



Coimisiún na Scrúduithe Stáit
State Examinations Commission

**LEAVING CERTIFICATE
APPLIED 2010**

MARKING SCHEME

**OFFICE ADMINISTRATION
& CUSTOMER CARE
(TASKS)**

COMMON LEVEL

Assignment 1:	Photocopying	Marks
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Any **one** of the following, or similar, methods, depending on the machine

<i>Method 1</i>		
Preparation:	Place the original page on photocopier	6
	Set the number of copies	3
	Press start button	3
Execution:	Turn the original page on the photocopier	6
	Remove the copies and put them in paper tray	10
	Set the number of copies	3
	Press start button	3
	Remove the original page	4
	Remove the copies	4
	Alignment on both pages	6
Presentation:	Overall approach to task	<u>5</u>
		53
<i>Method 2</i>		
Presentation:	Place the original page on photocopier	6
	Set number of copies	3
	Press start button	3
Execution:	Remove original	3
	Remove copy	3
	Place 2 sheets of paper correct side up on feed tray	5
	Select mode 1-sided to 2-sided	5
	Select number of copies	3
	Press start button	3
	Remove the original pages	4
	Remove the photocopies	4
Presentation:	Alignment on both sheets	6
	Overall approach to task	<u>5</u>
		53
<i>Method 3</i>		
Presentation:	Place the original page on the photocopier	6
	Set number of copies	3
	Set mode 1-sided to 2-sided	6
Execution:	Press green button to scan	4
	Turn original	6
	Press green button to scan	4
	Press scanning finished	5
	Remove the original page	4
	Remove the photocopies	4
Presentation:	Alignment on both sheets	6
	Overall approach to task	<u>5</u>
		53

Assignment 2:	Phone call	Marks
Preparation:	Dial correct number	7
Execution:	Ask for Pat	7
	Enquire about booking 5 employees on a health-and-safety course	7
	Record four pieces of information on memo (4 × 4)	16
	Confirm the booking	6
Presentation:	Overall communication ability, manner and clarity	<u>10</u> 53
Assignment 3:	Role play	Marks
Preparation:	Greet the customer (4) and listen to the complaint (4)	8
	Check the records (5) and offer an apology (5)	10
	Suggest a solution (10) and assure the customer of an improved service (10) (Deduct 3 for a prompt)	20
Presentation:	Overall communication ability and manner, tone of voice, facial expression, stance, etc.	<u>15</u> 53
Assignment 4:	Mail order	Marks
Preparation:	Find the two items required	6
Execution:	Name and address	4
	Account number	3
	Phone number	3
	5 entries twice (10 × 2)	20
	Total figure (€668.78)	3
	Name on credit card	3
	Expiry date	3
Presentation:	General approach to task	<u>5</u> 53
Assignment 5:	Filing	Marks
Preparation:	Check document and state what method, for example, alphabetical, numerical, etc.	10
Execution:	Select correct name	10
	Write (any) name (6) and attach to file (7)	13
	File in correct place in cabinet	10
Presentation:	Overall approach to task (Allow a maximum of 5 if the name is wrong)	<u>10</u> 53

Assignment 6:	Fax	Marks
Preparation:	Heading: 5 pieces of information (5×3) Message ($3 + 4 + 2$)	15 9
Execution:	Insert paper correctly in fax machine (Deduct 4 for a wrong slot) Dial the fax number (Deduct 4 for an error) Send fax (prompt for outside line allowed)	10 10 4
Presentation:	General approach to task	<u>5</u> 53
Assignment 7:	E-mail	Marks
Preparation:	Open e-mail package	8
Execution:	Type e-mail address Insert some reference Two pieces of information (2×6) An appropriate sentence Send the e-mail Close down the internet	8 5 12 5 5 5
Presentation:	Overall approach to task	<u>5</u> 53
Assignment 8:	Receipt	Marks
Preparation:	Check that the calculator is switched on	2
Execution:	Calculate the total amount of cash (€1200) (Deduct 5 for an incorrect sub-total or total) Insert the date Name of the person The amount in words The amount in figures (€1,200) The signature	15 5 7 7 5 7
Presentation:	Overall approach to task	<u>5</u> 53

Summary marking scheme**Marks**

First question	53
Second question	53
Third question	53
Extra mark for first question	<u>1</u>
Maximum total	160

Table 1.1 Marking out of 5, 10 or 15 (usually for general impression)

Marking	Out of 5	Out of 10	Out of 15
Excellent	5	9 or 10	13 to 15
Very good	4	7 or 8	10 to 12
Good	3	5 or 6	7 to 9
Fair	2	3 or 4	4 to 6
Poor	1	1 or 2	1 to 3
No merit	0	0	0

Table 1.2 Conversions (a), credits to percentages and marks out of 53

Credits	Percentages	Marks awarded
12	85-100	45- 53
11	78-84	41-44
10	71-77	38-40
9	64-70	34-37
8	57-63	31-33
7	50-56	27-30
6	43-49	23-26
5	36-42	19-22
4	29-35	15-18
3	22-28	12-14
2	15-21	8-11
1	8-14	4-7
0	0-7	0-3

Table 1.3 Conversions (b), marks out of 53 to percentages and credits

Marks awarded	Percentages	Credits
45- 53	85-100	12
41-44	78-84	11
38-40	71-77	10
34-37	64-70	9
31-33	57-63	8
27-30	50-56	7
23-26	43-49	6
19-22	36-42	5
15-18	29-35	4
12-14	22-28	3
8-11	15-21	2
4-7	8-14	1
0-3	0-7	0

Table 1.4 Conversions (c), credits to percentages and marks out of 160

Credits	Percentages	Marks awarded
12	85-100	136-160
11	78-84	125-135
10	71-77	113-124
9	64-70	102- 112
8	57-63	91-101
7	50-56	80-90
6	43-49	68-79
5	36-42	57-67
4	29-35	46- 56
3	22-28	35-45
2	15-21	24-34
1	8-14	12-23
0	0-7	0-11

Table 1.5 Conversions (d), marks to percentages and credits

Marks awarded	Percentages	Credits
136-160	85-100	12
125-135	78-84	11
113-124	71-77	10
102- 112	64-70	9
91-101	57-63	8
80-90	50-56	7
68-79	43-49	6
57-67	36-42	5
46- 56	29-35	4
35-45	22-28	3
24-34	15-21	2
12-23	8-14	1
0-11	0-7	0

Note: Exact marks are in **bold** print. Other values are *approximate* (plus or minus).