



National  
Qualifications  
2025

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# **2025 Administration and IT**

## **National 5**

### **Question Paper Finalised Marking Instructions**

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## 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 is incorrect, as it should be a range (max 1 across all worksheets).

For the addition of 2 cells using +, subtraction, multiplication or division =SUM at the start of the formula is not accepted as it should not be there (max 1 across all worksheets).

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.

Dates must include a number, month and year eg 25 April 2025, unless specifically instructed otherwise. Accept any standard date format eg

- 30 April 2025
- 30<sup>th</sup> April 2025/April 30<sup>th</sup> 2025
- 30/4/25
- 30/04/2025
- April 30, 2025
- Wednesday, 30 April 2025

DNA 'the 30<sup>th</sup> of April' or **American dates in number format.**

Headings should be enhanced in some way, eg:

- 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 eg - Amount of Fruit Picked - 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.

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## Detailed marking instructions for each question

### Question 1(a)



Medium Date Format - 1DF



Grace  
Clark  
Deleted  
- 1D

TITLE	FIRST NAME	SURNAME	START DATE	FIRST AID TRAINING
Mr	Andrew	Thompson	10-Mar-00	Yes
Ms	Kayleigh	Aitken	20-Oct-01	No
Mr	David	Thompson	05-May-03	Yes
Mr	Mark	Petrov	05-Aug-05	Yes
Miss	Beth	Thompson	10-Mar-13	Yes
Mr	Avram	Dobrin	01-Apr-15	No
Mr	Adrian	Radu	01-Apr-15	No
Ms	Claire	Lopez	18-Oct-19	No
Miss	Sarah	Thompson	09-Feb-20	Yes
Mrs	Elena	Popa	26-Feb-20	No
Mr	Paul	Bernard	10-Mar-20	Yes
Ms	Lauren	Ricci	25-Apr-20	No
Mr	Daniel	Thompson	17-Jul-21	No
Miss	Ioana	Matei	03-Aug-21	Yes
Mrs	Claire	Piotrowski	01-May-23	No
Miss	Sarah	Duffy	10-Apr-24	Yes
Mr	Josh	Dempster	26-Apr-24	Yes
Miss	Ana	Adamek	19-Jul-24	No
Miss	Sorina	Marcu	01-Mar-25	No
Ms	Linda	Wild	01-Mar-25	No
Miss	Ella	Johnstone	01-Mar-25	No
Miss	Anne	Rosu	01-Mar-25	No
Miss	Gabriela	Rosu	01-Mar-25	No
Mr	Colin	Lovell	01-Mar-25	Yes
Miss	Oana	Andrei	01-Mar-25	No
Miss	Andreea	Stocia	01-Mar-25	No
Mr	Cosmin	Boswell	01-Apr-25	No
Mr	Stefan	Nowak	09-Apr-25	No
Mr	Kamen	Dimov	10-Apr-25	No
Miss	Sofia	Ivanov	10-Apr-25	No
Mr	Philip	Edgar	10-Apr-25	No
Mr	James	Stevens	10-Apr-25	No
Mr	Victor	Markov	10-Apr-25	No
Mr	Yordan	Kolev	14-Apr-25	Yes
Miss	Daria	Coulter	15-Apr-25	No
Miss	Nikol	Morris	15-Apr-25	No
Miss	Maria	O'Hare	15-Apr-25	No
Miss	Marie	Murphy	24-Apr-25	No
Mrs	Beth	Cairns	25-Apr-25	Yes



Keyboarding -  
1K

39 Records



Sort - 1S



Print - 1P

	Marks
Delete record - Grace Clark	1D
Date format - changed to medium date	1DF
Keyboarding - Mrs Piotrowski & Colin Lovell First Aid Training - Yes	1K
Sort - ascending date order	1S
Print showing selected fields on one page	1P
<b>TOTAL</b>	<b>5</b>

Question 1(a)
39 records in table.
DNA 1D if there is a blank row in the database.
DNA max 1 for inconsistent capitalisation.
Fields can be in any order, but name fields must be together in the correct order.
DNA award 1K and 1P if any of the keyboarding fields are truncated.
DNA 1K only if Claire Lopez has been changed to Claire Piotrowski.
DNA 1P if: <ul style="list-style-type: none"> <li>• table is printed on more than one page</li> <li>• any field is truncated</li> <li>• any field is omitted</li> <li>• Rodger Erikson is included</li> <li>• any other records are deleted or amended</li> <li>• duplicate records are printed</li> <li>• candidate name is included as a new row at the bottom of the table</li> <li>• First Aid Training is 0 and -1 or True and False</li> </ul>
Accept screenshot.
Accept printed as a report - DNA 1K if there is a keyboarding error in report heading.


# Question 1(b)



Heading - 1H



Logo - 1L

SEASONAL FRUIT PICKERS				
				
EMPLOYEE NUMBER	TITLE	FIRST NAME	SURNAME	CONTACT NUMBER
24	Miss	Oana	Andrei	07833221617
33	Mr	Cosmin	Boswell	07798745632
47	Mrs	Beth	Cairns	07855566778
43	Miss	Daria	Coulter	07813697531
36	Mr	Kamen	Dimov	07866655522
40	Mr	Philip	Edgar	07801020304
37	Miss	Sofia	Ivanov	07723467894
26	Miss	Ella	Johnstone	07834554411
42	Mr	Yordan	Kolev	07814151617
30	Mr	Colin	Lovell	07899997777
25	Miss	Sorina	Marcu	07858694664
41	Mr	Victor	Markov	07822211111
44	Miss	Nikol	Morris	07843286409
45	Miss	Maria	O'Hare	07857935722
28	Miss	Anne	Rosu	07811112222
29	Miss	Gabriela	Rosu	07833334444
39	Mr	James	Stevens	07835786554
31	Miss	Andreea	Stocia	07855449988
32	Ms	Linda	Wild	07834679078



Sort - Surname and first Name - 2S



Criteria - Fruit Pickers - 1C



Criteria - Seasonal - 1C

19 Records



Print - 1P

	Marks
Appropriate report heading - accurate	1H
Logo - top right hand side of the report - must be to the right of page centre	1L
Sort on 2 fields - Ascending order of surname then first name - all or nothing	2S
Criteria - Job Title: Fruit Picker	1C
Criteria - Contract: Seasonal	1C
Print report showing correct fields - employee number, name and contact number in that order	1P
<b>TOTAL</b>	<b>7</b>



Question 1(b)
Heading must include Seasonal and Fruit Pickers. Accept Seasonal Fruit Picker Meeting.
DNA 1H if candidate has included their name/task 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).
DNA 1H if report heading is in sentence case.
DNA 1L if the logo is clipped.
If logo is split over 2 pages - award 1L but DNA 1P.
Ignore default date if shown in page footer.
DNA 1C - seasonal if A Dobrin and A Radu are shown. (8 and 10)
DNA 1C - fruit pickers if M Murphy and S Nowak are shown. (46 and 34)
Ignore if there is a second page as long as there is no data on it.
DNA 1H, 1L and 1P if is a query and has been extracted/snipped to a word processing document.
DNA 1P if: <ul style="list-style-type: none"> <li>• duplicate records are printed</li> <li>• report has been extracted to a word processing document</li> <li>• fields are not in the required order</li> <li>• other fields are included</li> <li>• any fields or records are truncated</li> <li>• report is printed on more than one page unless the search is incorrect and is too big</li> </ul>
Accept screenshot but must be a report.

## Alternatives Unsorted

EMPLOYEE NUMBER	TITLE	FIRST NAME	SURNAME	CONTACT NUMBER
32	Ms	Linda	Wild	07834679078
31	Miss	Andreea	Stocia	07855449988
24	Miss	Oana	Andrei	07833221617
25	Miss	Sorina	Marcu	07858694664
26	Miss	Ella	Johnstone	07834554411
28	Miss	Anne	Rosu	07811112222
29	Miss	Gabriela	Rosu	07833334444
30	Mr	Colin	Lovell	07899997777
33	Mr	Cosmin	Boswell	07798745632
41	Mr	Victor	Markov	07822211111
36	Mr	Kamen	Dimov	07866655522
39	Mr	James	Stevens	07835786554
42	Mr	Yordan	Kolev	07814151617
40	Mr	Philip	Edgar	07801020304
37	Miss	Sofia	Ivanov	07723467894
43	Miss	Daria	Coulter	07813697531
44	Miss	Nikol	Morris	07843286409
45	Miss	Maria	O'Hare	07857935722
47	Mrs	Beth	Cairns	07855566778

0 0

19 Records

Sort - Surname and  
first Name - 2S



Criteria - Fruit  
Pickers - 1C



Criteria - Seasonal - 1C

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### Question 1(c)

#### EMPLOYEE DETAILS

JOB REF	4DS
EMPLOYEE NUMBER	48
TITLE	Mr
FIRST NAME	Rodger
SURNAME	Erikson
ADDRESS 1	5 Milton Road
ADDRESS 2	Pittenweem
POSTCODE	KY10 2LN
CONTACT NUMBER	07712892946
FARM SAFETY TRAINING	<input checked="" type="checkbox"/>
FIRST AID TRAINING	<input type="checkbox"/>
START DATE	30-Apr-25
JOB TITLE	Dispatch Supervisor
CONTRACT	Full time
WAGE CATEGORY	Salary

Print - 1P

✓<sub>1</sub>

Farming for a Fruitful Future

✓<sub>1</sub>

Text in Footer - 1Ft

✓<sub>1</sub>

Keyboarding - 1K

✓<sub>1</sub>

Fields - 1F

	Marks
All fields present and visible/legible (15) - if Job Ref appears twice DNA	1F
Slogan in form footer	1Ft
Keyboarding - details for fields in bracketed section and footer text	1K
Print record for Rodger Erikson	1P
<b>TOTAL</b>	<b>4</b>

Question 1(c)
DNA 1F if: <ul style="list-style-type: none"> <li>any fields are omitted</li> <li>any field is truncated</li> </ul>
Accept fields in any order but name fields must be together in the correct order.
DNA 1F and 1K if any of the 12 bracketed fields are omitted.
Accept form footer in caps.
DNA 1Ft and 1K if footer is omitted.
DNA 1Ft if footer is near the bottom of the page.
DNA 1K if: <ul style="list-style-type: none"> <li>candidate includes their own heading and has errors</li> <li>heading is changed and does not make sense</li> <li>candidate name is included in the heading</li> <li>'slogan' is keyed in the footer</li> </ul>
DNA 1P if: <ul style="list-style-type: none"> <li>multiple records are printed</li> <li>candidate name and/or task number is included on the same line or above the slogan in the form footer</li> </ul>
DNA 1P and 1K if an incorrect record is printed.
Accept a different form header if it is correct and error free.
Accept form printed in tabular layout but footer must be just below the record.
Accept a subform.
Accept a screenshot.

## Question 1(d)

Mr Rodger Erikson  
5 Milton Road  
Pittenweem  
KY 10 2LN

PRIVATE AND CONFIDENTIAL

Miss Marie Murphy  
Bankhead Farm  
Anstruther  
KY 10 3XB

PRIVATE AND CONFIDENTIAL



Criteria - after 14/04/25 - 1C

Miss Daria Coulter  
14 Toll Road  
Cellardyke  
KY 10 3BL

PRIVATE AND CONFIDENTIAL

Miss Nikol Morris  
15 Boarshills  
St Andrews  
KY 16 8PP

PRIVATE AND CONFIDENTIAL

Miss Maria O'Hare  
2 Mayview  
Pittenweem  
KY 10 2LU

PRIVATE AND CONFIDENTIAL

Mrs Beth Cairns  
33 Lindsay Berwick Place  
Cellardyke  
KY 10 3YP

PRIVATE AND CONFIDENTIAL



Keyboarding - 1K



Print - 1P

	Marks
Search - hired after 14 April 2025 - 6 correct records	1C
Keyboarding - PRIVATE AND CONFIDENTIAL - DNA if initial capitals	1K
Print suitable labels - on one page with correct fields only and correct spacing	1P
<b>TOTAL</b>	<b>3</b>

Question 1(d)
If Erikson is missing check for consequentiality from Q1(c). If incorrect form printed then Erikson may/may not appear in Q1(d) but 1C can be awarded.
DNA 1C if Erikson is printed in Q1(c) but does not appear in the labels.
Mark extraneous text for accuracy and DNA 1K if it is inaccurate.
DNA 1C if Yordan Kolev is included as the search is incorrect.
DNA 1P if: <ul style="list-style-type: none"> <li>only merged fields shown</li> <li>any field is missing</li> <li>name does not include title</li> <li>merged information is not visible and legible</li> <li>candidate name is included in each label</li> <li>candidate provides only the query with the correct records</li> <li>other fields are included</li> <li>PRIVATE AND CONFIDENTIAL is not at the bottom of each label</li> <li>the name and address fields are not in the correct order</li> </ul>
Accept PRIVATE AND CONFIDENTIAL with or without a space after the address as long as it is at the bottom.

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Question 2(a) - value view

Sunny Acres Fruit Farm <i>Farming for a Fruitful Future</i>					QUANTITY (price per kg)	
					Strawberries	£6.50
					Blueberries	£12.54
					Gooseberries	£7.00
					Raspberries	£9.00
FRUIT	Week 1	Week 2	Week 3	Week 4	TOTAL KG PICKED	TOTAL INCOME
Strawberries	88	79	53	75	295	£1,917.50
Blueberries	31	29	42	19	121	£1,517.34
Gooseberries	47	51	12	8	118	£826.00
Raspberries	72	11	57	44	184	£1,656.00
Total Picked Overall					718	
Average Total Picked					180	

✓<sub>1</sub> Delete - Blackcurrants - 1D

	Marks
Delete row - Blackcurrants	1D
Keyboarding - week 4 quantities	1K
TOTAL	2

Question 2a
DNA 1D if only the text has been deleted and not the row.
If keyboarding in value view is truncated check the formula view and award the mark if you can.
Mark for formatting cells is awarded in 2(b) value printout.
Mark for printing is awarded in 2(b) formula printout.
If value view is not included 1D and 1K can be awarded on the formula view, but DNA 1FM and 1P in 2(b).

Question 2(a) - formula view

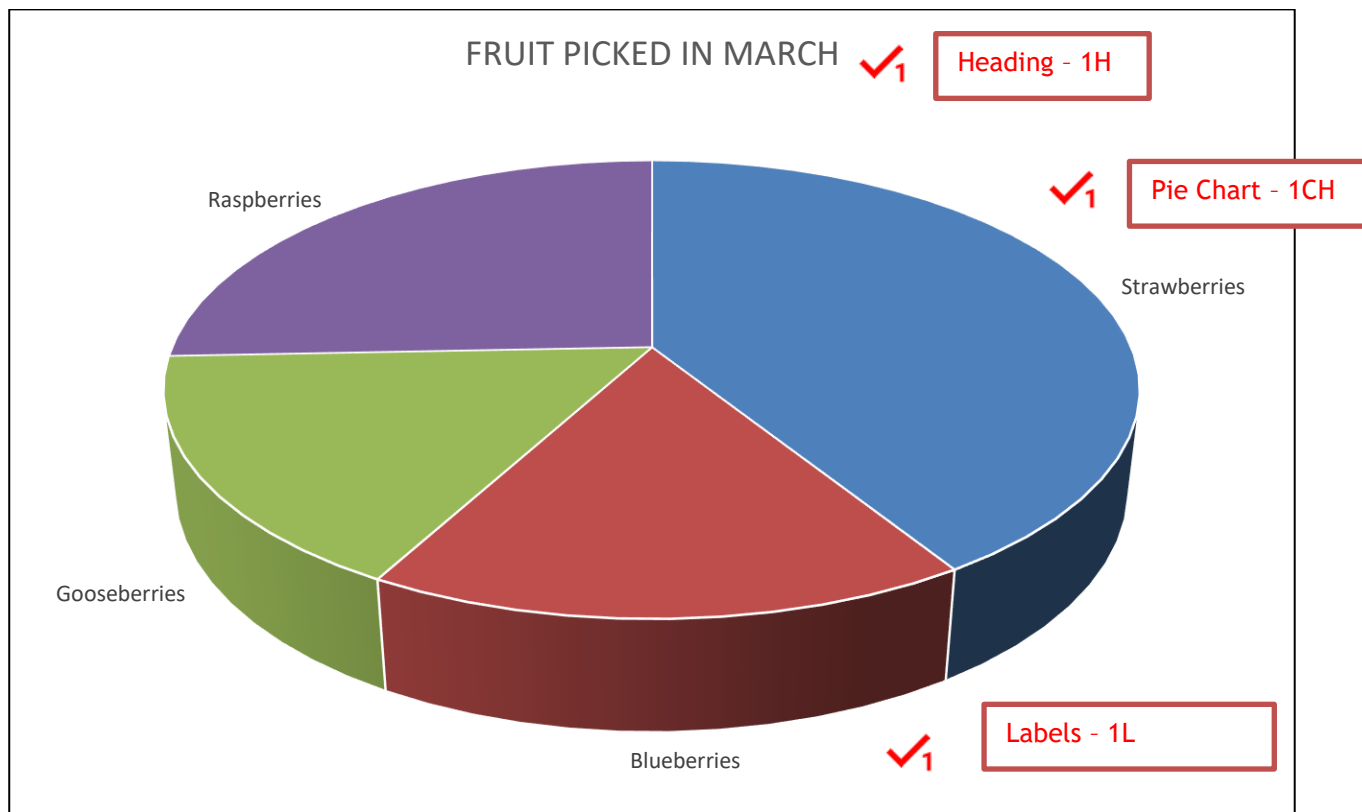
	A	B	C	D	E	F	G
1	<b>Sunny Acres Fruit Farm</b>						
2	<i>Farming for a Fruitful Future</i>					<b>QUANTITY (price per kg)</b>	
3						Strawberries	6.5
4						Blueberries	=11.4*1.1 ✓ <sub>1</sub> <span>Formula G4 - 1F</span>
5						Gooseberries	7
6						Raspberries	9
7							
8	<b>FRUIT</b>	<b>Week 1</b>	<b>Week 2</b>	<b>Week 3</b>	<b>Week 4</b>	<b>TOTAL KG PICKED</b>	<b>TOTAL INCOME</b>
9	Strawberries	88	79	53	<span>Formula F9 - 1F</span>	=SUM(B9:E9) ✓ <sub>1</sub>	=F9*G3 ✓ <sub>1</sub> <span>Formula G9 - 1F</span>
10	Blueberries	31	29	42	19	=SUM(B10:E10)	=F10*G4
11	Gooseberries	47	51	12	8	=SUM(B11:E11)	=F11*G5
12	Raspberries	72	11	57	44	=SUM(B12:E12)	=F12*G6 ✓ <sub>1</sub>
13	<b>Total Picked Overall</b>				<span>Formula F13- 1F</span> ✓ <sub>1</sub>	=SUM(F9:F12)	
14	<b>Average Total Picked</b>					=AVERAGE(F9:F12)	<span>Replication - 1R - columns F and G</span>

✓<sub>1</sub> Average F14 - 1Av

	Marks
Blueberry price increase - G4	1F
Total kg Picked - F9	1F
Total Income - G9	1F
Replication - columns F and G	1R
Total Picked Overall - F13	1F
Average Total Picked - F14	1Av
<b>TOTAL</b>	<b>6</b>

Question 2(a)
Accept: $=11.4*110\%$ , $=11.4+(11.4*10\%)$ .
If Blueberries has 2 prices, DNA 1P in 2(c), but formula mark can be awarded if correct. Mark the Total Income column consequentially.
DNA mark if formula is truncated.
Accept spaces in formulae.
DNA 1R if candidate has only deleted the details, not row 13 and they have replicated the formula into F13 or G13.
If candidate has only deleted the details, not row 13 accept $=SUM(F9:F13)$ and $=AVERAGE(F9:F13)$ .
If candidate has replaced the figures for Blackcurrants with zeros, the average formula must be $=AVERAGE(F9:F12)$ to award the mark.
Accept if candidate has named cells in the Total Income formula for each fruit.
DNA 1F for incorrect use of SUM function for multiplication/division/subtraction - across both worksheets.
DNA 1F max for incorrect use of SUM function for addition - across both worksheets.

## Question 2(b)



✓<sub>1</sub>

Print - 1P

	Marks
Appropriate heading - must be accurate - min - Picked in March	1H
Pie chart with correct data	1CH
Data labels - must only be on outside end	1L
Print on separate sheet	1P
<b>TOTAL</b>	<b>4</b>

Question 2(b)
Data labels on outside end only must include name and can include kg or any other label.
DNA 1L if both outside end data labels and legend are included.
Accept caps or initial caps in heading.
If the heading is in initial caps accept kg, Kg, KG but if heading is block caps it must be KG.
Award 1P if the chart is the only item on the page.



Question 2(c) - value view

<b>Sunny Acres Fruit Farm</b>		
<b><i>Farming for a Fruitful Future</i></b>		
<b>QUOTATION</b>		
Picking charge per kg	£0.25	
Delivery charge per mile	£1.50	
Customer:	MacCallum Greengrocers	
Distance from Farm (miles):	4	
<b>Fruit</b>	<b>Amount Ordered (kg)</b>	<b>Total Price</b>
Strawberries	12	£78.00
Blueberries	5	£62.70
Gooseberries	2	£14.00
Raspberries	10	£90.00
<b>Subtotal</b>	29	£244.70
<b>Discount Amount</b>		£24.47
<b>Processing Fee</b>		£13.25
<b>TOTAL</b>		<b>£233.48</b>

Keyboarding - 1K



Format - 1FM

	Marks
Keyboarding - customer, distance, amount ordered quantities	1K
Appropriate formatting across both worksheets - currency and whole number for average	1FM
<b>TOTAL</b>	<b>2</b>

<b>Question 2c</b>
Accept customer - Graham MacCallum or MacCallum Greengrocer.
Accept customer name in caps.
DNA 1K if - '4 miles' as Distance from Farm.
DNA 1K in value view if 4 miles is inserted, however in the value view if 4 is then used for the Processing Fee instead of the cell reference 2F can be awarded.
If Discount Amount is 10%, DNA 2F in 2(c) formula, however FM can still be awarded if it gives the result of the IF statement. This % can be left or right aligned.
If 0% should be the (incorrect) result of the IF statement, this is shown as 0 in the value view. Award the FM mark, but 0F, 0F for the IF statement
DNA 1FM if: <ul style="list-style-type: none"> <li>both accounting and currency formats are used in the same worksheet and average is not a whole number</li> <li>formatting is not consistent within each worksheet</li> <li>there is no 2(a) value printout</li> <li>### is in any cell with a number</li> </ul>
The total price for each fruit must have numbers in for the FM mark to be awarded.
If value view is not included 1K can be awarded on the formulae view, but DNA 1FM and 1P.

Question 2(c) - formula view

	A	B	C
2	<b><i>Farming for a Fruitful Future</i></b>		
3			
4		<u>QUOTATION</u>	
5			
6	Picking charge per kg	0.25	
7	Delivery charge per mile	1.5	
8			
9	Customer:	MacCallum Greengrocers	
10	Distance from Farm (miles):	4	
11			
12	<b>Fruit</b>	<b>Amount Ordered (kg)</b>	<b>Total Price</b>
13	Strawberries	12	=B13*"March Summary"!G3 ✓ <sub>1</sub> Formula - C13 - 1F
14	Blueberries	5	=B14*"March Summary"!G4
15	Gooseberries	2	=B15*"March Summary"!G5
16	Raspberries	10	=B16*"March Summary"!G6 ✓ <sub>1</sub> Formula - C14:C16 - 1F
17	<b>Subtotal</b>	=SUM(B13:B16) Formula - B17 and C17 - 1F ✓ <sub>2</sub>	=SUM(C13:C16) ✓ <sub>1</sub>
18	<b>Discount Amount</b>		=IF(C17>=225,C17*0.1,0)
19	<b>Processing Fee</b>		=B7*B10+B17*B6 ✓ <sub>2</sub> Formula - C19 - 2F
20	<b>TOTAL</b>		=C17-C18+C19 ✓ <sub>1</sub> Formula - C20 - 1F

Print ✓<sub>1</sub>

	Marks
Total Price - C13	1F
Other Total Price formulae - C14:C16	1F
Subtotals - B17 and C17 (all or nothing)	1F
Discount Amount - C18	2F
Processing Fee - C19 - accept with/without brackets	2F
Total - C20	1F
Printouts - no data in shaded cells and each on one page with gridlines: 2(a) Value - landscape Formula - landscape and row/column headings 2(c) Value - portrait Formula - landscape and row/column headings	1P
<b>TOTAL</b>	<b>9</b>

Question 2(c)
Discount Amount - accept =IF(C17>=225,10%,0%)*C17.
Processing Fee - accept any brackets.
DNA 1F for using SUM function when it isn't required (multiplication/division/subtraction /addition of 2 numbers) - across both worksheets.
DNA 1F max for incorrect use of SUM function, or not using SUM when adding 3 or more cells (not using a range) - across both worksheets.
DNA 1P if: <ul style="list-style-type: none"> <li>• data is keyed into shaded cells</li> <li>• any information in the value view is truncated across either worksheet</li> <li>• value and formula printouts don't match</li> <li>• any of the original figures are changed/deleted</li> <li>• template is amended</li> </ul>

### Question 3

Outline a use of **any 2** of the following database features:

- Query
- Sort
- Form

Question 3
Must be an outline, more than identify
Responses must have a verb.

Query	
1.	To search information/a database
2.	To find information
3.	To show different/certain/specific fields
4.	If you need certain fields
5.	To take specific information from a table

✓<sub>1</sub>

DNA display information on its own.
DNA to show fields on its own.
DNA collect a certain group of information.

Sort	
1.	To put records in order/to order information
2.	To list records alphabetically/numerically/descending order

✓<sub>1</sub>

DNA display information on its own.
DNA organise data on its own.

Form	
1.	To enter a new record
2.	To amend a record
3.	To view a record
4.	Display/find information about an individual/someone

DNA display information on its own.
DNA add a logo - this is a feature not a use.

Describe 3 ways an organisation can keep electronic information secure.

1.	Provide passwords for staff/on the computer/ so that no one can access files/provide staff with <b>unique</b> logins/passwords.	✓ <sub>1</sub>
2.	Train staff to have passwords on specific files which are confidential.	✓ <sub>1</sub>
3.	Design the network to require complex passwords/design network to prompt staff to change passwords/train staff to change passwords regularly.	✓ <sub>1</sub>
4.	Set access levels/permissions/give access for staff to specific people/limiting access to private and confidential files.	
5.	Install anti-virus software on the computers/update anti-virus software <b>regularly</b> .	
6.	Install firewall on the computer/update firewall <b>regularly</b> .	
7.	Staff screens could be set to automatically lock/screensaver after a period of inactivity.	
8.	Have a procedure to back-up files <b>regularly</b> /in case original gets lost.	
9.	Train staff to save documents as read only when appropriate.	
10.	Ban staff from using USBs/change device settings to disable USB ports to prevent USB usage.	
11.	The organisation can monitor employee actions to prevent data leakage.	

Question 3	
<b>Must be a description, more than an outline</b>	
It must be clear that it is what the organisation does not the employee.	
DNA locks on doors.	
DNA CCTV.	
DNA safe and secure on its own as the description.	
DNA password protect all files on its own. However, award password protect files.	
DNA idle screen.	

Explain 3 organisational responsibilities for health & safety.

1.	Employers should offer employees regular eyesight tests to ensure any sight problems are dealt with/prevent eye strain.	✓ <sub>1</sub>
2.	Employers should provide adjustable chairs/blinds/suitable desks to prevent headaches, backache, for medical reasons, etc.	✓ <sub>1</sub>
3.	Employers should provide staff with regular breaks to prevent stress.	✓ <sub>1</sub>
4.	Employers must provide appropriate equipment, eg fire extinguishers, to ensure different types of fires can be dealt with.	
5.	Employers should carry out regular fire drills, to ensure all staff know how to evacuate safely.	
6.	Fire exits must be clearly marked, to ensure that visitors are able to evacuate safely.	
7.	Employers must check fire doors are kept clear, to ensure no-one is trapped in the event of a fire.	
8.	Employers must provide fire warning systems, to ensure employees know when to evacuate the building.	
9.	Employers must provide a first aid kit, to ensure minor injuries can be dealt with.	
10.	Employers must appoint someone to be in charge of first aid/a first aider, to ensure the procedures for accidents/injuries are followed.	
11.	Employers must provide training on first aid, to ensure first aid skills are kept up-to-date.	
12.	Employers must inform employees of first aid arrangements, to ensure they know what to do in the event of an accident/injury/handle an accident/injury.	
13.	Ensure equipment/furniture is stable and secure to ensure no one can be injured.	
14.	Make sure places are clean so no one slips.	
15.	Keep track of injuries in the workplace to prevent future accidents.	
16.	Provide PPE to protect employees from injury.	

Question 3	
<b>Each stem and explanation must be different</b>	
It must be clear that it is what the organisation does not the employee.	
DNA to ensure employees safety only as an explanation.	
DNA will lead to a safer working environment only as an explanation.	
Trips/falls/slips/injuries/hurt/accidents/burns are all the same.	
DNA neat or tidy.	

	Marks
Outline a use of 2 database features.	2T
Describe 3 ways an organisation can keep electronic information secure.	3T
Explain 3 organisational responsibilities for health & safety.	3T
<b>TOTAL</b>	<b>8T</b>

[END OF MARKING INSTRUCTIONS]