2018 Administration and IT

National 5

Finalised 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 — 20 marks (+/-3 marks)
♦ entering and editing text
♦ using formulae and functions to perform calculations and summarise information
♦ using functions to manipulate information

Database — 20 marks (+/-3 marks)
♦ entering and editing text
♦ displaying information as a table/form and/or report or (address) labels
♦ manipulating information

Theory — 10 marks (+/- 3 marks)
♦ Marks will be awarded for providing relevant responses.

Questions that ask candidates to Outline …
Candidates must make a number of brief relevant, factual points up to the total mark allocation. These should be key points. The points do not need to be in any particular order.

Up to the total mark allocation for this question:
• 1 mark should be given for each accurate, relevant, brief point of knowledge

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 should be key reasons and may include theoretical concepts. There is no need to prioritise the reasons.

Up to the total mark allocation for this question:
• 1 mark should be given for each accurate relevant point of reason

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

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, when appropriate, to identify where marks are awarded.

Detailed Marking Instructions

Question 1a

NAME	DOB	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	E-MAIL	TEL NO
Piero	23-Apr-98	Miss	Georgia	Laing	labelle.georgia@gmail.co.uk	07856129054
Ute	17-Dec-90	Miss	Georgia	Laing	labelle.georgia@gmail.co.uk	07856129054
Davide	11-Jan-88	Miss	Georgia	Laing	labelle.georgia@gmail.co.uk	07856129054	1K
Yvonne	09-Sep-91	Mr	Finn	Kellet	labelle.finn@gmail.co.uk	07617740916
Mhairi	01-Dec-89	Mr	Finn	Kellet	labelle.finn@gmail.co.uk	07617740916

1D   1C   1P

	Marks
Change DOB field format to medium date	1D
Criteria – La Belle	1C
Keyboarding – Miss Georgia Laing, e-mail and tel no	1K
Print correct fields (7) – as above, in any order but contact name (all 3 fields) must be together	1P
TOTAL	4

Question 1a
DNA 1K and 1P if title field is omitted.
DNA 1K and 1P if any new information is truncated.
DNA 1P if: • contact name fields (all 3 fields) are not together • other fields are included • table is printed on more than one page • any field is truncated • any field is omitted
Accept screenshot, but it must be a table/query.

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Question 1b

MODEL INFORMATION   `1H`

| NAME | Nuala | `1S`
DOB	16-Oct-95
GENDER	F
CATEGORY	Catwalk
CONTACT REF NO	1012	`1K`
AGENCY NAME	Tempest Models
CONTACT TITLE	Ms
CONTACT FIRST NAME	Alyssa
CONTACT SURNAME	Cho
E-MAIL	cho.a@tempest.co.uk

`1F`

	Marks
Form Header – Model Information, must be accurate	1H
Selected fields present and visible/legible (10) – if Contact Ref No appears twice DNA	1F
Keyboarding – check bracketed fields only – DNA Female, must be F	1K
Selected record printed (Nuala) in form format and on one page	1S
TOTAL	**4**

Question 1b
DNA 1H if candidate name is included in the heading.
DNA 1F if any of the fields are truncated.
DNA 1F if contact name fields are not together in correct order, but other fields can be in any order.
If any of the 5 bracketed fields are omitted DNA 1F and 1K.
Keyboarding is the bracketed fields only.
DNA 1S if wrong/multiple records are printed.

Question 1c

Capital Models
Mrs Emily Harcourt
2 Canning Street
Edinburgh
EH3 8EG

MILAN 2018

Capital Models
Miss Anya Vronsky
2 Canning Street
Edinburgh
EH3 8EG

MILAN 2018

Capital Models
Mr Daniel Pearson
2 Canning Street
Edinburgh
EH3 8EG

MILAN 2018

DP Model Agency
Mr Fabio De Silva
130 Southampton Row
London
WC1B 5AF

MILAN 2018

DP Model Agency
Mrs Rena Campbell
130 Southampton Row
London
WC1B 5AF

MILAN 2018

La Belle   [1S]
Mr Finn Kellet
40 Laystall Street
Manchester
M1 2JZ

MILAN 2018   [1K]   [1P]

	Marks
Sort – agency name	1S
Keyboarding – MILAN 2018 – DNA if initial capitals	1K
Print suitable labels with correct fields only and correct spacing – first page only	1P
TOTAL	**3**

Question 1c
Mark extraneous text for accuracy.
DNA 1K if any keyboarding is inaccurate.
DNA 1P if: • both agency name and contact name are not included   • agency name and contact name are not the first 2 lines of the label   • name does not include title   • merged information is not visible and legible   • candidate name is included in each label   • candidate provides only the query with the correct records   • more than one page of labels is included   • other fields are included   • MILAN 2018 is not at the bottom of the label
Agency name and contact name must be the first 2 lines of the label but can be in any order.
Accept MILAN 2018 with or without a space as long as it is at the bottom.
Only award 1S if Capital Models is first/only label.
If agency name is omitted check street name for sort.

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Question 1d

GRAZIELLA PHOTOSHOOT `1H` `1L`

NAME	DOB	AGENCY NAME
Anita	23-Jun-91	Capital Models
Connor	09-Apr-90	Capital Models
Imogen	04-Apr-90	Capital Models
Mac	23-Feb-92	Capital Models
Davide	11-Jan-88	La Belle
Mhairi	01-Dec-89	La Belle
Ute	17-Dec-90	La Belle
Yvonne	09-Sep-91	La Belle
Helena	03-Aug-90	Tempest Models
Kayden	05-Mar-90	Tempest Models
Leo	25-May-90	Tempest Models

`1C` `1C` `2S` `1P`

11 Records

	Marks
Heading	1H
Logo – top right hand side – must be to the right of centre of the report	1L
Criteria – 11 records models born before 1993 not DP Model Agency	1C 1C
Sort – agency name and name of model – all or nothing – DNA	2S
Print a report with the correct fields – must be in order shown	1P
TOTAL	**7**

Question 1d
Graziella must be in the heading, however it must have something else with it. **Or** both search criteria must be in the heading eg Models born before 1993 except DP Model Agency.
DNA 1H if: • capitalisation is incorrect – must be block capitals or initial capitals • candidate name is in the heading
DNA 1L if logo not at the top right hand side, clipped or omitted.
DNA 1C and 1C if printouts do not match those exemplified in the marking instructions.
DNA 1P if: • other fields are included • any fields or records are truncated • report is printed on more than one page
DNA 2S if only one agency is shown.

Alternatives

Sorted on Model Name only

NAME	DOB	AGENCY NAME
Anita	23-Jun-91	Capital Models
Connor	09-Apr-90	Capital Models
Davide	11-Jan-88	La Belle
Helena	03-Aug-90	Tempest Models
Imogen	04-Apr-90	Capital Models
Kayden	05-Mar-90	Tempest Models
Leo	25-May-90	Tempest Models
Mac	23-Feb-92	Capital Models
Mhairi	01-Dec-89	La Belle
Ute	17-Dec-90	La Belle
Yvonne	09-Sep-91	La Belle

0S   1C   1C   1P

11 Records

Sorted on Agency Name only

NAME	DOB	AGENCY NAME
Anita	23-Jun-91	Capital Models
Connor	09-Apr-90	Capital Models
Mac	23-Feb-92	Capital Models
Imogen	04-Apr-90	Capital Models
Mhairi	01-Dec-89	La Belle
Yvonne	09-Sep-91	La Belle
Davide	11-Jan-88	La Belle
Ute	17-Dec-90	La Belle
Leo	25-May-90	Tempest Models
Helena	03-Aug-90	Tempest Models
Kayden	05-Mar-90	Tempest Models

0S   1C   1C   1P

11 Records

Models Born before 1993 only

NAME	DOB	AGENCY NAME
Anita	23-Jun-91	Capital Models
Connor	09-Apr-90	Capital Models
Imogen	04-Apr-90	Capital Models
Mac	23-Feb-92	Capital Models
Axl	25-Jul-92	DP Model Agency
Ellis	14-Feb-89	DP Model Agency
Marta	17-Aug-92	DP Model Agency
Zach	11-Apr-91	DP Model Agency
Davide	11-Jan-88	La Belle
Mhairi	01-Dec-89	La Belle
Ute	17-Dec-90	La Belle
Yvonne	09-Sep-91	La Belle
Helena	03-Aug-90	Tempest Models
Kayden	05-Mar-90	Tempest Models
Leo	25-May-90	Tempest Models

0C   1C   2S   1P

15 Records

Not DP Model Agency only

NAME	DOB	AGENCY NAME
Anita	23-Jun-91	Capital Models
Charlie	15-Mar-99	Capital Models
Connor	09-Apr-90	Capital Models
Emma	05-May-01	Capital Models
Felix	28-Sep-95	Capital Models
Imogen	04-Apr-90	Capital Models
Mac	23-Feb-92	Capital Models
Pria	02-Jan-00	Capital Models
Xanthe	19-Jun-98	Capital Models
Davide	11-Jan-88	La Belle
Mhairi	01-Dec-89	La Belle
Piero	23-Apr-98	La Belle
Ute	17-Dec-90	La Belle
Yvonne	09-Sep-91	La Belle
Corinne	13-May-95	Tempest Models
Daisy	30-Nov-93	Tempest Models
Flora	21-Oct-96	Tempest Models
Helena	03-Aug-90	Tempest Models
Jack	16-Sep-01	Tempest Models
Kayden	05-Mar-90	Tempest Models
Leo	25-May-90	Tempest Models
Nuala	16-Oct-95	Tempest Models
Ruby	10-Dec-99	Tempest Models

0C   1C   2S   1P

23 Records

Question 2a

PRICE LIST			Price	
Menu A	*Starter*	Mussels cooked in onion and garlic	€ 5.95	
	Main	Carved roast gigot of lamb	€ 18.75	
	Dessert	Chocolate fudge cake	€ 4.60	
TOTAL				€ 29.30
Menu B	*Starter*	Minestrone soup	€ 5.25	
	Main	Escalope of chicken and pancetta	€ 14.95	
	Dessert	Panna cotta	€ 5.00	
TOTAL				€ 25.20
Menu C	*Starter*	Roast peppers, mushrooms and tomatoes (V)	€ 4.80	
	Main	Pasta filled with spinach and ricotta cheese (V)	€ 13.50	
	Dessert	Tiramisu	€ 5.50	
TOTAL				€ 23.80
Canapes		per person	€ 2.00	
Champagne		per bottle	€ 70.00	
Other Drinks		per person	€ 6.50	
V = vegetarian				

	A	B	C	D	E
1			PRICE LIST		
2				Price	
3	Menu A	Starter	Mussels cooked in onion and garlic	5.95	
4		Main	Carved roast gigot of lamb	18.75	
5		Dessert	Chocolate fudge cake	4.6	
6	TOTAL				=SUM(D3:D5)
7	Menu B	Starter	Minestrone soup	5.25	
8		Main	Escalope of chicken and pancetta	14.95	1F
9		Dessert	Panna cotta	5	
10	TOTAL				=SUM(D7:D9)
11	Menu C	Starter	Roast peppers, mushrooms and tomatoes (V)	4.8	
12		Main	Pasta filled with spinach and ricotta cheese (V)	13.5	
13		Dessert	Tiramisu	5.5	
14	TOTAL				=SUM(D11:D13)
15	Canapes		per person	2	
16	Champagne		per bottle	70	1F
17	Other Drinks		per person	6.5	
18					
19	V = vegetarian				

	Marks
Formula to calculate total cost – 1F for first	1F
Formula to calculate total cost – 1F for other 2	1F
TOTAL	**2**

Question 2a (i)
DNA 1F max for incorrect use of SUM function for addition.
DNA 1F max if SUM function is not used.
DNA formula marks if formula is truncated in column E.
If formula entered in shaded cell, award formula marks but DNA 1P in Question 2a (ii).

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Question 2a (ii)

Milan Catering				
ORDER FORM				1C
TO:		**By Balor, 11 Park Avenue, Stirling, FK8 2QR**		
ITEM	QUANTITY	COST	TOTAL	
Canapes	100	€ 2.00	€ 200.00	
Menu A	14	€ 29.30	€ 410.20	
Menu B	13	€ 25.20	€ 327.60	
Menu C	8	€ 23.80	€ 190.40	
Champagne - per bottle	6	€ 70.00	€ 420.00	
Other Drinks	1K 35	€ 6.50	€ 227.50	
Total Cost			€ 1,775.70	
LESS Discount Amount			€ 88.79	
Sub Total			€ 1,686.92	
ADD VAT			€ 168.69	
Total Due			**€ 1,855.61**	1TF
				1FM
VAT	10%			

Value View	Marks
Centre both headings	1C
Keyboarding - quantities	1K
Total Due - increase size of font, bold and thick border of amount only	1TF
Format cells – euros/font size – only award if consistent within **each** worksheet	1FM
TOTAL	**4**

| Question 2a (ii) |
|---|
| DNA 1K if:
• text has been added with incorrect spelling or capitalisation
• 'bottles' has been included in the quantity for champagne |
| |
| |
| |

The spreadsheet shows the following (Milan Catering Order Form):

	A	B	C	D
1	Milan Catering			
2	ORDER FORM			
3	TO:		By Balor, 11 Park Avenue, Stirling, FK8 2QR	
4	ITEM	QUANTITY	COST	TOTAL
5	Canapes	100	='Price List'!D15	=B5*C5 **1F**
6	Menu A	14	=MenuA	=B6*C6
7	Menu B	13	=MenuB	=B7*C7
8	Menu C	8	=MenuC **1N**	=B8*C8
9	Champagne - per bottle	6	='Price List'!D16	=B9*C9
10	Other Drinks	35 **1F**	='Price List'!D17	=B10*C10 **1R**
11	Total Cost			=SUM(D5:D10) **1F**
12	Discount Amount			=IF(D11>1500,D11*5%,D11*2%) **2F**
13	Sub Total			=D11-D12 **1F**
14	VAT			=D13*B17 **1F**
15	Total Due			=D13+D14
16				**1F**
17	VAT	0.1		**1P**

Formulae View	Marks
Cost formula – must be linked to Price List – C5, C9 and C10 only – accept if all named cells in Cost column, but must be the correct cell	1F
Named cells – MenuA, B and C – any relevant name	1N
Total formula – accept ='PriceList'!D15*B5 but replicate cannot be awarded	1F
Replicate Total formula	1R
Total Cost formula – accept with/without brackets and C5*B5	1F
Discount Amount formula – must be **amount**, not rate, all or nothing - accept =IF(D11>1500,5%,2%)*D11	2F
Sub Total formula	1F
VAT formula – must be cell references, accept absolute/named cell	1F
Total Due formula	1F
Print – value view with gridlines, formula view with gridlines and row and column headings – price list and order form, **each on one page**	1P
TOTAL	11

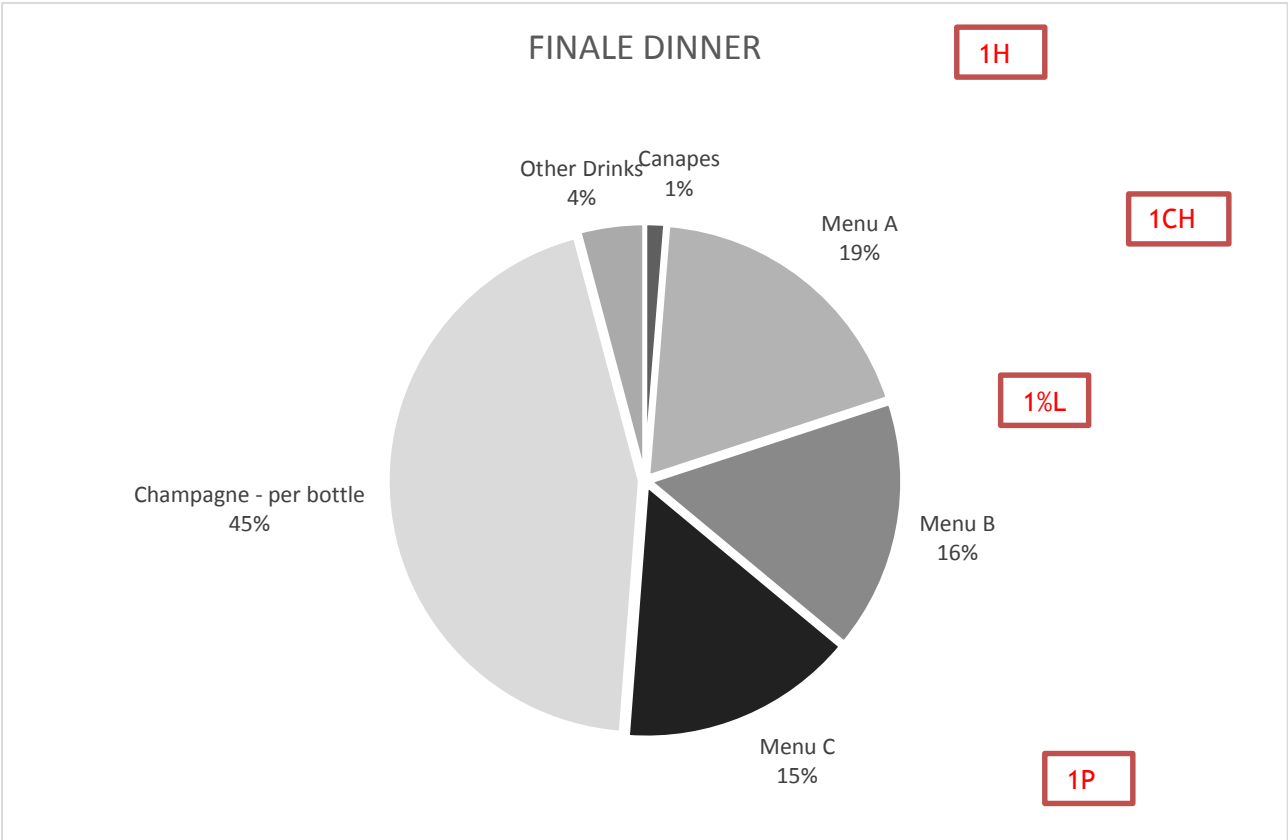| Question 2a (ii) |
|---|
| Accept any relevant name for named cells – ignore keyboarding errors. |
| If there is a space before the number in the IF statement marks can be awarded. |
| DNA 1F max for incorrect use of SUM function for addition. |
| DNA 1F max for incorrect use of SUM function for multiplication/division/subtraction. |
| DNA VAT 1F if the VAT **rate** is entered. |
| Be aware of consequentiality eg if a rate instead of an amount is calculated. |
| DNA 1P if:
• any information is inserted in the shaded cells, however formula marks can be awarded
• gridlines on Order Form are omitted from rows 16 and 17 (VAT)
• any information across price list and order form is truncated on value views
• the value and formula printout don't match |

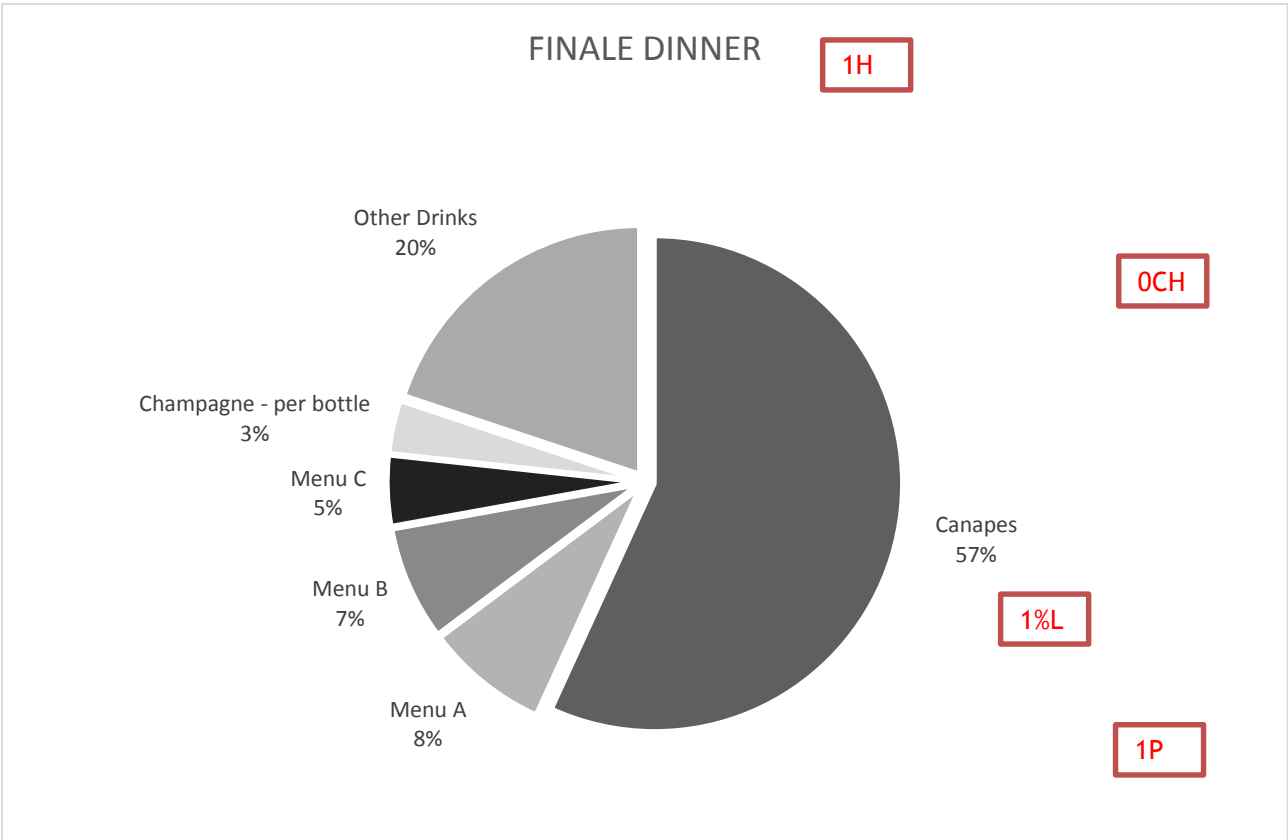*page 13*

Question 2b
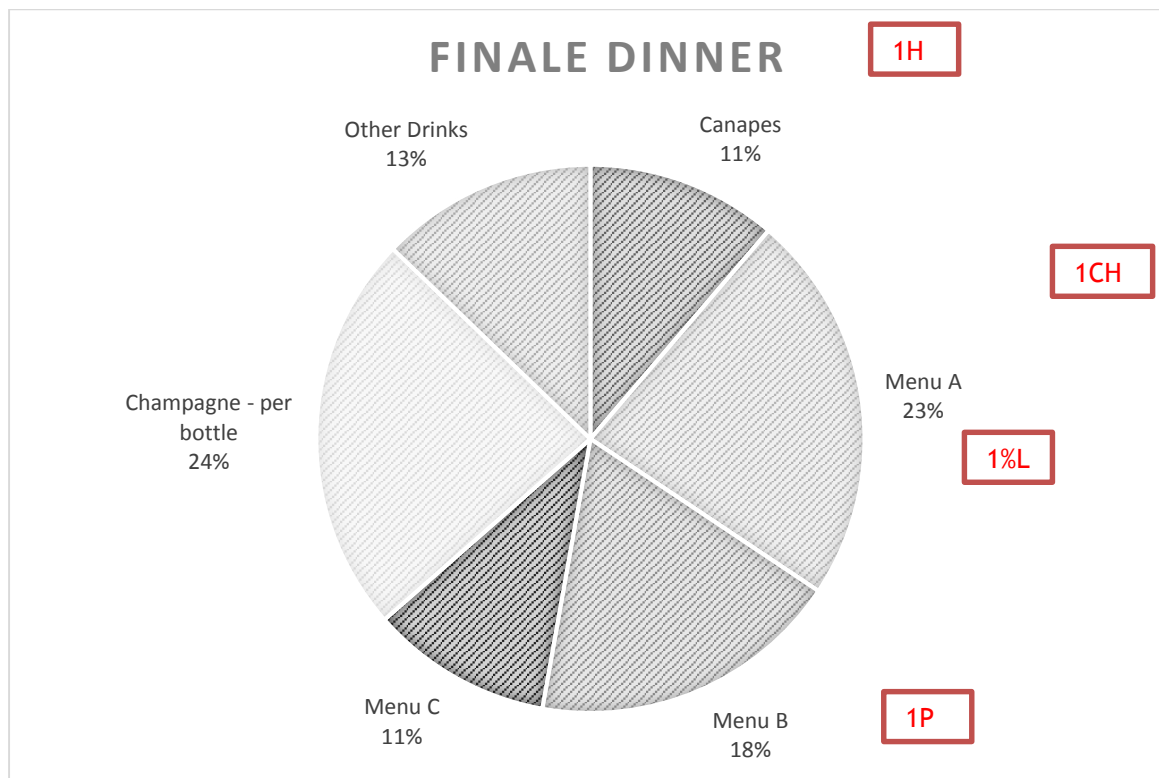
	Marks
Heading – minimum – Finale Dinner	1H
Create pie chart using correct data – accept column C (item cost) or column D (item total) data	1CH
Percentage and label/legend at each segment	1%L
Print on separate sheet	1P
TOTAL	**4**

Question 2b
DNA 1H if there is incorrect capitalisation.
Award 1%L mark if percentage, label and amount are shown.
DNA 1%L if: • percentage labels are not shown on the segments • legend is shown separately • legend is shown twice
Watch for consequential errors.

ACCEPT IF COLUMN C (ITEM COST) IS USED

FINALE DINNER   `1H`

`1CH`

`1%L`

Other Drinks 4%   Canapes 1%

Menu A 19%

Champagne - per bottle 45%

Menu B 16%

Menu C 15%

`1P`

DO NOT AWARD CH MARK IF COLUMN B (QUANTITY) IS USED

FINALE DINNER   `1H`

`0CH`

Other Drinks 20%

Champagne - per bottle 3%

Menu C 5%

Menu B 7%

Menu A 8%

Canapes 57%

`1%L`

`1P`

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Question 3

Part A

Outline 3 responsibilities **By Balor** has for **any 2** of the following health and safety regulations:

	HASAWA	
1	Ensure entrances and/or exits are safe (DNA fire exits).	1T
2	Ensure equipment/cables are safe/properly maintained.	1T
3	Ensure regular health and safety checks/risk assessments are undertaken.	1T
4	Provide health and safety training for all staff – DNA training on its own.	
5	Provide a health and safety policy for all staff.	
6	Provide safe working conditions/methods.	
7	Provide **protective** clothing/equipment.	
8	Ensure temperature is above the minimum.	

	FIRST AID	
1	Appoint someone to be in charge of first aid.	1T
2	Provide an Accident Book/Form to record any accidents.	1T
3	Inform employees of first aid arrangements.	1T
4	Provide a first aid kit.	
5	Provide first aid training.	

	FIRE PRECAUTIONS
1	Assess any fire risks/ensure equipment/cables are risk assessed.
2	Provide fire-fighting equipment (fire extinguisher, fire blanket) – **max 1 for fire-fighting equipment.**
3	Ensure fire-fighting equipment is maintained.
4	Install fire alarms.
5	Train staff in fire evacuation procedures.
6	Carry out regular fire drills.
7	Ensure emergency exits are clearly labelled.
8	Ensure emergency exits are kept clear.
9	Fire proof doors must be used where required (DNA fire proof doors must be kept closed).
10	Ensure there are designated assembly points.

DISPLAY SCREEN EQUIPMENT	
1	Make sure that workstations are suitable/assessed.
2	Provide employees with training on how to adjust equipment.
3	Give employees sufficient rest breaks or change of activity.
4	Provide adjustable chairs.
5	Provide an anti-glare/adjustable screen.
6	Provide wrist/foot rest.
7	Provide eye tests.

	Marks
3 organisation responsibilities for health and safety regulations - outline	3T
3 organisation responsibilities for health and safety regulations - outline	3T
TOTAL	**6**

Question 3 – Health and Safety
DNA marks for employee responsibilities.
Must be a legal requirement not just good practice.
Max 3 for **each** health and safety regulation.
Make sure that the legislation and the responsibilities match.
Where candidate has not named the health and safety regulation but it is clear which regulation is being outlined: • award max 2T for 3 correct outlines   • award max 1T for 2 correct outlines   • award 0T for one correct outline   Where candidate has not named the health and safety regulation and it is **not clear** which regulation is being outlined no marks can be awarded.
The responses listed above are not exhaustive and marks should be awarded for other suitable responses provided.

Part B

Organisations have a responsibility to ensure the security of people and property. **Explain** 5 ways **By Balor** can do this.

Example	The organisation should keep a list of all equipment including serial numbers which will allow it to be identified.	
	Install CCTV cameras (within the building) to monitor secure areas.	1T
	Install locks/shutters on doors and windows to prevent theft.	1T
	Employ security staff/have a reception area to monitor visitors to the organisation.	1T
	Provide ID badges to ensure staff can be easily identified.	1T
	Install swipe cards/pin codes on doors to ensure only staff can gain entry.	1T
	Install an alarm system which will provide security 24 hours a day.	
	Security mark equipment eg UV pen which will allow equipment to be identified if stolen. DNA 'special' pen.	
	Attach equipment to desks to prevent theft.	
	Install panic alarms which will provide reassurance to staff working in isolated areas.	
	Provide staff with lockers to prevent loss of personal property.	
	Ensure visitors sign in/are issued with visitor badge so they can be identified.	

	Marks
Security of People and Property - explain	5T
TOTAL	**5**

Question 3 – Security of People and Property
The way must be different each time, however the 'reason why' can be the same.
DNA any reference to security of information.
To attain full marks there must be at least one explanation for people and one for property.
DNA security by itself - must name type of security eg security guard.
DNA to keep people/property secure (repeat of question).

[END OF MARKING INSTRUCTIONS]