



# **Administration and IT Assignment Marking Instructions**

**Morven's Cake Place**

## **General Marking principles for National 5 Administration and IT assignment**

*This information is provided to help you understand the general principles you must apply when marking candidate responses in this assignment. These principles must be read in conjunction with the detailed marking instructions, which identify the key features required in candidate responses.*

Marks for each candidate response must always be assigned in line with these General Marking Principles and the Detailed Marking Instructions for this assessment.

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.

Marks will be awarded for demonstrating skills in the use of the different IT application in the following areas:

### **Spreadsheet – 18 marks (+/-3 marks)**

- ◆ entering and editing text
- ◆ using formulae and functions to perform calculations and summarise information
- ◆ using functions to manipulate information

### **Database – 18 marks (+/-3 marks)**

- ◆ entering and editing text
- ◆ displaying information as a form and/or report
- ◆ manipulating information

### **Word processing – 18 marks (+/-3 marks)**

- ◆ entering and editing text
- ◆ layout and presentation of information

### **Desktop publishing – 18 marks (+/-3 marks)**

- ◆ entering and editing text
- ◆ presentation and layout of information
- ◆ key information included

### **Communication – 18 marks (+/-3 marks)**

- ◆ entering text
- ◆ key information included

### **Knowledge and understanding – 15 marks (+/- 5)**

- ◆ marks will be awarded for providing responses as part of an integrated IT task

## **Layouts**

Marks will be awarded for a wide variety of layouts used in word processing and desktop publishing tasks. Candidates will not be penalised for applying a layout to a document that is different to one that has been supplied in specific marking instructions. The over-riding principle is that a document must be 'fit-for-purpose'.

## **Printouts**

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

# Specific Marking Instruction

## Task 1

**1NS**

# MORVEN'S CAKE PLACE

**1NL**



p1

## HOT PLATTERS



Chinese Snack Platter  
Spring Rolls  
Sesame Prawns  
Dim Sum  
Peking Duck Sticks



Indian Snack Platter  
Samosas  
Onion Bhajis  
Vegetable Pakora  
Lamb Crescents

p2

## COLD PLATTERS



Chicken Platter  
Plain and Buffalo Wings  
Honey-glazed Drumsticks  
Piri-piri Nuggets  
Popcorn Chicken



Prawn Platter  
Lemon and Black Pepper Prawns  
Chilli Prawns  
Prawn Balls

p3

## SANDWICHES AND WRAPS



Sandwiches  
Variety of fresh fillings  
Brown/white bread  
Vegetarian options available



Wraps  
Variety of fresh fillings  
Multigrain wraps  
Halal/kosher options available

p4

## CAKES AND DESSERTS



Mini Cake Selection  
Cup Cakes  
Chocolate Eclairs  
Strawberry Tarts



Mini Dessert Selection  
Lemon Cheesecake  
Raspberry Eton Mess  
Apple Pie Bites

p5

|   | Marks     |
|---|-----------|
| New slide (title slide)   | 1NS       |
| Company name and logo - must be one graphic only  | 1NL       |
| Slide layout -  | 1L        |
| <ul style="list-style-type: none"> <li>slide 4</li> <li>slide 5</li> </ul>  | 1L        |
| Action buttons -  |           |
| <ul style="list-style-type: none"> <li>must have 2 on slides 2-4</li> <li>accept 1 or 2 on slides 1 and 5.</li> <li>DNA if it hides any of the text or graphics.</li> </ul>                                     | 1A        |
| Background/design - check text is visible in all slides   | 1B        |
| Slide numbers   | 1N        |
| Keyboarding -   |           |
| <ul style="list-style-type: none"> <li>inconsistent capitalisation max 1 mark - as per task or all initial caps.</li> <li>apostrophe missing (Morven's) lose a keyboarding mark once over all tasks.</li> </ul> | 3K        |
| Print in handout format on one page - 5 per page - accept horizontal/vertical   | 1P        |
| <b>TOTAL</b>  | <b>11</b> |

1A

1B

1N

3K

1P

## Task 2a

# Morven's Cake Place

122 Cathedral Street  
Glasgow  
G1 2TG

We offer freshly baked cakes, parties and cookies to enjoy in-store or to take away. Why not try our outside catering service—hot and cold food, sandwiches, wraps and scrumptious desserts.

1K

1K

Phone: 01413535444  
E-mail: morvens@mailit.com  
Web: www.morvenscakeplace.co.uk

1F



1L

1K

1TF

1P

|  | Marks          |
|--|----------------|
| Fonts - minimum 2  | 1F             |
| Logo - must be same as Task 1  | 1L             |
| Text formatting - (DNA change of font) minimum of 2  | 1TF            |
| Keyboarding - max 1 for capitalisation<br>Must have: <ul style="list-style-type: none"> <li>name of business, address, phone, e-mail and web</li> <li>must mention - <b>shop (in store)</b> and <b>catering service</b> (outside catering)</li> <li>selection of what's offered</li> </ul> | 1K<br>1K<br>1K |
| Presentation <ul style="list-style-type: none"> <li>must be small enough to be a business card</li> <li>accept one or multiple copies on one page</li> <li>if unnecessary template information is not deleted then DNA</li> </ul>  | 1P             |
| DNA K or P marks if text too small to read   |                |
| <b>TOTAL</b>   | <b>7</b>       |

## Task 2b



1L

# Morven's Cake Place

122 Cathedral Street  
Glasgow  
G1 2TG

Tel: 01413535444

Web: [www.morvenscakeplace.co.uk](http://www.morvenscakeplace.co.uk)

E-mail: [morvens@mailit.com](mailto:morvens@mailit.com)

1K

1E

1P

|   | Marks    |
|---|----------|
| Logo  | 1L       |
| Essential information must be included - <ul style="list-style-type: none"><li>• business name</li><li>• address</li><li>• tel</li><li>• e-mail</li><li>• web</li></ul> | 1E       |
| Keyboarding - if E mark not awarded therefore no K mark   | 1K       |
| Presentation - must be an appropriate size  | 1P       |
| <b>TOTAL</b>  | <b>4</b> |

### Task 3

## Driving directions to Scottish Exhibition and Conference Centre

Start - Glasgow G1 2TG

1. Head east towards Allen Glen PI 161 ft
2. Turn right onto Allen Glen PI 144 ft
3. Turn left onto Cathedral St 0.2 mi
4. Slight left onto Stirling Rd 0.2 mi
5. Continue onto A803 0.1 mi
6. Merge onto M8 via the ramp to M77/Greenock/Glasgow Airport/  
Kilmarnock 1.9 mi
7. At junction 19, take the A814 exit to Clydebank/S.E.C.C. 0.2 mi
8. Turn right into Stobcross St/A814, continue to follow A814 0.3 mi
9. Take the ramp to Finnieston 0.1 mi
10. Turn left onto Finnieston St/A814 276 ft
11. Turn right onto Stobcross Rd 0.1 mi
12. Slight left to stay on Stobcross Rd 0.4 mi
13. Turn left 75 ft
14. Turn left, Destination will be on the right 440 ft

2D

End - Scottish Exhibition and Conference Centre, Exhibition Way, Glasgow G3 8YW

1S 1L

Hi

Parking is located at 10 Stobcross Road, Glasgow, G3 8YW/opposite SECC.

Tariff Rates Monday to Sunday are:

- 1 hour £3.50
- 2-12 hours £7.00
- 13 hours £10.50
- 14-24 hours £14.00

Thanks.

1C

1K

Candidate Name

|   | Marks          |
|---|----------------|
| Correct directions from Cathedral Street to SECC - all or nothing - either narrative or map.  | 2D             |
| E-mail including: <ul style="list-style-type: none"> <li>• Evidence of sending - must be printed from candidate's sent items folder</li> <li>• SECC parking details - location</li> <li>• SECC parking details - cost</li> </ul> Parking details can be sent as an attachment - check for evidence of attachment icon on the e-mail and printout of attachment. If no evidence of attachment DNA 1L and 1C. | 1S<br>1L<br>1C |
| Keyboarding - candidate name, subject heading, message must make sense.   | 1K             |
| <b>TOTAL</b>  | <b>6</b>       |



# Morven's Cake Place

122 Cathedral Street  
Glasgow  
G1 2TG

Tel: 01413535444

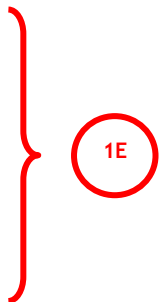
Web: [www.morvenscakeplace.co.uk](http://www.morvenscakeplace.co.uk)

E-mail: [morvens@mailit.com](mailto:morvens@mailit.com)

## MISSION STATEMENT

No event too big or too small

The success of your event is our number 1 priority



### BACKGROUND

The business was started in 2000 in the centre of Glasgow. It started as a small cake and coffee shop. The business is now expanding into catering for functions including:

- Birthdays
- Weddings
- Retirements
- Engagements
- Christenings

### STAFF

Owner - Morven Adams

2 Chefs

2 Bakers

1 Administrative Assistant

Morven's Cake Place knows that good customer care means:

| Customer Care   | Benefit  |
|---|--|
| <ul style="list-style-type: none"> <li>• Happy customers</li> <li>• Good reputation</li> <li>• Motivated staff</li> <li>• Staff morale</li> <li>• Staff training</li> <li>• Customer loyalty</li> <li>• Fewer complaints</li> </ul> | <ul style="list-style-type: none"> <li>• customer loyalty</li> <li>• reduced complaints</li> <li>• increased profits</li> <li>• increased sales</li> <li>• good publicity</li> <li>• reduced costs</li> <li>• retain staff/lower staff turnover</li> <li>• less absenteeism</li> <li>• competitive edge</li> <li>• increased market share</li> <li>• improved efficiency</li> <li>• increased productivity</li> <li>• reduced waste</li> </ul> |

1T  
1T  
1T

Morven's Cake Place provides good customer care by:

|  |
|--|
| Using customer feedback forms/listening to customers                   |
| Providing all staff with a customer care policy statement              |
| Ensuring all staff know the products and services offered to customers |
| Ensuring all customer queries/problems are dealt with quickly/politely |
| Monitoring staff performance   |
| Hiring suitable staff/friendly/helpful                                 |
| Setting and evaluating staff targets                                   |
| Effective complaints procedure   |

1T  
1T  
1T

|  | Marks    |
|--|----------|
| Use headed paper   | 1H       |
| Enhance Mission Statement - page one must still be on one page<br><b>DNA 1E if comments are left on</b>                              | 1E       |
| Describe 3 benefits of good customer care - 1T per description   | 3T       |
| Outline 3 ways of providing good customer care - 1T per outline<br><b>If Publisher file used accept comments still being visible</b> | 3T       |
| <b>TOTAL</b>   | <b>8</b> |

### Task 5

| Sorted - Type of Function and Surname |       |            |           |            |
|---------------------------------------|-------|------------|-----------|------------|
| TYPE OF FUNCTION                      | TITLE | FIRST NAME | SURNAME   | MAX GUESTS |
| Birthday                              | Miss  | Sylvia     | Anderson  | 100        |
| Birthday                              | Mrs   | Patrice    | Borski    | 100        |
| Birthday                              | Mrs   | Ann        | Lau       | 100        |
| Birthday                              | Mrs   | Mary       | Rafferty  | 100        |
| Birthday                              | Mrs   | Adita      | Singh     | 100        |
| Birthday                              | Miss  | Violet     | Smart     | 100        |
| Birthday                              | Ms    | Rebecca    | Smith     | 100        |
| Christening                           | Mrs   | Anna       | Benkowski | 50         |
| Christening                           | Mr    | Martin     | Chambers  | 50         |
| Christening                           | Miss  | Chloe      | Fraser    | 50         |
| Engagement                            | Miss  | Gloria     | Cooper    | 200        |
| Engagement                            | Ms    | Glenda     | Johnston  | 200        |
| Engagement                            | Ms    | Leanne     | Morton    | 200        |
| Engagement                            | Mr    | David      | Wolski    | 200        |
| Retirement                            | Mr    | John       | Gordon    | 100        |
| Retirement                            | Mr    | Alexander  | Mclver    | 100        |
| Retirement                            | Mr    | Trevor     | Metcalfe  | 100        |
| Retirement                            | Mr    | Adam       | Morgan    | 100        |
| Wedding                               | Mr    | Andrew     | Begbie    | 150        |
| Wedding                               | Mr    | Danveer    | Kapoor    | 150        |
| Wedding                               | Mr    | Peter      | Patterson | 150        |

1F

2S

1K

1P

|   | Marks    |
|---|----------|
| Insert new field - must be capitals and accurate  | 1F       |
| Sort - <ul style="list-style-type: none"> <li>• ascending type of function</li> <li>• ascending surname</li> </ul> } all or nothing | 2S       |
| Insert information in new field - must have all records - 21 records  | 1K       |
| Print selected fields (5 fields) - name must have title, first name and surname   | 1P       |
| <b>TOTAL</b>  | <b>5</b> |

| Unsorted |            |           |                  |            |
|----------|------------|-----------|------------------|------------|
| TITLE    | FIRST NAME | SURNAME   | TYPE OF FUNCTION | MAX GUESTS |
| Mr       | David      | Wolski    | Engagement       | 200        |
| Miss     | Chloe      | Fraser    | Christening      | 50         |
| Miss     | Violet     | Smart     | Birthday         | 100        |
| Ms       | Glenda     | Johnston  | Engagement       | 200        |
| Mrs      | Ann        | Lau       | Birthday         | 100        |
| Mr       | Adam       | Morgan    | Retirement       | 100        |
| Mr       | John       | Gordon    | Retirement       | 100        |
| Mr       | Peter      | Patterson | Wedding          | 150        |
| Miss     | Sylvia     | Anderson  | Birthday         | 100        |
| Mrs      | Anna       | Benkowski | Christening      | 50         |
| Ms       | Leanne     | Morton    | Engagement       | 200        |
| Mrs      | Patrice    | Borski    | Birthday         | 100        |
| Mr       | Alexander  | Mclver    | Retirement       | 100        |
| Mr       | Trevor     | Metcalfe  | Retirement       | 100        |
| Miss     | Gloria     | Cooper    | Engagement       | 200        |
| Mr       | Martin     | Chambers  | Christening      | 50         |
| Ms       | Rebecca    | Smith     | Birthday         | 100        |
| Mr       | Danveer    | Kapoor    | Wedding          | 150        |
| Mrs      | Mary       | Rafferty  | Birthday         | 100        |
| Mr       | Andrew     | Begbie    | Wedding          | 150        |
| Mrs      | Adita      | Singh     | Birthday         | 100        |

| Sorted - Type of Function |            |           |                  |            |
|---------------------------|------------|-----------|------------------|------------|
| TITLE                     | FIRST NAME | SURNAME   | TYPE OF FUNCTION | MAX GUESTS |
| Mrs                       | Patrice    | Borski    | Birthday         | 100        |
| Mrs                       | Adita      | Singh     | Birthday         | 100        |
| Mrs                       | Mary       | Rafferty  | Birthday         | 100        |
| Miss                      | Violet     | Smart     | Birthday         | 100        |
| Ms                        | Rebecca    | Smith     | Birthday         | 100        |
| Mrs                       | Ann        | Lau       | Birthday         | 100        |
| Miss                      | Sylvia     | Anderson  | Birthday         | 100        |
| Miss                      | Chloe      | Fraser    | Christening      | 50         |
| Mrs                       | Anna       | Benkowski | Christening      | 50         |
| Mr                        | Martin     | Chambers  | Christening      | 50         |
| Mr                        | David      | Wolski    | Engagement       | 200        |
| Miss                      | Gloria     | Cooper    | Engagement       | 200        |
| Ms                        | Glenda     | Johnston  | Engagement       | 200        |
| Ms                        | Leanne     | Morton    | Engagement       | 200        |
| Mr                        | Alexander  | Mclver    | Retirement       | 100        |
| Mr                        | Trevor     | Metcalf   | Retirement       | 100        |
| Mr                        | John       | Gordon    | Retirement       | 100        |
| Mr                        | Adam       | Morgan    | Retirement       | 100        |
| Mr                        | Peter      | Patterson | Wedding          | 150        |
| Mr                        | Danveer    | Kapoor    | Wedding          | 150        |
| Mr                        | Andrew     | Begbie    | Wedding          | 150        |

Task 6

# HEALTH & SAFETY IN THE WORKPLACE



Name and describe 3 features:

| Health and Safety at Work Act |  |    |
|-------------------------------|--|----|
| 1.                            | Employers must provide a safe entrance and exit from work                                | 1T |
| 2.                            | Employers must provide information and training on health and safety issues to employees | 1T |
| 3.                            | Employers must provide protective clothing where necessary                               | 1T |

| (Health and Safety) Display Screen Equipment Regulations |   |    |
|--|---|----|
| 1.   | Employers must provide appropriate training for staff                                 | 1T |
| 2.   | Employers must provide appropriate workstations ie adjustable chairs, wrist rests etc | 1T |
| 3.   | Ensure employees have regular breaks to work away from the computer on other tasks    | 1T |
| 4.   | Provide employees with regular eye tests if necessary                                 | 1T |

| Fire Precautions Regulations/Act |  |    |
|----------------------------------|--|----|
| 1.                               | Employers must provide fire-fighting equipment eg fire extinguishers   | 1T |
| 2.                               | Employers must provide fire detectors and alarm system throughout the premises and must be regularly maintained            | 1T |
| 3.                               | Employers must train employees in fire procedures  | 1T |
| 4.                               | Employers must have regular fire drills  | 1T |
| 5.                               | Employers must ensure routes to emergency exits from a workplace and the exits themselves shall be kept clear at all times | 1T |

## Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

1T

|    |   |
|----|---|
| 1. | Employers must record any accident, occupational disease or dangerous occurrence which requires reporting under RIDDOR  |
| 2. | Employers must record any other occupational accident causing injuries that result in a worker being away from work or incapacitated for more than three consecutive days |
| 3. | Employers must produce RIDDOR records when asked by HSE or local authority inspectors   |

1T

1T

1T

|   | Marks    |
|---|----------|
| Naming 2 other pieces of legislation (ignore year) - 1T for each piece legislation named  | 2T       |
| Describe 3 features of each - 1T for describing each feature<br><br>If no legislation is named then no T marks can be awarded in that section<br><br>If Publisher file used accept comments still being visible | 6T       |
| <b>TOTAL</b>  | <b>8</b> |

## Task 7

### CUSTOMERS

|              |   |             |  |
|--------------|---|-------------|--|
| TITLE        | <input type="text" value="Ms"/>   | POSTCODE    | <input type="text" value="G61 5ZW"/>           |
| FIRST NAME   | <input type="text" value="Anna"/>   | TEL NO      | <input type="text" value="01419520311"/>       |
| SURNAME      | <input type="text" value="Travers"/>  | CUSTOMER NO | <input type="text" value="B618"/>              |
| COMPANY NAME | <input style="border: 2px solid red; border-radius: 50%; text-align: center;" type="text" value="Carloway plc"/> 1R | E-MAIL      | <input type="text" value="carloway@yaha.com"/> |
| ADDRESS      | <input type="text" value="565 Roman Road"/>   |             |  |
| TOWN         | <input type="text" value="Bearsden"/>   |             |  |

**ORDERS**

|                  |   |
|------------------|---|
| TYPE OF FUNCTION | <input type="text" value="Retirement"/> |
| DATE OF FUNCTION | <input type="text" value="26/09/2014"/> |
| BUDGET           | <input type="text" value="£2,000"/>     |
| MAX GUESTS       | <input type="text" value="100"/>        |

1F
1K

Record: 1 of 1 | No Filter | Search

|  | Marks    |
|--|----------|
| Selected record printed in form view (Carloway plc)  | 1R       |
| All fields present and visible - 14 fields (DNA if Customer No is in twice)  | 1F       |
| Keyboarding - <ul style="list-style-type: none"> <li>new record added</li> <li>title must be Ms</li> <li>plc must be lower case</li> <li>ignore form header</li> </ul> |          |
| If 1F is not awarded because there are fewer than 14 fields DNA 1K   | 1K       |
| <b>TOTAL</b>   | <b>3</b> |

Task 7

# FUNCTIONS IN DECEMBER 2014

1H

1L



| TITLE | FIRST NAME | SURNAME  | TEL NO      | TYPE OF FUNCTION | DATE OF FUNCTION |
|-------|------------|----------|-------------|------------------|------------------|
| Mr    | Adam       | Morgan   | 01292654545 | Retirement       | 01/12/2014       |
| Ms    | Rebecca    | Smith    | 01236776633 | Birthday         | 12/12/2014       |
| Miss  | Sylvia     | Anderson | 01316553433 | Birthday         | 19/12/2014       |
| Miss  | Gloria     | Cooper   | 01416474444 | Engagement       | 19/12/2014       |
| Ms    | Leanne     | Morton   | 01312555866 | Engagement       | 31/12/2014       |

2S

1C

1P

|  | Marks    |
|--|----------|
| Insert heading - Functions/December  | 1H       |
| Insert logo - must be in report header and not covering data   | 1L       |
| Sort - all or nothing <ul style="list-style-type: none"> <li>• Ascending order date</li> <li>• Ascending type of function</li> </ul> | 2S       |
| Criteria - all functions in December - 5 records   | 1C       |
| Print fields in specific order - check alignment of field headings   | 1P       |
| <b>TOTAL</b>   | <b>6</b> |

## Task 8



|   | Marks    |
|---|----------|
| Print weekly/correct dates - 10 March/14 April/12 May   | 1P       |
| 2 meetings entered - <ul style="list-style-type: none"> <li>• Meeting with Carloway plc - 2.00 -3.00 pm</li> <li>• Tasting Meeting with Carloway plc - 10.30 am -12.30 pm</li> </ul> Ignore truncation<br><b>Must have plc - DNA 1M once only</b> | 1M<br>1M |
| Keyboarding - if truncated DNA  | 1K       |
| <b>TOTAL</b>  | <b>4</b> |

Task 9

Carloway plc - Gordon Farry Retirement Party 1D

A meeting will take place at Morven's Cake Place on (2<sup>nd</sup> Monday next month) at 2.00 pm to discuss arrangements for the retirement party.

**AGENDA**

1E

1. Present
2. Minutes of previous meeting
3. Matters arising
4. Party cost
5. Catering requirements
6. AOB
7. Date of next meeting

1K

1N

|  | Marks    |
|--|----------|
| Correct date - must be 10 March/14 April/12 May 2014                         | 1D       |
| Different font/larger size - Agenda  | 1E       |
| Keying in items 4, 5 and date - consistency of capitalisation and full stops | 1K       |
| Items numbered - accept with/without indent and full stops                   | 1N       |
| <b>TOTAL</b>   | <b>4</b> |

Task 10

| MORVEN'S CAKE PLACE              |  |           |                |
|----------------------------------|--|-----------|----------------|
| COST STATEMENT FOR: CARLOWAY PLC |  |           |                |
| QUANTITY                         | ITEM                                       | UNIT COST | TOTAL COST     |
| 5                                | Indian Snack Platter                       | £24.00    | £120.00        |
| 10                               | Chicken Pieces Platter                     | £7.20     | £72.00         |
| 10                               | Prawn Pieces Platter                       | £10.50    | £105.00        |
| 5                                | Sandwich Platters – 2 Vegetarian           | £14.40    | £72.00         |
| 5                                | Wrap Platters                              | £16.20    | £81.00         |
| 5                                | Mini Cake Selection                        | £12.00    | £60.00         |
| 60                               | Tea/coffee with homemade shortbread        | £0.80     | £48.00         |
| 60                               | Napkins, Crockery and Cutlery (per person) | £1.00     | £60.00         |
|                                  |  |           |                |
|                                  |  |           |                |
|                                  |  |           |                |
|                                  | Cost                                       |           | £618.00        |
|                                  | ADD Mark-Up                                |           | £74.16         |
|                                  | Sub-Total                                  |           | £692.16        |
|                                  | LESS Discount                              |           | £69.22         |
|                                  | Total                                      |           | £622.94        |
|                                  | ADD VAT                                    |           | £124.59        |
|                                  | <b>Total to Pay</b>                        |           | <b>£747.53</b> |

|    | A                                       | B                                   | C                  | D   |
|----|---|-------------------------------------|--------------------|---|
| 1  | <b>MORVEN'S CAKE PLACE</b>              |                                     |                    |   |
| 2  |   |                                     |                    |   |
| 3  | <b>COST STATEMENT FOR: CARLOWAY PLC</b> |                                     |                    |   |
| 4  |   |                                     |                    |   |
| 5  | QUANTITY                                | ITEM                                | UNIT COST          | TOTAL COST  |
| 6  | 5                                       | = 'PRICE LIST'!A4                   | = 'PRICE LIST'!B4  | =A6*C6 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1F</span>   |
| 7  | 10                                      | = 'PRICE LIST'!A6                   | = 'PRICE LIST'!B6  | =A7*C7  |
| 8  | 10                                      | = 'PRICE LIST'!A7                   | = 'PRICE LIST'!B7  | =A8*C8  |
| 9  | 5                                       | Sandwich Platters –<br>2 Vegetarian | = 'PRICE LIST'!B11 | =A9*C9  |
| 10 | 5                                       | = 'PRICE LIST'!A12                  | = 'PRICE LIST'!B12 | =A10*C10  |
| 11 | 5                                       | = 'PRICE LIST'!A18                  | = 'PRICE LIST'!B18 | =A11*C11  |
| 12 | 60                                      | = 'PRICE LIST'!A21                  | = 'PRICE LIST'!B21 | =A12*C12  |
| 13 | 60                                      | = 'PRICE LIST'!A24                  | = 'PRICE LIST'!B24 | =A13*C13 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1R</span>   |
| 14 |   |                                     |                    |   |
| 15 |   |                                     |                    |   |
| 16 |   |                                     |                    |   |
| 17 |   | Cost                                |                    | =SUM(D6:D13) <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1F</span>   |
| 18 |   | ADD Mark-Up                         |                    | =D17*MARKUP <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1F</span> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1N</span>   |
| 19 |   | Sub-Total                           |                    | =SUM(D17:D18)   |
| 20 |   | LESS Discount                       |                    | =IF(D19>500,D19*10%,0) <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1F</span> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">2F</span>  |
| 21 |   | Total                               |                    | =D19-D20 <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1F</span> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1N</span> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1F</span> |
| 22 |   | ADD VAT                             |                    | =D21*VAT <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1F</span> <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1N</span>  |
| 23 |   | <b>Total to Pay</b>                 |                    | =SUM(D21:D22) <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">1P</span>  |

|  | Marks     |
|--|-----------|
| Merge cells - A3-D3  | 1M        |
| Keyboarding - <ul style="list-style-type: none"> <li>client name must be Carloway plc - accept block caps or as above</li> <li>must be Tea or Coffee - Tea/Coffee - cannot be Tea and Coffee (shortbread does not need to be mentioned)</li> <li>accept platter/platters</li> <li>vegetarian must be initial capitals, can be in brackets</li> <li>within each column text should be same size</li> <li>all column headings should be the same size</li> </ul> | 3K        |
| Formulae   | 11F       |
| Print - <ul style="list-style-type: none"> <li>value - with gridlines</li> <li>formulae - with gridlines/row/column headings</li> </ul> <p>If no formulae printout only award 1M and 3K<br/>If no value printout DNA 1P</p>  | 1P        |
| <b>TOTAL</b>   | <b>16</b> |

| FORMULAE               | MARKS     |
|------------------------|-----------|
| Total Cost             | 1F        |
| Replication            | 1R        |
| Cost                   | 1F        |
| Mark-Up                | 1F, 1N    |
| IF - all or nothing    | 2F        |
| Total                  | 1F        |
| VAT                    | 1F, 1N    |
| Sub-Total/Total to Pay | 1F        |
| <b>Total Marks</b>     | <b>11</b> |

|    | A                                | B  | C         | D                            |
|----|----------------------------------|--|-----------|------------------------------|
| 1  | MORVEN'S CAKE PLACE              |  |           |                              |
| 2  |                                  |  |           |                              |
| 3  | COST STATEMENT FOR: CARLOWAY PLC |  |           |                              |
| 4  |                                  |  |           |                              |
| 5  | QUANTITY                         | ITEM                                       | UNIT COST | TOTAL COST                   |
| 6  | 5                                | Indian Snack Platters                      | £24.00    | =A6*C6 1F                    |
| 7  | 10                               | Chicken Pieces Platters                    | £7.20     | =A7*C7                       |
| 8  | 10                               | Prawn Pieces Platters                      | £10.50    | =A8*C8                       |
| 9  | 5                                | Sandwich Platters – 2 Vegetarian           | £14.40    | =A9*C9                       |
| 10 | 5                                | Wrap Platters                              | £16.20    | =A10*C10                     |
| 11 | 5                                | Mini Cake Selection                        | £12.00    | =A11*C11                     |
| 12 | 60                               | Tea/coffee with homemade shortbread        | £0.80     | =A12*C12                     |
| 13 | 60                               | Napkins, Crockery and Cutlery (per person) | £1.00     | =A13*C13 1R                  |
| 14 |                                  |  |           |                              |
| 15 |                                  |  |           |                              |
| 16 |                                  |  |           |                              |
| 17 |                                  | Cost                                       |           | =SUM(D6:D13) 1F              |
| 18 |                                  | ADD Mark-Up                                |           | =D17*MARKUP 1F 1N            |
| 19 |                                  | Sub-Total                                  |           | =SUM(D17:D18)                |
| 20 |                                  | LESS Discount                              |           | =IF(D19>500,D19*10%,0) 1F 2F |
| 21 |                                  | Total                                      |           | =D19-D20 1F                  |
| 22 |                                  | ADD VAT                                    |           | =D21*VAT 1F 1N               |
| 23 |                                  | <b>Total to Pay</b>                        |           | =SUM(D21:D22)                |

1P

### Task 11a

| Criteria - Wedding/Engagement |            |           |                     |               |          |                  |
|-------------------------------|------------|-----------|---------------------|---------------|----------|------------------|
| TITLE                         | FIRST NAME | SURNAME   | ADDRESS             | TOWN          | POSTCODE | TYPE OF FUNCTION |
| Mr                            | Danveer    | Kapoor    | 356 Lothian Road    | Edinburgh     | EH4 5PQ  | Wedding          |
| Ms                            | Leanne     | Morton    | 5 Bridge Road       | Edinburgh     | EH4 1CM  | Engagement       |
| Mr                            | David      | Wolski    | 11 Roberts Avenue   | Kilmarnock    | KA1 5NB  | Engagement       |
| Miss                          | Gloria     | Cooper    | 576 Burnside Avenue | Rutherglen    | G73 4AA  | Engagement       |
| Ms                            | Glenda     | Johnston  | 912 Gretna Road     | Dumfries      | DG1 7PT  | Engagement       |
| Mr                            | Andrew     | Begbie    | 76 Hamilton Road    | East Kilbride | G74 9QF  | Wedding          |
| Mr                            | Peter      | Patterson | 7 Colston Road      | Bishopbriggs  | G64 2LY  | Wedding          |

2C

1P

|   | Marks    |
|---|----------|
| Criteria - wedding/engagement - all or nothing (7 records)              | 2C       |
| Print - selected fields - should not have Company Name field (7 fields) | 1P       |
| <b>TOTAL</b>  | <b>3</b> |

## Task 11b

MA/own initials

Today's date

1R

«TITLE» «FIRST\_NAME» «SURNAME»

«ADDRESS»

«TOWN»

«POSTCODE»

1M

Dear «TITLE» «SURNAME»

1M

CELEBRATION CAKES

1H

We are delighted you have chosen Morven's Cake Place to provide the catering for your forthcoming function. We are now able to supply a celebration cake for your «TYPE\_OF\_FUNCTION».

1M

# Morven's Cake Place



122 Cathedral Street  
Glasgow  
G1 2TG

Tel: 01413535444

Web: [www.morvenscakeplace.co.uk](http://www.morvenscakeplace.co.uk)

E-mail: [morvens@mailit.com](mailto:morvens@mailit.com)

MA/own initials

Today's date

Mr Danveer Kapoor

356 Lothian Road

Edinburgh

EH4 5PQ

1P

Dear Mr Kapoor

CELEBRATION CAKES

|   | Marks    |
|---|----------|
| Ref/Date inserted - accept 'Today's date' on merge fields printout and actual date on personalised letter   | 1R       |
| Mail merge: name and address  | 1M       |
| Mail merge: salutation - accept title and surname only  | 1M       |
| Insert appropriate Subject Heading - must relate to 'cake'  | 1H       |
| Mail merge: type of function  | 1M       |
| Print merge fields/print merged letter - font must be consistent throughout - line spacing must be consistent - accept with/without new paragraph | 1P       |
| <b>TOTAL</b>  | <b>6</b> |

We are delighted you have chosen Morven's Cake Place to provide the catering for your forthcoming function. We are now able to supply a celebration cake for your **Wedding**.

## Task 12

|   |           |  |  |   |  |
|---|-----------|--|--|---|--|
|    |           | <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px;">1H</span> |  | <b>Morven's Cake Place</b><br>122 Cathedral Street<br>Glasgow<br>G1 2TG<br><br>Tel: 01413535444<br><br>E-mail: morvens@mailit.com |  |
|   |           |  |  | Web: www.morvenscakeplace.co.uk   |  |
| <b>CUSTOMER SURVEY CARD</b> <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px; float: right;">1H</span>              |           |  |  |   |  |
| Customer Name   |           |  |  |   |  |
| Event   |           | Date of Event  |  |   |  |
| Please rate our performance (✓) in the following areas.   |           |  |  |   |  |
|   | Excellent | Very Good  | Good   | Fair  | Poor   |
| Quality of Food   |           |  |  |   |  |
| Presentation  |           |  |  |   |  |
| Service   |           |  |  |   |  |
| Value for Money   |           |  |  |   |  |
| Would you recommend us to others?   |           |  | Yes/No*<br>* delete as appropriate   |   |  |
|   |           |  |  |   | <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px;">1S</span> |
| We are always looking for ways to improve our service, we would love to know if we could do anything better.<br><br><b>ANY SUGGESTIONS?</b> |           |  |  |   |  |
|   |           |  |  |   |  |
| Thank you for taking the time to complete <b>this</b> survey. You will now be entered into our <b>monthly</b> draw to win a tasty treat!    |           |  |  |   |  |
|   |           | <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px;">1F</span> | <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px;">4K</span> | <span style="border: 1px solid red; border-radius: 50%; padding: 2px 5px;">1P</span>  |  |

|   | Marks    |
|---|----------|
| Use headed paper (only if correctly used in previous task)                                      | 1H       |
| Form heading - must be enhanced   | 1H       |
| Shading   | 1S       |
| Font - minimum 2  | 1F       |
| Keyboarding - manuscript corrections included   | 4K       |
| Presentation - must have space to enter suggestions/use full page/able to be completed manually | 1P       |
| <b>TOTAL</b>  | <b>9</b> |

# Administration and IT

PRINCIPLES FOR MARKING



## General Marking Instructions

- ◆ Show award as 1P or 0B where the candidate is being awarded the mark.
- ◆ Underline keyboarding errors.



Any comment visible on a printout or keyed in on document - do not award **one mark once only** across the whole paper.

Apply at the point where the first comment is visible.

“Morven’s” should have an apostrophe except in e-mail and web addresses. If omitted, do not award **one mark once only** across the whole paper.

Apply at the point where the first apostrophe is omitted.

Logo – any change in logo do not award **one mark once only** across the whole paper.



If a printout is missing for a task – no marks can be awarded for that task.

If there is a linked task eg a spreadsheet, and value view is missing, marks can be awarded on formula view where appropriate.

However, for example, if headed paper is not printed for Task 2B, the specific marks for the headed paper cannot be awarded in a subsequent task, but the use of headed paper can.



## Standard Formats

### ◆ Date Formats:

Accept any standard format eg

- 5 May 2014
- 5<sup>th</sup> May 2014
- 5/5/14
- 05/05/2014

DNA 'the 5<sup>th</sup> of May'

**All** dates must have a year

There must be **consistency of style** within a task.



## Standard Formats contd

### ◆ Time Formats:

- ◆ Accept a variety of formats eg

|             |           |
|-------------|-----------|
| 1000 hours  | 1000hrs   |
| 10:00 hours | 10.00 hrs |
| 10 am       | 10am      |
| 10.00 am    | 10.00am   |

2.30 pm and 4 pm within the one task

There must be consistency in style throughout task.

**Do not accept a.m. or p.m.**



## Text Formatting

- ◆ Accept use of:

|              |                 |
|--------------|-----------------|
| Size         | Bold            |
| Underline    | Italics         |
| Shading      | Colour          |
| Font change* | Right alignment |
| Centring     | Justification   |
| Borders      | Bullet points   |

\* unless change of font is asked for separately



## Graphics

- ◆ Accept use of:

|                  |                        |
|------------------|------------------------|
| Clip Art         | Photographs            |
| Scanned Drawings | Word Art               |
| Watermarks       | Design/Picture Borders |

Graphic must **not** be clipped by margin  
or cover any data



## Capitalisation

Capital letters should be used at the start of sentences and for proper nouns.

**Consistency is key.**

For example in Task 1 – accept:

'Variety of fresh fillings' or 'Variety of Fresh Fillings'



## Headings

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

Do not accept change of alignment on own

Headings with initial capitals eg Functions in December - small words should not be capitalised.



## Other Errors

Do not accept alternative forms of spelling – accept only as given in task.

Each of the following would be treated as **one error** no matter how often they occur in the task.

- Incorrect spacing after punctuation at end of sentence
- Incorrect spacing for commas, colons, semi-colons, brackets
- Confusion of hyphen/dash



## E-mail/Web/Phone Numbers

For e-mail accept – e-mail, E-mail, E-Mail, email, Email, E, suitable symbol, or on its own.

For web address – accept Web, Web Address, W, Website, suitable symbol or on its own.

For telephone number accept –Tel, Tel No, Telephone Number, T, Phone suitable symbol or on its own.

**(There must be consistency in style over the above pieces of information)**

There should be no space in Telephone numbers – if there is, do not award **one mark once only** across the whole paper.

Accept with or without colons, but must be consistent throughout task



## E-mail

All e-mails must have appropriate subject heading, eg DNA 'Task 4'.

E-mail messages must make sense.

There has to be an opening, eg Hi/Hello/Dear and a close eg Thanks/Regards or a closing sentence followed by the candidate name (accept first name only).

Use of 'text speak' or 'emoticons' is not acceptable.



## Powerpoints

- ◆ Action buttons need to be in the same general position on each slide, eg bottom left corner, but accept if candidate has moved a button slightly to allow text or graphics to be seen.
- ◆ Style and size of buttons should be consistent on all slides.
- ◆ Be aware that different backgrounds/design templates can change the font, size and capitalisation on original slides. New slides must be consistent.



## Mail Merge

Fields used for mail merge must match the query task. If no query printout no merge awards.

If query is wrong, eg title missing or address incomplete do not award merge marks for address and salutation as they are not fit for purpose. Other relevant fields can be awarded if they match original query.

Merge fields must be set out with correct spacing between them.



## Spreadsheet Formulae

Candidates are expected to use the most appropriate formula in a spreadsheet.

For addition – only accept the use of the + sign when adding 2 cells together or more than 2 non-adjacent cells. Addition of 3 or more adjacent cells should use the SUM function.

For subtraction, multiplication or division do not accept =SUM at the start of the formula – **even if the formula works**.

If statements must contain both conditions.



## ACKNOWLEDGEMENTS

### TASK 1

#### MORVEN'S CAKE PLACE -

Sweet cupcake delicious isolated over white background - Odua Images/Shutterstock.com

#### HOT PLATTERS -

Delicious dim sims, sesame shrimp toasts and spring rolls ready to serve - jabiru/Shutterstock.com

Indian buffet food with samosa, bhaji and pakora - Joe Gough/Shutterstock.com

#### COLD PLATTERS -

Delicious food on white plate - Anna Vaczi/Shutterstock.com

Prepared shrimp on a platter with lemon - alika/Shutterstock.com

#### SANDWICHES AND WRAPS -

Sandwich with chicken, cheese and golden French fries potatoes - ilolab/Shutterstock.com

Sandwich wrap - Ewa Sek/Shutterstock.com

#### CAKES AND DESSERTS -

Assorted fruit cakes for holiday - sarsmis/Shutterstock.com

cake selection on white platter - neil langan/Shutterstock.com