2012 Administration

Standard Grade Credit
Practical Abilities

Finalised Marking Instructions

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
1	Two marks are available for keyboarding – deduct one per error	Display effectively – D Use of different font – F Use of different style – TF Insert footer - Ftr Footer right aligned – RA Appropriate Graphic - G Centre - C	1 1 1 1 1 1 1	
	K = 2	F =	7	9

- Award D function if the information has been suitably displayed on the page
- Do not accept change of font as style in this question
- Accept Dundee in CAPS or Initial Capitals
- Accept address in CAPS
- Accept any suitable graphic
- Accept telephone number with or without the words - Telephone, Tel No, Tel no, Tel, T, ☎, Telephone No or Telephone Number
- Accept phone number keyed in with or without appropriate spacing
- Accept Fax No/Fax Number/Fax/F
- Accept e-mail address with or without the words - e-mail, email, Email, E-mail, E-Mail, E, ✉
- E-mail address must be in lowercase, if not –1K
- Accept e-mail address with/without underline
- If reference or date inserted –1K once
- UPJ re vertical position of footer, if too high, no Ftr function award
- If footer information transposed -1K

	Negative Marking	**Positive Marking**		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
2	Two marks are available for keyboarding – deduct one per error	Recall File - RF Use of different font – F Use of different style – TF Fit page - FP Display - D	1 1 1 1 1	
	K = 2	F =	5	7

- Only award FP mark if candidate has made full use of page
- If candidate has not recalled headed paper, DNA RF function award but mark for accuracy -1K per error. Award any other appropriate function marks
- Accept any appropriate heading for form eg Membership Form. If no heading/inappropriate heading -1K
- Accept information headings as given, if changed and do not make sense -1K once
- Appropriate spacing required for Member, Surgery and Guardian addresses – if not, do not award D function
- Appropriate spacing required for Medical Information and E-mail addresses – if not, do not award D function
- Capitalisation should be consistent, otherwise -1K once
- Accept details in different order
- Accept use of a table with or without gridlines
- If dotted/solid lines used, space between headings and lines should be consistent
- If dotted lines are used, there must be at least one space   -1K max
- If dotted/solid lines used, lines within a section must finish at the same point
- If no lines, boxes etc – but appropriate spacing candidate can gain D function award

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
3	Nine marks are available for keyboarding – deduct one per error	Header – Hdr Right Alignment - RA Use of different font – F Size of Font – S Tab – T1 T2 Bold – B Bullet points –BP1 BP2 Underline – U1 U2 * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	1 1 1 1 2 1 2* 2	
	K = 9	F =	11	20

- UPJ re vertical position of header, if too low, no Hdr function award
- Accept DofE or D of E, must be consistent, if not –1K once
- Accept table with/without gridlines
- Accept heading in display section on one or 2 lines
- All headings in display section must be bold to gain B function award
- Award T1 function if heading and data are consistently aligned in column 2
- Award T2 function if heading and data are consistently aligned in column 3
- Line spacing before and after bullet point lists must be 2 or 3, otherwise –1K once
- Line spacing between bullet points must be one or 2 clear line spaces, otherwise -1K once
- Award BP2 function only if all bullet points style match
- All bullets must start at the same point, otherwise -1K
- Accept on 2 pages
- Accept any page break
- Expect 2LS after shoulder headings, otherwise -1K once
- Inconsistent spacing between sections -1K once
- Accept "award" as shown or consistently with or without Initial Caps
- Accept Complete as initial caps and Know and More – must be consistent
- Accept * with or without a space
- Accept 5th as fifth

Task	Negative Marking Keyboarding/Accuracy	Positive Marking Functions/Other Skills		Total
4	Ten marks are available for keyboarding – deduct one per error	Creation of fields – F_1 F_2 Separation of fields - Title, First Name, Surname – SF_1 Address, Town, Postcode – SF_2 Creation of records – R_1 R_2 Formatting dates – D1, D2 Sort on 2 fields: Town – S_1 Surname – S_2 Print in landscape – PL Specific Print – SPF1, SPF2 * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	2* 1 1 2* 2* 1 1 1 2*	
	K = 10	F =	13	23

- Ignore ID field
- Accept abbreviated field names
- Accept fields in any order
- Ignore extraneous fields but mark for accuracy
- Field names must be consistent, if not –1K once
- If staff address in one field no SF1 function award but second F award can still be given
- If staff name in one field no SF2 function award but second F award can still be given
- If title not included separately no SF function award but no keyboarding penalty
- If title field included but some records have no title –1K once
- If any other field omitted -1K per field and second F function award cannot be given
- If data truncated –1K per field (column)
- If record omitted –1K per record (also, second R function award cannot be given)
- Entire database in capitals –1K
- If a candidate's name is in a field and sorted – award sort function then penalise –1K once
- Capitalisation must be consistent, if not –1K each time (max –4)
- Accept towns all in CAPS or all with Initial Capitals – must be consistent or –1K once
- Accept spreadsheet as database
- Accept telephone number with/without space after code. If inconsistent -1K once
- Wrapping of text is acceptable (published in Word) but if word is split -1K per field/column
- UPJ re Field Names/data entry eg Basic First Aid/Basic F Aid, etc
- If candidates have included words in date field – no second D function award
- If candidates have combined training dates -1K for Frances Graham
- If the Title field is omitted completely -1K and 2nd F award is possible
- If the 2 training fields are together -1K but could still gain 2nd F award but would lose 2nd D function award

Task	Negative Marking Keyboarding/Accuracy	Positive Marking Functions/Other Skills		Total
5	Two marks are available for keyboarding E-mail must include ○ Friday arrival (place and time) ○ Sunday departure (place and time) – deduct one per error or omission	Address - Ad Sent - S Print - P Web Pages – Access websites – Rail/Bus - W Dundee–Glasgow - Departure Date/Station – RI Arrival Time (Glasgow) – RI Glasgow–Dundee - Departure Date/Station – RI Arrival Time (Dundee) – RI	1 1 1 1 1 1 1 1	
	K = 2	F =	8	10

- If e-mail does not make sense -1K once
- Evidence of sending   date and time
  - franked envelope
  - screen dump of sent list/box
  - observation checklist
  - signed observation/letter/note from teacher
  - returned e-mail confirming receipt
  - printout of properties
  - screen dump of inbox (teacher's)
- Do not award P function mark if evidence that e-mail has been printed from teacher's inbox (eg teacher name at top of printout)
- Accept screen dump of e-mail if printout is legible
- If no message in e-mail -2K
- If candidates have attached Internet information with e-mail do not penalise for omission of time/station information – mark e-mail message for accuracy
- If no e-mail printout but evidence from the teacher that the e-mail has been received (eg inbox) then candidate could be awarded Ad and S functions (-2K as input not available for checking)
- No textspeak -1K each time
- If no/unsuitable subject heading -1K
- Be aware that some systems eg GLOW automatically adjust line spacing. DO NOT penalise inconsistent spacing
- Candidate's name should be at the end of the e-mail, otherwise -1K
- Internet printout(s) must show any connection times and places, if not, no RI function awards – if times are shown in the e-mail then RI awards can be given
- If no Internet printout – no RI awards possible
- Accept a combination of train/bus eg bus from Dundee-Perth and then train from Perth to Glasgow – all details must be shown clearly to gain RI function awards
- If more than one train/bus time shown on the printout candidate must highlight the train/bus chosen, otherwise no RI function awards
- Accept Internet information copied into a WP document

	Negative Marking	**Positive Marking**		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
6A	Two marks are available for keyboarding - deduct one per error	W/c 2 April 2012, printed in 7 day format - P Appointments inserted - T1 T2 Team Meeting – R1 R2 Monday to Sunday inclusive * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	1 2* 2*	
	K = 2	F =	5	7

- If note from teacher indicating no access to electronic diary – no award for this task
- Times should be as given – both start and finish times/duration shown or no T function award for that item
- If data truncated – mark what is seen and no further penalty
- Accept screen dump

	Negative Marking	**Positive Marking**		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
6B	Two marks are available for keyboarding - deduct one per error	Appointment inserted - T Bruce Alison change of date - T Print in day format – 3 April 2012 – P	1 1 1	
	K = 2	F =	3	5

- If note from teacher indicating no access to electronic diary – no award for this task
- Times should be as given – both start and finish times/duration shown or no T function award for that item
- If data truncated – mark what is seen and no further penalty
- Accept screen dump
- Check Bruce Alison meeting for accuracy

Task	Negative Marking	Positive Marking		Total
	Keyboarding/Accuracy	**Functions/Other Skills**		**Total**
7	Four marks are available for keyboarding – deduct one per error	Format cells: Currency – £	1	
		Decimal Places – DP	1	
		Percentage (VAT) - %	1	
		Formulae:		
		Meals – A, F, R	3	
		Accommodation (Female) – A, F, R	3	
		Accommodation (Male) – A, F, A, F	4	
		Total Costs – F, F, F, A, R	5	
		Printout showing formulae - PF	1	
		Printout with gridlines etc – PG	1	
		* First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.		
	K =4	F =	20	24

- If no/inappropriate heading -1K and mark for accuracy
- Candidates do not need to include cost information under a heading
- Check Staff Reference No for accuracy against Task 4 -1K once
- Accept various alignments of figures and text but currency must be right aligned
- Accept accountancy/currency formats as appropriate
- If figure printout has truncation -1K per column
- Accept different variations of formulae
- If figures used in the formulae – no absolute cell reference award but they could receive R function award(s)
- If no formulae printout – maximum function award possible - 3 (£, DP, %)
- If no figure printout – no £, DP or % function awards – mark keyboarding/accuracy on the formulae printout – truncation should be penalised –1K per column
- Truncation of any formula will result in no function awards for that formula
- If there is a difference between figure and formulae printouts, -1K once
- If figure printout shows gridlines/row/column headings, no PG award on formula printout
- DP award is for currency only
- If printouts not in landscape - DNA PG function award
- If extra columns are added -1K once
- Capitalisation should be consistent in absolute cells labels

Task	Negative Marking Keyboarding/Accuracy	Positive Marking Functions/Other Skills		Total

8A	No marks are available for keyboarding	Print of search/query –
		    Born in or before 1982 – Q
		    Not minibus driver – Q
		    Print – P
			1
			1
			1	

	K = 0	F =	3	3

- Be aware of consequentiality
- Check information in the search/query to see that it matches the candidate's database - the search must match the database – if not, no Q award but P function award still possible
- Must show minimum of full name and address in order to gain P function award
- If no search carried out ie complete database supplied – no Q awards but P function award still possible

Task	Negative Marking Keyboarding/Accuracy	Positive Marking Functions/Other Skills		Total
8B	Four marks are available for keyboarding – deduct one per error	Recall File - RF	1	
		Mail merge fields:		
		Title, Name, Surname – M1	1	
		Address, Town and Postcode – M2	1	
		Salutation – M3	1	
		Print master document – PM	1	
		Print one letter – P	1	
	K = 4	F =	6	10

- Headed paper must be the same as Task 1 (original) to gain RF award
- Headed paper need not be on master to gain RF function award but must be in merged letter
- Accept any line spacing after letterhead eg 2LS, 3LS, 4LS, 5LS (must be one clear line space)
- Line spacing between sections (ref to salutation) consistently 2 or consistently 3, otherwise -1K once ⎫
- Line spacing between sections (salutation to complimentary close) must be 2, otherwise -1K once ⎬ -2K max
- Line spacing in signature block must be 4-6 otherwise -1K once ⎭
- The letterhead must be distinct from body of letter ie text formats should not have been carried down into the letter, if they have -1K once
- Accept (First Name) or (Title and Surname) to gain M3 award – be aware of consequentiality
- If Dear Sir/Madam used, accept Yours faithfully (No M3 function award)
- If Dear Sir or Dear Madam used on its own it must match the addressee – if not -1K once
- Accept irregular spacing between merged fields in the print merge (not in the master)
- If field names in master do not match the query or original database – no function awards possible
- If no search/query printout in 8A – check print merge against original database to award merge fuction awards
- Check that master has been used for the mail merge, if not, no P function award for print merge
- If no master letter, only RF function award possible in the mail merge
- Microsoft XP/2003/2007 – <<Address block>> – award M functions as appropriate – check merged letters for database data – commas in the address block should not be penalised
- UPJ re body of text – 1K sense
- Accept if letter signed by candidate – check ref and sense
- Letter must show dates for **minibus training** and contact **Emily** by **4 May 2012** -1K each omission

Task	Negative Marking Keyboarding/Accuracy	Positive Marking Functions/Other Skills		Total

9	Three marks are available for keyboarding – deduct one per error	Sort – S
		Heading size – S
		
		Formulae:
		     Sub Total formula - F
		     Incidental Expenses formula – F, A
		     Overall Cost of Visit formula – F
		
		Embolden – B
		Border – Bdr
		Footer – Ftr
		
		Print formula – PF
		Print gridlines - PG
			1
			1
			
			1
			2
			1
			
			1
			1
			1
			
			1
			1	

	K = 3	F =	11	14

- Accept various alignments of figures and text but currency must be right aligned
- Accept accountancy/currency formats as appropriate
- Check Patrick's Staff Reference No for accuracy against Task 4 -1K
- Sub Total must be in Total Cost column and labelled, otherwise -1K
- Label should be marked for accuracy but not style -1K
- Incidental Expenses and Total Cost of Visit must be added below Sub Total, otherwise -1K
- Accept different variations of formulae
- If no figure printout – mark keyboarding/accuracy on the formula printout – truncation of data should be penalised -1K per column
- If figure printout has truncation -1K per column
- If figures used in the formulae – no absolute cell reference award
- If no formulae printout – do not award F, F, F, A, PG and PF functions
- Truncation of formula will result in no function awards for that formula
- If there is a difference between figure and formulae printouts -1K once
- If figure printout shows gridlines/row and column headings, no PG award on formulae printout
- Do not award Bdr and B functions if any other cell(s) have been bordered and emboldened
- If candidate has bordered and emboldened the label only Bdr and B function awards can be awarded - If both label and figures formatted no Bdr or B function award
- Labels for sub total etc can be in any column (A-D)

	Negative Marking	Positive Marking		
Task	Keyboarding/Accuracy	Functions/Other Skills		Total
10	Nineteen marks are available for keyboarding – deduct one per error	Text formatting - TF	1	
		Display - D	1	
		Insert tabs as appropriate – T1 T2	2*	
		Page Number - PN	1	
		Appropriate graphic - G	1	
		Produce A5 booklet – BK	1	
		Back-to-back - BB	1	
		Insert spreadsheet data – INS	1	
		* First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.		
	K = 19	F =	9	28

- Accept leaflet folded A4 as shown on solution, otherwise -1K
- Award D function only if candidate has completed all layout instructions
- UPJ regarding spacing between activities when awarding D function award
- If more than one graphic inserted on front page - do not award G function
- Ignore any graphics on pages 2-4
- Accept staff names info displayed in a variety of formats eg different font from other text, on one line, with/without gridlines – UPJ
- Names must include Patrick McIntyre not Josh Anderson - 1K (be aware of consequentiality)
- In Climbing Wall section accept "2" or "3" at stet instruction
- In Ropes Course section accept Jacob with or without a capital J
- In second paragraph on page 4 accept "centre" with or without initial capital
- Accept page numbers top or bottom – if number on page 1 no PN function award
- Dates of the residential weekend must match the internet task – if not, -1K
- Heading must be appropriate, if not -1K

	Negative Marking	Positive Marking		
Task	**Keyboarding/Accuracy**	**Functions/Other Skills**		**Total**
11	Two marks are available for keyboarding – deduct one per error	Correct choice of chart – pie chart – CHT	1	
		Correct figures used – F	1	
		Insertion of:		
		Heading – H	1	
		Values displayed on pie chart – V	1	
		Labels and legend/key left aligned – LA	1	
	K = 2	F =	5	7

- Main heading must have Initial Capitals or CAPS, if not – 1K
- Main heading must be appropriate ie mention of hours and Week 16. If inappropriate eg Staff – award H function and – 1K
- If no heading – no H function award and -1K
- Check accuracy of names -1K per error
- If extra data included no F function award
- Values can be displayed inside or outside the pie chart segments – but must be visible to gain V function award
- Accept if printout contains both spreadsheet and chart

Task	Negative Marking Keyboarding/Accuracy	Positive Marking Functions/Other Skills		Total
12	Two marks are available for keyboarding – deduct one per error Candidate must change: ❑ Frances Graham's mobile phone number to 07736971152	New record inserted – Bruce Alison - NR Delete record – Josh Anderson - DelR Sort (alpha order of Surname) – S1 Sort (Date of Birth – oldest first) – S2	1 1 1 1	
	K = 2	F =	4	6

- If original task reprinted without amendments, award no marks
- New data must be consistent with original database, if not -1K once
- If new data is truncated -1K per field
- If candidate's name appears in Surname field and sorted – award sort function then penalise -1K once
- Accept a new Reference number or Josh's old number for Bruce Alison
- If new record not entered do not award NR function award and -1K
- If one Davison surname spelt incorrectly then 2nd S award should be given

Task	Negative Marking Keyboarding/Accuracy	Positive Marking Functions/Other Skills		Total
13	Thirteen marks are available for keyboarding – deduct one per error	Embolden shoulder headings – B1, B2 Underline - U * First mark allocated if candidate has shown that this function can be correctly performed. The second mark to be awarded only if the candidate has consistently applied the function throughout the task.	2* 1	
	K = 13	F =	3	16

- Accept MEMO/MEMORANDUM
- If candidate starts task at first paragraph -2K
- Accept use of a template file
- Memorandum/Memo heading has to be in CAPS or highlighted in some way, if not -1K
- Accept any house style for Memorandum
  - Line spacing between To, From, Date, Subject should be equal, if not -1K ⎫
  - Minimum of 2LS before and after To, From, Date, Subject, if not -1K ⎬ -1K max
  - Consistent spacing after To, From, Date, Subject, or blocked, if not – 1K ⎭
- Any details missing at Memo headings – 1K each, max -2K
- Subject heading must be appropriate, otherwise -1K
- In temperature control paragraph accept "centre" with or without initial capital
- Accept new paragraph at 'The review' or as continuation of previous paragraph
- If bullet points are left in at shoulder headings -1K once
- If first word does not have a capital -1K once if consistent – otherwise -1K each time (max 4)

Task	Negative Marking Keyboarding/Accuracy	Positive Marking Functions/Other Skills		Total
14	Four marks are available for keyboarding	E-mail –		
		Download File – D	1	
	Email must include	Reply Function – R/Ad	1	
		Attachment – At	1	
		Sent - S	1	
	o Appropriate message otherwise, -1K	Print - P	1	
		Web Pages –		
		Access website – W	1	
		Correct Mileage - RI	1	
	K = 4	F =	7	11

- Candidates must show distance to Monikie or DD5 3QN to gain RI function award
- Candidates must show Total Miles Travelled in mileage cell, otherwise -1K
- Accept Engage/the Centre/Murraygate/Dundee for departure point
- Accept Monikie/Monikie Country Park for destination
- Candidates name must appear somewhere in E-mail otherwise, -1K
- If not using the reply function then check subject heading for accuracy/present, otherwise -1K
- Minimum information in Excursion box – Activity/Trip, otherwise -1K
- If anything in Section 2 -1K once
- If form not completed -3K
- If form completed by hand -3K

[*END OF MARKING INSTRUCTIONS*]