National Qualifications 2019

2019 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

Spreadsheet

If the value view is missing, marks can be awarded on the formula view as appropriate. New row/column headings/labels must be as instructed or consistent.

If the name for the named cell is given it must be keyed in accurately, however if names are not given, the name used must be relevant.

Candidates are expected to use the most appropriate formula. The use of the + sign when adding 3 or more adjacent cells, nor the use of =SUM and + in the same formula is not accepted.

For subtraction, multiplication or division =SUM at the start of the formula is not accepted.

Marks are not awarded if cells are truncated.

Database

The style of additional field headings must be consistent with existing fields and field names must not be truncated.

Where a logo is to be inserted at top/bottom right or left, it must be to the right or left of centre.

Where a name is required it must include the Title, First Name and Surname unless specifically instructed to use only certain fields.

Forms should not include duplicate fields.

Candidate name should be inserted outwith the information on a printout.

Theory

In some instances 2 separate responses can be combined to be awarded 1 mark. In some instances one response covering 2 points can be awarded 2 marks. All keyboarding errors should be ignored.

Questions 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 question:
1 mark should be given for each accurate, relevant, brief point of knowledge

Questions that ask candidates to **Describe…**
Candidates must make a number of relevant factual points, which may be characteristics and/or features, as appropriate to the question asked. These points may relate to a concept, process or situation.

Up to the mark allocation for this question:
- 1 mark should be given for each relevant factual point
- 1 mark should be given for any further development of a relevant point, including exemplification when appropriate

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 may include theoretical concepts. There is no need to prioritise the reasons.

Up to the mark allocation for this question:
- 1 mark should be given for each accurate relevant cause and effect
- 1 mark should be given for any further development of a relevant point, including exemplification when appropriate

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, where appropriate, to identify where marks are awarded. Inconsistent capitalisation is treated as one error within a question.

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Dates must include a number, month and year for example 25 April 2019, unless specifically instructed otherwise. Accept any standard date format for example

- 25 April 2019
- 25th April 2019/April 25th 2019
- 25/4/19
- 25/04/2019
- April 25, 2019
- Thursday, 25 April 2019

DNA 'the 25th of April' or **American dates in number format.**

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.

Headings with initial capitals for example – 'Number of Tickets Sold' - conjunctions should not be capitalised.

Where a question requires specific information to be inserted in a footer the candidates name and/or question number should always be below the footer information.

All comments must be actioned and deleted.

Printouts

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

Marking instructions for each question

Question 1(a)

VENUE ID	VENUE NAME	START TIME	END TIME	TOWN	MAX GUESTS	DATE OF CEILIDH
1	Braidwood Lodge	20:00	23:00	Selkirk	125	16 November 2019
2	Chestnuts Hotel	19:30	22:30	Hawick	150	22 November 2019
3	Saturno Halls	19:30	22:30	Jedburgh	75	23 November 2019
4	Thistle Hotel	19:00	22:00	Kelso	120	30 November 2019
5	Waterfront Hotel	20:00	23:00	Melrose	100	29 November 2019

	Marks
Change Date of Ceilidh format to long date	1D
Keyboarding (Thistle Hotel, new record and amended field heading – MAX GUESTS)	1K
Printout of Venue table showing all fields (7) on one page	1P
TOTAL	**3**

Question 1(a)
DNA (do not award) 1D if field heading text is changed in any way for example to 'Long Date' – this does not impact the K mark.
DNA 1K if: • field heading 'Max Guests' is not in block capitals   • Thistle Hotel is not Venue ID 4   • Waterfront Hotel is not Venue ID 5   • 24 hour clock is not used – accept showing seconds
DNA 1P if: • table is printed on more than one page   • any field is truncated   • any field is omitted
Accept screenshot.
Accept printed as a report – DNA 1K if keyboarding errors.
Accept if day is included in date.

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Question 1(b)

TITLE	FIRST NAME	SURNAME	CONTACT NO	
Mr	Shehzad	Anwar	07845322788	
Miss	Mariam	Ganjoo	07888865201	
Miss	Pravjot	Khan	07110384712	
Miss	Lynne	Reilly	07503226641	**1D**
Miss	Alayna	Shirani	07001048113	
Miss	Saima	Talpur	07511466299	
Mr	Samuel **1C**	Wilson **1S**	07069461421 **1P**	

	Marks
Delete record – Stefanie Semple	1D
Criteria – Kelso – 7 records	1C
Sort - Surname	1S
Printout showing correct fields – name and contact no fields – on one page	1P
TOTAL	**4**

Question 1(b)
DNA 1D if there is no evidence of Stefanie Semple being deleted for example Jedburgh criteria instead of Kelso.
DNA 1P if: • name field (all 3 fields) are not together and in the correct order • other fields are included • table is printed on more than one page • any field is truncated • any field is omitted
The contact no field can be before or after the name.
Accept screenshot.
Accept printed as a report – DNA 1P if keyboarding errors.
If criteria is incorrect and Leah incorrectly appears – candidates are already losing 1C – do not penalise again.

UNSORTED

TITLE	FIRST NAME	SURNAME	CONTACT NO
Miss	Pravjot	Khan	07110384712
Mr	Shehzad	Anwar	07845322788
Miss	Mariam	Ganjoo	07888865201
Miss	Lynne	Reilly	07503226641
Mr	Samuel	Wilson	07069461421
Miss	Alayna	Shirani	07001048113
Miss	Saima	Talpur	07511466299

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NO CRITERIA – SORTED BY SURNAME

TITLE	FIRST NAME	SURNAME	CONTACT NO	TOWN
Mr	Gordon	Anderson	07600410048	Jedburgh
Mr	Shehzad	Anwar	07845322788	Kelso
Mr	Bilal	Bhabra	07001823745	Hawick
Mr	Andrew	Campbell	07114653298	Hawick
Mr	Michael	Cassidy	07312985674	Hawick
Mr	Ruaridh	Dobson	07999067491	Hawick
Mrs	Dawn	Douglas	07555391209	Selkirk
Miss	Mariam	Ganjoo	07888865201	Kelso
Mr	Adam	Grayson	07116749901	Hawick
Miss	Nikki	Green	07209566309	Jedburgh
Ms	Olivia	Houston	07444320945	Jedburgh
Miss	Pravjot	Khan	07110384712	Kelso
Mr	Hadley	Kirk	07131284107	Hawick
Mr	Alistair	Laing	07912555129	Selkirk
Mr	Hudson	Martins	07659205382	Jedburgh
Miss	Preeti	Meeda	07548012114	Hawick
Mrs	Lauren	Miller	07663961086	Jedburgh
Mr	William	Morrison	07778764109	Hawick
Mrs	Claire	Nicol	07830093771	Jedburgh
Mrs	Diane	Patterson	07866653103	Hawick
Miss	Leigh-Ann	Philips	07777534219	Selkirk
Mrs	Alexis	Pitafi	07888078539	Selkirk
Miss	Lynne	Reilly	07503226641	Kelso
Miss	Tyra	Rodgers	07191283079	Selkirk
Mr	Tyrone	Rogerson	07225449005	Selkirk
Miss	Alayna	Shirani	07001048113	Kelso
Miss	Emily	Standring	07773337612	Selkirk
Miss	Saima	Talpur	07511466299	Kelso
Mr	Mackenzie	Taylor	07192150826	Selkirk
Miss	Suzi	Thomas	07226116279	Selkirk
Mr	Samuel	Wilson	07069461421	Kelso
Mr	Tyler	Wilson	07895332156	Hawick
Miss	Isabella	Young	07775376928	Selkirk

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Question 1(c)

TICTS SOLD | 1H | | 1L

TITLE	Miss
FIRST NAME	Leah
SURNAME	Reid
CONTACT NO	07890152990
E-MAIL ADDRESS	leahreid@mymail.co.uk
VENUE ID	3
NO OF TICKETS	10
VENUE NAME	Saturno Halls
START TIME	19:30
END TIME	22:30
TOWN	Jedburgh
MAX GUESTS	75
DATE OF CEILIDH	23 November 2019

1P · 1K · 1F

	Marks
Form header - Tickets Sold, must be accurate	1H
Logo – top right hand side – must be to the right of the centre of the text in the form fields	1L
Keyboarding – check bracketed fields	1K
All fields present and visible/legible (13) – if Venue ID appears twice DNA	1F
Print selected record (Leah Reid) in form format and on one page	1P
TOTAL	**5**

Question 1(c)
DNA 1H if candidate name is included in the heading.
Accept any placement within the form header of Tickets Sold.
DNA 1L if logo is not at the top right hand side, clipped or omitted.
Keyboarding is the bracketed fields only – accept Leah with a capital L in e-mail address.
DNA IF and 1K if any of the 7 bracketed fields are omitted.
• DNA 1F if: • any fields from the Tickets table (excluding Venue ID) are omitted   • any field is truncated
DNA 1P if multiple records are printed.
DNA 1P and 1K if an incorrect record is printed.
Accept a subform.
Accept fields in any order as long as name fields are together in the correct order.
If additional fields check for keyboarding accuracy only.

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Question 1(d)

BRAIDWOOD LODGE AND SATURNO HALLS TICKET SALES	1H

TITLE	FIRST NAME	SURNAME	NO OF TICKETS	TOWN
Mrs	Claire	Nicol	15	Jedburgh
Ms	Olivia	Houston	12	Jedburgh
Mr	Hudson	Martins	11	Jedburgh
Miss	Leah	Reid	10	Jedburgh
Miss	Nikki	Green	8	Jedburgh
Mrs	Lauren	Miller	6	Jedburgh
Mr	Gordon	Anderson	5	Jedburgh
Miss	Suzi	Thomas	20	Selkirk
Mr	Mackenzie	Taylor	18	Selkirk
Mr	Alistair	Laing	16	Selkirk
Miss	Tyra	Rodgers	15	Selkirk
Miss	Emily	Standring	12	Selkirk
Miss	Isabella	Young	10	Selkirk
Mr	Tyrone	Rogerson	8	Selkirk
Mrs	Alexis	Pitafi	7	Selkirk
Mrs	Dawn	Douglas	5	Selkirk
Miss	Leigh-Ann	Philips	4	Selkirk

1C

2S

1P

Information correct as at 25 April 2019.

1F   1K

	Marks
Appropriate heading - sense	1H
Criteria – Saturno Halls (Jedburgh) – 7 records or Braidwood Lodge (Selkirk) – 10 records	1C
Sort on 2 fields – Town alphabetical and No of Tickets descending – all or nothing	2S
Report Footer	1F
Keyboarding – in footer and header	1K
Printout of report showing correct fields – full name, no of tickets and town	1P
TOTAL	**7**

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Question 1(d)
Accept 'Braidwood Lodge and Saturno Halls' or 'Jedburgh and Selkirk' in report heading, or 'tickets sold', or 'ticket sales', or 'low ticket sales' or 'ticket holders'. DNA 'tickets' on its own.
DNA 1H if candidate has included their name/task is included in the report header. However, accept if date and/or time are included automatically as part of the report header layout (report icon should be visible).
Be aware of consequentiality from 1(c) if Leah's venue is entered incorrectly.
If search is incorrect, and many records are included, printing on 2 pages is a consequential error, so 1P can still be awarded.
DNA 1F if: • candidate name does not appear separately and below the report footer • a page footer is inserted instead of a report footer (page footer would appear at the bottom of the page)
Accept if footer is in block capitals.
DNA 1F and 1K if no footer is keyed in.
DNA 1K if: • full stop is not included in footer • brackets or quotation marks are included in the footer • inappropriate date format used – refer to principles
Any extraneous information/fields, mark for accuracy.
DNA 1P if: • name fields (all 3) are not together in the correct order, (the other fields can be in any order) • Leah is entered more than once • fields are truncated.
Accept if report is grouped by town.
Ignore default date if shown in page footer.
DNA 1H and 1K if no header is keyed in.
If 2 separate reports, mark each one and award the highest mark.

NOT SORTED
BRAIDWOOD LODGE AND SATURNO HALLS TICKET SALES   1H

TITLE	FIRST NAME	SURNAME	NO OF TICKETS	TOWN
Mr	Alistair	Laing	16	Selkirk
Miss	Emily	Standring	12	Selkirk
Mrs	Dawn	Douglas	5	Selkirk
Mr	Tyrone	Rogerson	8	Selkirk
Miss	Isabella	Young	10	Selkirk
Miss	Suzi	Thomas	20	Selkirk
Mr	Mackenzie	Taylor	18	Selkirk
Mrs	Alexis	Pitafi	7	Selkirk
Miss	Tyra	Rodgers	15	Selkirk
Miss	Leigh-Ann	Philips	4	Selkirk
Miss	Leah	Reid	10	Jedburgh
Ms	Olivia	Houston	12	Jedburgh
Mrs	Lauren	Miller	6	Jedburgh
Miss	Nikki	Green	8	Jedburgh
Mr	Hudson	Martins	11	Jedburgh
Mr	Gordon	Anderson	5	Jedburgh
Mrs	Claire	Nicol	15	Jedburgh

Information correct as at 25 April 2019.   1K   0S   1C   1P

1F

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SORTED – TOWN AND NO OF TICKETS BOTH ASCENDING

BRAIDWOOD LODGE AND SATURNO HALLS TICKET SALES

1H

TITLE	FIRST NAME	SURNAME	NO OF TICKETS	TOWN
Mr	Gordon	Anderson	5	Jedburgh
Mrs	Lauren	Miller	6	Jedburgh
Miss	Nikki	Green	8	Jedburgh
Miss	Leah	Reid	10	Jedburgh
Mr	Hudson	Martins	11	Jedburgh
Ms	Olivia	Houston	12	Jedburgh
Mrs	Claire	Nicol	15	Jedburgh
Miss	Leigh-Ann	Philips	4	Selkirk
Mrs	Dawn	Douglas	5	Selkirk
Mrs	Alexis	Pitafi	7	Selkirk
Mr	Tyrone	Rogerson	8	Selkirk
Miss	Isabella	Young	10	Selkirk
Miss	Emily	Standring	12	Selkirk
Miss	Tyra	Rodgers	15	Selkirk
Mr	Alistair	Laing	16	Selkirk
Mr	Mackenzie	Taylor	18	Selkirk
Miss	Suzi	Thomas	20	Selkirk

Information correct as at 25 April 2019.   1K   0S   1C

1F   1P

SORTED – NO OF TICKETS DESCENDING

BRAIDWOOD LODGE AND SATURNO HALLS TICKET SALES

1H

TITLE	FIRST NAME	SURNAME	NO OF TICKETS	TOWN
Miss	Suzi	Thomas	20	Selkirk
Mr	Mackenzie	Taylor	18	Selkirk
Mr	Alistair	Laing	16	Selkirk
Mrs	Claire	Nicol	15	Jedburgh
Miss	Tyra	Rodgers	15	Selkirk
Ms	Olivia	Houston	12	Jedburgh
Miss	Emily	Standring	12	Selkirk
Mr	Hudson	Martins	11	Jedburgh
Miss	Leah	Reid	10	Jedburgh
Miss	Isabella	Young	10	Selkirk
Miss	Nikki	Green	8	Jedburgh
Mr	Tyrone	Rogerson	8	Selkirk
Mrs	Alexis	Pitafi	7	Selkirk
Mrs	Lauren	Miller	6	Jedburgh
Mr	Gordon	Anderson	5	Jedburgh
Mrs	Dawn	Douglas	5	Selkirk
Miss	Leigh-Ann	Philips	4	Selkirk

Information correct as at 25 April 2019.   1K   0S   1C

1F   1P

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Question 2(a)(i)

Price List			
Food Platters		**Band Members' Wages**	1H
Mozzarella Dippers	£14·00	Basic Rate (per hour)	£25·00
Smoked Salmon Blinis	£18·00	Overtime Rate (per hour)	£35·00
Hummus and Falafel Wrap	£10·00		
Roll and Sausage/Bacon	£40·00		
Shortbread Hearts	£40·00		
Additional Items		**Goodie Bag**	
Silver Foil Letter Balloon (per letter)	£8·99	Water Bottle	£0·50
Selfie Mirror	£250·00	Name Badge	£0·20
Photographer	£450·00	Tablet	£1·10
Goodie Bag	£2·55	Ceilidh Souvenir	£0·75
Prize of Luxury Hotel Stay	£250·00		

Price List Worksheet Value

	Marks
Centre and embolden Band Members' Wages heading	1H
TOTAL	**1**

	A	B	C	D	E
1	Price List				
2	**Food Platters**			**Band Members' Wages**	
3	Mozzarella Dippers	14		Basic Rate (per hour)	25
4	Smoked Salmon Blinis	18		Overtime Rate (per hour)	=Basic*1.4
5	Hummus and Falafel Wrap	10			
6	Roll and Sausage/Bacon	40			1F
7	Shortbread Hearts	40			
8					
9	**Additional Items**			**Goodie Bag**	
10	Silver Foil Letter Balloon (per letter)	8.99		Water Bottle	0.5
11	Selfie Mirror	250		Name Badge	0.2
12	Photographer	450		Tablet	1.1
13	Goodie Bag	=SUM(E10:E13)		Ceilidh Souvenir	0.75
14	Prize of Luxury Hotel Stay	250	1F		

Price List Worksheet Formula

	Marks
Goodie Bag formula – B13	1F
Overtime formula – E4	1F
TOTAL	**2**

Question 2(a)(i)
Accept as alternative formula for overtime: =Basic+(Basic*0·4) or =Basic+(Basic*40%) or =Basic*0·4+Basic or Basic*140% - accept with/without brackets. Cell reference must be used, either Basic or E3.
Accept use of absolute cell for 40%.
DNA formula marks if formula is truncated.
DNA 1F max for incorrect use of SUM function for addition - across both worksheets.
DNA 1F max for incorrect use of SUM function for multiplication/division/subtraction – across both worksheets.
DNA 1P in 2(a)(ii) if 40% is included within the price list template. Ignore if 40% is included elsewhere on the sheet and used as an absolute cell reference.
If value view is not included 1H can be awarded on formula view, but DNA 1P.
If rows have been increased in size, even if it is inconsistent – do not penalise.

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Question 2(a)(ii) - value

Ceilidh Clan - Hawick			
Item	**Item Cost**	**Quantity**	**Total Cost**
Mozzarella Dippers	£14·00	10	£140·00
Smoked Salmon Blinis	£18·00	10	£180·00
Hummus and Falafel Wrap	£10·00	12	£120·00
Roll and Sausage/Bacon	£40·00	9	£360·00
Shortbread Hearts	£40·00	5	£200·00
Silver Foil Letter Balloon (per letter)	£8·99	7	£62·93
Goodie Bag `1C`	£2·55	150	£382·50
Selfie Mirror	£250·00	1	£250·00
Prize of Luxury Hotel Stay	£250·00	2	£500·00
Band Members' Wages			£580·00
Total Cost of Event			£2,775·43
Within Budget?			No
Cost per Person			£18·50

`1L` `1K` `1FM`

Cost Statement Worksheet Value

	Marks
Item costs to Goodie Bag and quantity for Balloons and Goodie Bag correct (highlighted green)	1C
Keyboarding of new rows and new label (highlighted yellow)	1K
Insert label - A15 Cost per Person and emboldened	1L
Formatting correct in value view (both 2a (i) and 2a (ii)) – must be consistent within each worksheet	1FM
TOTAL	**4**

Question 2(a)(ii)
Accept any alignment of D14 – within budget formula.
DNA 1K if: • incorrect or inconsistent capitalisation in any label   • Cost per Person is in block capitals, but 1L can be awarded   • Cost per Person is incorrectly keyed in, but 1L can be awarded   • new row labels are not as shown
DNA 1L if: • Cost per Person is not emboldened   • Cost per Person is in incorrect place
DNA 1K and 1L if Cost per Person label is omitted.
If any extra rows inserted, mark text for accuracy.

Question 2(a)(ii) - formulae

Solution 1

	A	B	C	D	
1	**Ceilidh Clan - Hawick**				
2	**Item**	**Item Cost**	**Quantity**	**Total Cost**	
3	='PRICE LIST'!A3	='PRICE LIST'!B3	10	=B3*C3	1F
4	='PRICE LIST'!A4	='PRICE LIST'!B4	10	=B4*C4	
5	='PRICE LIST'!A5	='PRICE LIST'!B5	12	=B5*C5	
6	='PRICE LIST'!A6	='PRICE LIST'!B6	9	=B6*C6	
7	='PRICE LIST'!A7	='PRICE LIST'!B7	5	=B7*C7	
8	='PRICE LIST'!A10	='PRICE LIST'!B10	7	=B8*C8	
9	='PRICE LIST'!A13	='PRICE LIST'!B13	150	=B9*C9	1R
10	='PRICE LIST'!A11	='PRICE LIST'!B11	1	=B10*C10	1NR
11	='PRICE LIST'!A14	='PRICE LIST'!B14	2	=B11*C11	
12	Band Members' Wages			=(Basic*3+Overtime*2)*4	2F 1N
13	Total Cost of Event		1F	=SUM(D3:D12)	
14	Within Budget?			=IF(D13>2500,"No","Yes")	2F 1K
15	Cost per Person		1F	=D13/150	1P

Solution 2

	A	B	C	D	
1	**Ceilidh Clan - Hawick**				
2	**Item**	**Item Cost**	**Quantity**	**Total Cost**	
3	='PRICE LIST'!A3	14	10	=B3*C3	1F
4	='PRICE LIST'!A4	18	10	=B4*C4	
5	='PRICE LIST'!A5	10	12	=B5*C5	
6	='PRICE LIST'!A6	40	9	=B6*C6	
7	='PRICE LIST'!A7	40	5	=B7*C7	
8	='PRICE LIST'!A10	8.99	7	=B8*C8	
9	='PRICE LIST'!A13	2.55	150	=B9*C9	1R
10	Selfie Mirror	250	1	=B10*C10	1NR
11	Prize of Luxury Hotel Stay	250	2	=B11*C11	
12	Band Members' Wages			=(Basic*3+Overtime*2)*4	2F 1N
13	Total Cost of Event		1F	=SUM(D3:D12)	
14	Within Budget?			=IF(D13>2500,"No","Yes")	2F 1K
15	Cost per Person		1F	=D13/150	1P

Cost Statement Formula	Marks
Total Cost formula - D3 – accept =C3*B3 and with/without brackets Replication – D4:D9	1F 1R
Insert 2 new rows in correct place, with no shading (Selfie Mirror and Prize of Luxury Hotel Stay) – including formulae in column D. NB - keyboarding is marked in value view.	1NR
Wages formula - D12 – accept =4*3*Basic+4*2*Overtime with or without brackets or =((3*Basic)+(2*Overtime))*4 – all or nothing. **Must be one formula**.	2F
Named cell	1N
Total Cost of Event formula - D13	1F
IF Statement - D14 – accept =IF(D13<=2500,Yes, No) - or within budget, not within budget, or within, outwith or under, over – check carefully that the conditions match the criteria used	2F
Named cell - Overtime (as shown) and IF statement condition keying-in accuracy	1K
Cost per Person formula - D15 – accept =D13/C9	1F
<u>Printouts – no data in shaded cells, as long as it isn't consequential, and each on one page with gridlines:</u> **2a(i)** Value – landscape Formulae – landscape and row/column headings **2a(ii)** Value – portrait Formulae – landscape and row/column headings	1P
TOTAL	**12**

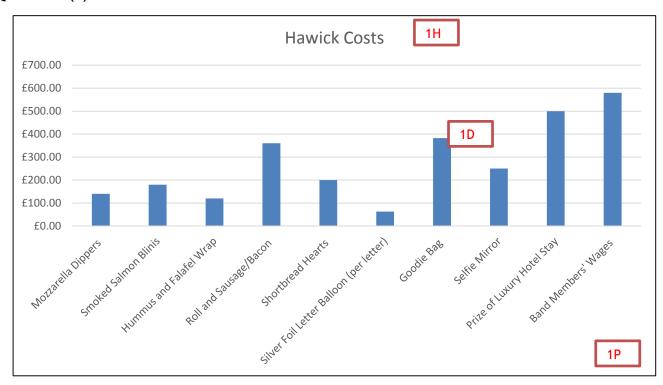| Question 2(a)(ii) |
|---|
| DNA formula marks if formula is truncated. |
| DNA 1NR if more than 2 rows are inserted. |
| Wages formula must be cell referenced to be awarded marks. |
| DNA 1F max for incorrect use of SUM function for addition – across both worksheets. |
| DNA 1F max for incorrect use of SUM function for multiplication/division/subtraction – across both worksheets. |
| Accept text in cells A10 and A11, as shown in solution 2 above, for the additional items. |
| Accept any consistent capitalisation for IF statement conditions – sentence, lower, block, initial caps. |
| Accept Cost per Person formula in B15, C15 or D15. |
| DNA 1N and 1K if named cell is not shown. |
| Accept shading, or no shading in B15 and C15. |
| Accept the inserted rows in any order. |
| If overtime is incorrect at £10, Band Members' Wages is consequentially £380. |
| If formula and value view don't match – 0P. |

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Question 2(b)

Hawick Costs — bar chart with annotations 1H (heading), 1D (data), 1P (print)

	Marks
Appropriate heading – minimum – Hawick Costs/Hawick Ceilidh Costs or Hawick Ceilidh if Total Cost is the axis label or legend	1H
Correct data – 10 items, must be total cost	1D
Print bar chart on a separate sheet	1P
TOTAL	**3**

Question 2(b)
If 'each' is in the heading, accept as upper or lowercase.
Heading or graph must give an indication of costs.
DNA 1H if: • Hawick is not included • the heading or axis label does not include 'cost'
Accept bar or column graph.
Accept if graph sorted.
Accept legend 'Total Cost'.
DNA 1P if: • legend is irrelevant for example Series 1 • axis labels are inaccurate • axis labels are truncated

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Question 3

Our employees should always follow good file management practices. Outline 3 benefits of good file management.

1.	Time is saved trying to find files./Files can be found quickly/easily./Time isn't wasted finding files.	1T
2.	Space is saved on the network./Faster network.	1T
3.	No duplication of files occurs./Files are up-to-date./No old files.	1T
4.	There is a back-up if files are lost/corrupted.	
5.	Confidential information is secure./Files are secure./Files are stored safely.	
6.	Increases productivity/efficiency/workers can work on other tasks/improves work flow.	
7.	Reduces stress/frustration.	
8.	Can't lose files.	
9.	Gives the company a better reputation/fewer complaints/customer loyalty/good impression/professional.	
10.	Physical copies of files will not be damaged.	

We need improve our presentations. Describe 3 features of presentation software.

1.	Slide layouts/template – different slides can display information in many formats.	1T
2.	Master slide - sets up information you wish to appear on every slide.	1T
3.	Animation – movement of text and graphic in a slide.	1T
4.	(Slide) transition - effects that can be used when moving from one slide to the next.	
5.	Slide numbers - so that it appears on each slide.	
6.	Printing – different formats.	
7.	Action buttons – click to moving between slides.	
8.	Design/Background – colours/patterns/consistent.	
9.	Videoclip/soundclip – like music or a commentary/opens a specific file when clicked on.	
10.	Hyperlink/weblink/link – to external website/opens a specific web page when clicked on.	
11.	Graphics, images, graphs – to demonstrate a concept/suit your presentation/to provide a visual/sourced from own files or online/about what is being spoken about/to show examples.	
12.	Table – to display information in rows and columns.	
13.	Timings – the slides move on by themselves.	
14.	Loop – set up to run continuously	

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Explain 3 ways Ceilidh Clan can improve its corporate image.

1.	Produce a house style (fonts/logo/colours/headed paper) so that all document are consistent.	1T
2.	Have/update the logo so that the organisation stands out/is eye-catching/attracts customers.	1T
3.	Use standardised fonts/colours/graphics so that the organisation is instantly recognisable/looks attractive.	1T
4.	Introduce a staff uniform so that staff are identifiable/dressed smartly/feels part of the business/team/organisation is co-ordinated/organisation is recognisable/looks more professional.	
5.	Create a slogan so that it reflects the aims of the organisation/to attract customers/it is more memorable.	
6.	Have a standardised introduction that all staff when answering phone calls so that there is a consistent response/create customer loyalty.	
7.	Being environmentally friendly so that the organisation gets a better/greener reputation/increases customers/profit.	
8.	Charity/good causes/sponsorship local events to enhance the company's reputation/increases customers.	
9.	Provide merchandise so that people become more aware of the organisation/enhances the company's reputation.	
10.	Store layout consistent/standardised/certain style so that it promotes a positive image/recognisable/so customers know what to do/may attract customers.	

	Marks
Benefits of good file management – outline	3T
Features of presentation software – describe	3T
Ways to improve corporate image – explain	3T
TOTAL	**9**

Question 3
PART A
DNA work gets done quickly, motivation, neat, organised.
PART B
DNA benefits of presentations – holds audiences attention, more attractive, enhances presentation, can be read later.
Hyperlink/link – must link to a named place ie web page, graphic.
PART C
Each stem and explanation must be different.
The first part of the explanation must be more specific than 'good customer service.
DNA website/social media unless it is linked to the logo/corporate colours/customer services practices.
DNA use a graphic to have a recognisable logo – no explanation.
DNA make their logo more colourful and interesting – no explanation.

END OF MARKING INSTRUCTIONS

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