

**2009 Administration**

**Higher – Paper 2**

**Finalised Marking Instructions**

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**2009**

**Higher Administration**

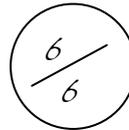
**Solution and Marking Guidelines**

**ANNOTATION**

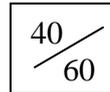
**Where you award a mark show it like this**



**At the top right hand corner of each printout put the total gained**



**On the candidate's first page show the total for the paper within a square**



ROOM LAYOUTS

CUSTOMER LED -  
QUALITY DRIVEN



CONFERENCE CENTRES  
OF EXCELLENCE

HOTLINE  
0845 201 8787

<b>CONFERENCE CENTRE</b>	<input type="text" value="Breadalbane"/>	New data
<b>ROOM</b>	<input type="text" value="Chestnut"/>	
<b>USHAPE</b>	<input type="text" value="54"/>	F
<b>BOARDROOM</b>	<input type="text" value="64"/>	
<b>THEATRE</b>	<input type="text" value="116"/>	
<b>CABARET</b>	<input type="text" value="60"/>	AF
<b>LEISURE FACILITIES</b>	<input type="text" value="gym, sailing, kayaking, mountain-biking, white water rafting, fishing, golf, horse-riding"/>	
<b>BEDROOMS</b>	<input type="text" value="98"/>	

Record: 40 of 62

1 P

**TASK 1A – form****5**

Evidence	Marks	Comments
Logo	1	do not penalise if transparent if only partial do not award
Correct fields	1	(from Room Layouts table) must include room field
Additional fields from facilities table New room details (accuracy)	1	(leisure facilities and bedrooms)
Print out of correct record	1	Printout should be on one page

**Notes:**

Do not deduct 2 marks if only part of logo appears on a second page

Accept Centre ID if included with centre name

Accept subform but only if correct fields are visible and correct record is printed (see appendix)

Accept/ignore a heading in the form.

Accept “conference centre” or “centre” in the form layout

If data truncated do not award the field mark (either original or additional) – max 1

Accept any alignment of figures

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CONFERENCE CENTRES  
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## ACC ENTERPRISES - SUITABLE CENTRES

CONFERENCE CENTRE	TRANSFER TIME FROM GLASGOW	TRANSFER TIME FROM EDINBURGH
-------------------	----------------------------	------------------------------

Menteith

45 minutes

2 hours

Breadalbane

2 hours

90 minutes

Date

60

Tb

g

Layout

No rep

TASK 1B – Query and Report		10
Evidence	Marks	Comments
Heading – ACC Enterprises	1	(can be in footer)
– suitable heading	1	
Logo	1	Visible and legible
Fields	1	Must include centre name, and both transfer times. Accept criteria fields within the report.
Criteria		
• date	1	
• 60 delegates	1	
• outdoor team-building	1	
• golf	1	
Layout	1	All data and field headings to be visible and legible
Single records only (no repetition)	1	
Notes:		
Do not penalise for additional fields.		
If Baltersan centre included do not award date criteria mark.		
If Craigton, Dowanhill and Liberton included do not award golf mark.		
If Dowanhill and Liberton included do not awarded team-building mark.		
If only Menteith then do not award golf mark.		
Do not award mark for heading if inconsistent capitalisation.		
Do not award layout mark if field headings have been deleted but data is visible.		

Task 1c			
CONFERENCE CENTRE	ROOM	BOARDROOM	IT SUITE
Baltersan	Achray	25	20
Baltersan	Affric	20	16
Baltersan	Ard	16	13
Baltersan	Dee	16	13
Baltersan	Doon	16	13
Baltersan	Faskally	26	21
Baltersan	Garry	24	19
Baltersan	Leven	20	16
Baltersan	Morlich	20	16

1

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TASK 1C – Query - Calculated Fields		7
Evidence	Marks	Comments
Baltersan only	1	This field may not be present but need room names
<31 within boardroom	1	This field does not need to be present
Room names	1	Consistent and accurate
Heading for new field/fields	1	
Calculation	2	
Whole number	1	
<p>Notes:</p> <p>Ignore truncation of other field headings.</p> <p>Accept stepped approach to calculated field ie more than one column.</p> <p>IT SUITE must be included in the heading for the mark to be awarded.</p>		

<b>CUSTOMER LED - QUALITY DRIVEN</b>			<b>CONFERENCE CENTRES OF EXCELLENCE</b>	
<b>INVOICE</b>				
CUSTOMER	Diamond Energy		DATE	13-May-09
ADDRESS	Leven Industrial Estate		ORDER NO	BB1509
	Dumbarton			
POSTCODE	G29 7PQ			
DESCRIPTION	NUMBER	UNIT PRICE	TOTAL	
Nightly Rate	80	£60.00	£4,800.00	
Lunch Menu 4	80	£20.00	£1,600.00	
Dinner Menu 4	80	£26.00	£2,080.00	
Adrenaline Package	10	£160.00	£1,600.00	
Sports Package	15	£45.00	£675.00	
Pamper Package	12	£40.00	£480.00	
Transfer Charge	10	£10.00	£100.00	
			SUB-TOTAL	£11,335.00
			VAT	£1,983.63
			GRAND TOTAL	£13,318.00
VAT is charged at 17.5%				
Payment can be made by cheque, debit or credit card				

P (1)

DESCRIPTION	NUMBER	UNIT PRICE	TOTAL
Nightly Rate	80	=VLOOKUP(A9,PRICES!\$B\$17:\$C\$30,2,FALSE)	=C9*D9
Lunch Menu 4	80	=VLOOKUP(A10,PRICES!\$B\$17:\$C\$30,2,FALSE)	=C10*D10
Dinner Menu 4	80	=VLOOKUP(A11,PRICES!\$B\$17:\$C\$30,2,FALSE)	=C11*D11
Adrenaline Package	10	=VLOOKUP(A12,PRICES!\$B\$17:\$C\$30,2,FALSE)	=C12*D12
Sports Package	15	=VLOOKUP(A13,PRICES!\$B\$17:\$C\$30,2,FALSE)	=C13*D13
Pamper Package	12	=VLOOKUP(A14,PRICES!\$B\$17:\$C\$30,2,FALSE)	=C14*D14
Transfer Charge	10	=VLOOKUP(A15,PRICES!\$B\$17:\$C\$30,2,FALSE)	=C15*D15
		SUB-TOTAL	=SUM(E9:E15)
		VAT	=E16*0.175
		GRAND TOTAL	=ROUNDDOWN(E16+E17,0)

TASK 2a – spreadsheet		13
Evidence	Marks	Comments
<u>Value view</u>		
Overnight and meal numbers (80)	1	
Correct menu inserted	1	
Other numbers correct	1	
Print out – portrait	1	Must be formatted for currency (2 decimal places)
<u>Formulae view</u>		
Correct formulae for price	2	Vlookup – 1 mark for first accurate vlookup – 1 mark for range
All others correct/relative copy	1	
<b>OR</b>		
Absolute reference	3	1 for first accurate formula and 2 for all others correct
Total	2	1 for first accurate and 1 for all others correct
Subtotal	1	Accept absolute ref or not
Vat	1	1 for total and 1 for rounddown
Grand total	2	
<p>Note:</p> <p>Accept 40 in number cell if either unit price or total is multiplied by 2</p> <p>If VAT rate is given instead of calculation – no award.</p> <p>Do not award value print mark if numbers formatted for currency.</p> <p>Do not penalise if formulae view over 2 pages.</p>		

Projected Quarterly Figures for Adrenaline Packages					
CENTRE	CLIENT NUMBERS	CURRENT PRICE	REVISED PRICE	REVENUE BASED ON REVISED PRICE	CONTINUE?
Baltersan	120	£170.00	£226.20	£27,144.00	YES
Breadalbane	130	£160.00	£207.60	£26,988.00	YES
Craigtoun	98	£160.00	£213.60	£20,932.80	YES
Dowanhill	40	£170.00	£223.80	£8,952.00	NO
Liberton	21	£160.00	£211.20	£4,435.20	NO
Menteith	125	£170.00	£220.20	£27,525.00	YES

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Projected Quarterly Figures for Adrenaline Packages					
CENTRE	CLIENT NUMBERS	CURRENT PRICE	REVISED PRICE	REVENUE BASED ON REVISED PRICE	CONTINUE?
Baltersan	120	170	$=((C3+B13)+(C3*0.05))*1.2$	$=B3*D3$	$=IF(E3>=10000,"YES","NO")$
Breadalbane	130	160	$=((C4+B14)+(C4*0.05))*1.2$	$=B4*D4$	$=IF(E4>=10000,"YES","NO")$
Craigtoun	98	160	$=((C5+B15)+(C5*0.05))*1.2$	$=B5*D5$	$=IF(E5>=10000,"YES","NO")$
Dowanhill	40	170	$=((C6+B16)+(C6*0.05))*1.2$	$=B6*D6$	$=IF(E6>=10000,"YES","NO")$
Liberton	21	160	$=((C7+B17)+(C7*0.05))*1.2$	$=B7*D7$	$=IF(E7>=10000,"YES","NO")$
Menteith	125	170	$=((C8+B18)+(C8*0.05))*1.2$	$=B8*D8$	$=IF(E8>=10000,"YES","NO")$

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<b>TASK 2b – spreadsheet</b>		<b>8</b>
Evidence	Marks	Comments
Formulae	2	Calculation for transport and admin 1 mark – additional profit 1 mark
Relative copy	1	
Formulae	1	Accept yes, no, continue etc Award for both columns copied
Formulae (if stat)	1	
Relative copy	1	
Value view without overhead data	1	
Formulae without overhead data printout on one page	1	
Notes:		
Ignore formatting for currency (different systems)		

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QUALITY DRIVEN



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## MONTHLY NEWSLETTER

JUNE 2009

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## REFURBISHMENT

The improvements to all centres are now complete – the rolling programme which commenced in Spring 2009 has overrun by 2 months. Improvements include:

- The 4 rural centres have installed Geothermal heating systems.
- Liberton and Dowanhill centres have installed roof-top solar panels.
- Waste and rain water is being re-cycled for flushing toilets.
- Heat and light sensors have been installed to automatically control energy usage.
- Kitchens have been re-fitted and additional cold storage installed.
- Breadalbane has had a new larger space created by installing sliding doors between 2 rooms.
- Wi-fi hubs have been installed and in all rural locations extends to 200 metre coverage.
- Additional cabling has been installed in all conference rooms to allow an IT facility.

## RUNNING COSTS

Whilst expecting energy costs to diminish other overheads have increased. Laura Smeaton, Finance Director believes that staff overheads will rise in the next 6 months. There is an acute shortage of both skilled and unskilled staff in rural areas. Wage rises may be necessary in order to retain current staff and to attract new staff.

The cost of Adrenaline Packages has been reviewed and decisions have been made as to which of our centres will continue to provide this service. See below:

CENTRE	CONTINUE?
Baltersan	YES
Breadalbane	YES
Craigtoun	YES
Dowanhill	NO
Liberton	NO
Menteith	YES

## RESTAURANTS

All restaurants have been awarded Taste of Scotland Gold Standards. The contract with Jon Hamelink, Michelin Chef who has been working as a consultant with our resident chefs, comes to an end next month. Craigtoun has now been awarded one Michelin star. Well done to all involved and especially to Chef Fraser Wright. It has been decided to open the Craigtoun restaurant to non-residents.

## NEW BROCHURE

The Design Team has been looking at revamping the layout of our brochure. The new logo will be used and we have already started to use it on all internal documents. The layout will be landscape and we intend to use shades of grey as our corporate colours. The page for Breadalbane is given as a sample.

CUSTOMER LED – QUALITY DRIVEN

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CONFERENCE CENTRES OF EXCELLENCE

1

SAMPLE LAYOUT

<p>Breadalbane Management Centre has an established reputation for being one of the best conference centres<sup>1</sup> in the country. Situated in Perthshire, delegates can take delight in the dramatic surroundings of<sup>1</sup> Kenmore village and Loch Tay. The area is renowned for water-sports and fishing.<sup>1</sup></p>		<p>A personal dedicated service, where the attention to detail is second to none.<sup>1</sup></p>
<p>Breadalbane specialises in team-building activities. The centre's staff<sup>1</sup> can provide tailor-made activities to suit your needs.<sup>1</sup></p>	<p><b>BREADALBANE</b></p>	
<p>LEISURE FACILITIES</p> <p>gym, sailing, kayaking, mountain-biking, white water rafting, fishing, golf, horse-riding <sup>1</sup></p>		<p>Number of Bedrooms: 98 <sup>1</sup></p> <p>Breadalbane Conference Centre Kenmore Perthshire PH15 2HB</p>

<b>TASK 3 – REPORT</b>		<b>17</b>
Evidence	Marks	Comments
Document changed to portrait and last page landscape	1	
New first page/headings	1	Ignore if headings repeated on second page
Logo	1	LHS and RHS (consistent capitalisation) – no award if LHS ...
Footer – logos	1	Anywhere within the footer
Footer - page numbering	1	Be aware of consequentiality
Positioning of last page footer	1	Accept with or without column headings
SS data inserted	1	
Columns omitted	1	
Number of bedrooms	1	
Leisure facilities	1	
Keying in first box	3	
Keying in second box	2	
Third box	1	Fonts, page breaks (include ss)
Layout/presentation	1	
<p>Notes:</p> <p>If either part of the footer appears on the first page do not award one of the footer marks.</p> <p>If font size or formatting changed on the last page, do not award the layout mark.</p> <p>Hyphenation – max 1 penalty</p> <p>Do not accept US spelling.</p> <p>Accept G of gym as a capital in the leisure facilities section.</p> <p>Page numbering can start at 0 or 1.</p>		

### Alternative Invoice Formulae

UNIT PRICE	TOTAL
=PRICES!C17	=C9*D9
=PRICES!C23	=C10*D10
=PRICES!C27	=C11*D11
=PRICES!C30	=C12*D12
=PRICES!C29	=C13*D13
=PRICES!C28	=C14*D14
=PRICES!C18	=C15*D15
SUB-TOTAL	=SUM(E9:E15)
VAT	=E16*B19
GRAND TOTAL	=ROUNDDOWN(E16+E17,0)

[END OF MARKING INSTRUCTIONS]