	9.30 pm	
Divine Maziri	9.40 pm	
The raffle will be drawn during judging.		(1K)
Winner Announced		(1M) (1P)
Headteacher's Closing Remarks		

	Marks
Shade row 1	1S
Embolden heading and interval row	1B
Insert new row in correct place	1I
Delete rows — Daniel Berryman and Alan Ferguson	1D
Keyboarding — Interval — 8.30 pm, amended times and raffle details	1K
Merge and centre cells in each of the last 3 rows	1M
Print and presentation	1P
TOTAL	**7**

TASK 4
Watch for consequential errors eg, if acts are not deleted, times may be consequentially incorrect. Do not double penalise.
DNA 1P if line spacing is inconsistent.

Task 5

TALENT SHOW ENTRY FORM (1H)   (1L)

Name of Act	
No in Act	
Name(s) of Pupil(s) Involved	
Type of Act	

REQUIREMENTS*	
Backing Music	☐
Microphones	☐
Lighting	☐
Sound System	☐
PROPS NEEDED*	
YES	☐
NO	☐

| Details if Required | |

(2K)   (1P)

* Tick as appropriate

	Marks
Heading — accurate, sensible, relevant and enhanced	1H
Logo — first use	1L
Keyboarding	2K
Print and presentation — some larger boxes and using full page	1P
TOTAL	**5**

TASK 5
DNA 1L if logo is not at top right corner — second logo mark can be awarded in Task 12.
DNA 1K max if * is dealt with incorrectly.
DNA 1K max if capitalisation is not the same as the task.
Accept * Tick as appropriate inside or outside table.
Accept different layouts perhaps not using a table, but DNA 1P if larger boxes are not used for Name(s) of Pupil(s) Involved and Details if Required.

Task 6

Home | Products | Terms & Conds | Search | Contact Us | Site Map   Quick Search   SEARCH

Product Sections

All 2019 Glass
Gifts/Trophies/Medals
Catalogues

Trophies & Awards
Brouchure

Glass Engraving

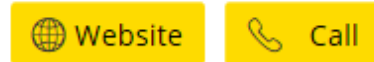Industrial Engraving

Click Image Below to Enter Trophy Shop

GHB Industrial Engravings Ltd   Tel: +44 (0)7976 662903
18 Westgate   Fax: +44 (0)1506 884941
Mid Calder   Click here to email us
Livingston
West Lothian EH53 0SP

1S

Butterflies Florist

Florists

🌐 Website   📞 Call

📍 2 Almondside, Livingston, EH54 6QU

1F

From: 📍 Cochrane Square, Livingston EH54 9DR, UK
To: 📍 Almondside, Livingston EH54 6QU, UK

Distance	Directions
Start:	Cochrane Square, Livingston EH54 9DR, UK
0.0	Head **south-east** towards **Cochrane Square**
0.0	Turn **right** onto **Cochrane Square**
0.1	Turn **right** onto **Brucefield Park E**
0.3	At the roundabout, take the **2nd** exit onto **Brucefield Park N**
0.2	At the roundabout, take the **2nd** exit onto **Bankton Rd/A71**
0.6	At the roundabout, take the **2nd** exit and stay on **Bankton Rd/A71**
0.5	Take the **Dedridge West/Murieston** exit towards **Livingston**
0.1	At the roundabout, take the **1st** exit
0.4	Turn **left** onto **Howden S Rd**
0.1	Turn **right** onto **Almondside**
0.0	**Arrive:** Almondside, Livingston EH54 6QU, UK
	Section time: 8 mins 1 s, Total time: 8 mins 1 s

2D

	Marks
Trophy Supplier contact details in Livingston	1S
Florist name and contact details within 5 miles of the school	1F
Driving directions – to florist — all or nothing	2D
TOTAL	**4**

TASK 6
This solution is correct at the time of publication, however it is subject to change.
Results should clearly show evidence of an internet search. This could be a printout direct from the internet, or a screen shot from the internet. DNA marks if the candidate has keyed-in the relevant information to a word-processing document.
Accept map or narrative for driving directions.
DNA 1F if florist is more than 5 miles from the school, but 2D can still be awarded.

Task 7

	Marks
Fonts — minimum 2	1F
Text formats — minimum 2	1TF
Keyboarding — name of event, date, start time and judge	1K
Box — for judge's name	1B
Print and presentation — no larger than 10 cm x 6 cm	1P
TOTAL	**5**

TASK 7
DNA 1L in Task 12 if logo is omitted, clipped or covers any information.

Task 8

| | Save | Delete | Online meeting | Show as: | Busy | | Reminder: | 1 day | ∨ |

1P

Details

● ∨ Dress Rehearsal ● ∨

Assembly Hall

| Start: 03 June 2021 | 📅 | 09:30 ∨ | ☐ All day |

1M

| End: 03 June 2021 | 📅 | 13:00 ∨ |

	Marks
Meeting — Dress Rehearsal — 3 June 2021, 0930-1300 hours in Assembly Hall	1M
Print showing Reminder — 24 hours/1 day	1P
TOTAL	**2**

TASK 8
DNA 1M if: ♦ details do not include Dress Rehearsal ♦ location is incorrect or omitted ♦ date is incorrect ♦ time is incorrect ♦ keyboarding is incorrect
Accept meetings with initial or block capitals.
Accept if all the information is more than one printout.

Task 9

NOTICE OF MEETING AND AGENDA

A meeting of the Talent Show Committee will take place in the Conference Room on 6 May 2021 at 1230 hours to discuss arrangements for the talent show. Please ensure you bring the draft running order. You should also bring your diary.

AGENDA

1. Present

2. Minutes of previous meeting

3. Matters arising

4. Running order

5. Ticket sales

6. Dress rehearsal

7. Sound check

8. AOB

9. Date of next meeting

1N **1R** **1K**

1P

	Marks
Number each agenda item	1N
Remove indent from numbering	1R
Keyboarding — date and agenda items	1K
Print and layout	1P
TOTAL	**4**

Task 9
DNA 1N if each item has not been numbered.
DNA 1K if new items have inconsistent capitalisation and/or full stops.
DNA 1P if the date is in the wrong place.
DNA 1P if there is inconsistent spacing or incorrect spacing in the document.
DNA 1P if AOB and Date of next meeting are not the last 2 items on the agenda.

Task 10

Agenda
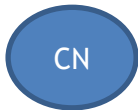
CN   Candidate Name

16:45   **1S**

To: Linda Farrell Cc: Ross Salisbury   **1C**

W≡ Agenda.docx   **1A**
16.77 KB

This message was sent with high importance.   **1U**

Hi

I have attached the Agenda for your approval.

Thanks

Candidate Name   **1K**

	Marks
Priority — urgent	1U
Correct attachment — Word file	1A
E-mail to 2 people	1C
Keyboarding — subject, start, sensible message and close	1K
Print evidence of sending	1S
TOTAL	**5**

TASK 10
Urgent/High Priority function must be used to be awarded 1U for example !, High Importance.
DNA 1U if urgent is keyed in.
Accept both e-mail addresses in To: box or one in To: and one in Cc.
Accept Kind Regards or Kind regards.
Accept Dear Linda or Dear Mrs Farrell.
DNA 1K if: ♦ e-mail starts with Ross Salisbury ♦ Dear Linda Farrell ♦ 'approval' is not in message
Accept Agenda as lowercase in the message.
Accept evidence of sending as date and time, closed envelope or screenshot of sent items.
Accept a signature block, but check for accuracy.

Task 11

1H

1L

BELLSQUARRY HAS TALENT

4 JUNE 2021
7.30 PM

1TS

1M

SAFETY INFORMATION

In the event of the fire alarm sounding, please exit the Assembly Hall by the fire exits at the front and back of the hall. The muster point is at the far side of the car park.

Do not let children sit or stand in the aisles, or block them with bags. Prams and buggies must be left at the back of the hall.

Smoking and vaping are strictly prohibited within the school campus.

1B

1   2

MOBILE PHONES

Mobile phones interfere with our sound system. Please ensure all mobile phones are switched off to allow everyone to enjoy the show.

No mobile phones

PHOTOGRAPHY

The Higher Photography class are taking photos of the acts as well as filming the entire show. These will be available to download from the school website from Monday.

Any other photography or filming is strictly prohibited.

1G

3   4

1NS

LET THE FUN COMMENCE

Time	Plan
7.30 pm	First half begins
8.30 pm	Interval – remember to buy your raffle tickets
8.50 pm	Second half begins
9.40 pm	Raffle

THANK YOU

Now sit back and enjoy the show!

1D   **1A**   **1N**

5   6

1P

LET THE FUN COMMENCE

1T

Time	Plan
7.30 pm	First half begins
8.30 pm	Interval – remember to buy your raffle tickets
8.50 pm	Second half begins
9.40 pm	Raffle

5

MOBILE PHONES

Mobile phones interfere with our sound system. Please ensure all mobile phones are switched off to allow everyone to enjoy the show.

	Marks
Handout Header — 'Edited on (today's date)'	1H
Title Slide — amend layout	1L
Title Slide — insert date and time (logo)	1TS
Move — slide 3 to become slide 2	1M
Bullets — remove from safety information slide	1B
Graphics — slides 3 and 4	1G
Table 2 x 5 — slide 5	1T
New slide — slide 6	1NS
Keyboarding — title slide, mobile phone slide, new slide, and header and keyboarding in table	3K
Design/background	1D
Slide numbers — not on title slide	1N
Action Buttons	1A
Print and presentation — 6 per page	1P
Print one slide — Let the Fun Commence Print one slide — Mobile Phones	1PS
TOTAL	**16**

Task 11
DNA 1L in Task 12 if logo is omitted, clipped or covers any information.
DNA 1G if graphics are omitted or clipped.
Accept if new slide has larger font and size.
DNA 1M if slide order is incorrect.
DNA 1N if slide number is on title slide.
DNA 1A if action buttons are markedly different sizes and shapes on different slides.
Accept one action button on first and last slide, home button and start/end buttons.
DNA 1K max if there are keying-in errors in handout header.
DNA 1P if: ♦   the font and size are not consistent in slides 2-4 ♦   the new slide (last slide) has a bullet point

Task 12

"You are a super-duper, talented go-getter. Let nothing stand in your way ever."

1F

BELLSQUARRY HAS TALENT!

A big thank you to

«ACT_NAME»   **1M**

for taking part in the 2021 show.

1L

Linda Farrell
Head Teacher

Bellsquarry
High School

1B

"You are a super-duper, talented go-getter. Let nothing stand in your way ever."

BELLSQUARRY HAS TALENT!

A big thank you to

==The Quarrybells==

for taking part in the 2021 show.

Linda Farrell
Head Teacher

1P

	Marks
Mail Merge — Act Name	1M
Increase font size	1F
Logo — only award if also correctly inserted in Tasks 7 and 11	1L
Page border	1B
Print merge field, merged copy and overall presentation	1P
TOTAL	**5**

TASK 12
Any act is acceptable.
DNA 1M max if other merge fields are included.
Logo should be inserted correctly in Tasks 7 and 11 to be awarded 1L. (If 1L is not awarded in Task 5, check the above tasks and if the logo has been inserted correctly at least once, award 1L.)
DNA 1P if each printout is on 2 pages.
DNA 1M and 1P if merge printout does not match merged document.

[END OF MARKING INSTRUCTIONS]

Acknowledgement of copyright

Task 6: (page 14) – Reference to GHB Industrial Engravings Ltd used under Fair Dealing

Task 6: (page 14) – Reference to Butterflies Florist used under Fair Dealing