



National
Qualifications
2024

2024 Administration and IT

National 5

Question Paper Finalised Marking Instructions

© Scottish Qualifications Authority 2024

These marking instructions have been prepared by examination teams for use by SQA appointed markers when marking external course assessments.

The information in this document may be reproduced in support of SQA qualifications only on a non-commercial basis. If it is reproduced, SQA must be clearly acknowledged as the source. If it is to be reproduced for any other purpose, written permission must be obtained from permissions@sqa.org.uk.



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, or 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 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 28 April 2024, unless specifically instructed otherwise. Accept any standard date format eg

- 28 April 2024
- 28th April 2024/April 28th 2024
- 28/4/24
- 28/04/2024
- April 28, 2024
- Sunday, 28 April 2024

Do not award (DNA) ‘the 28th 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 - ‘Monthly Income for March and April’ - 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/notes must be actioned and deleted.

Printouts

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

Detailed marking instructions for each question

Question 1(a)

13 Records

SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	CONTACT E-MAIL	PHONE NO
Bucklerheads Farm	Mrs	Ishbel	Brannock	i.brannock@yaha.com	07435269742
Drysdale Suppliers	Mr	Fraser	Hillen	fraser.h@drysdale.co.uk	01382660912
Ecogleam	Mr	Steve	Drummond	sdrummond@ecogleam.co.uk	07765409703
Greenlabel Ltd	Ms	Ranvir	Kholi	rkholi@greenlabel.co.uk	01382569871
Hilltown Bakery	Miss	Inge	Nordstrom	inge@hilltownbakery.co.uk	01382073285
Juniper Green Ltd	Mr	Gordon	McIntyre	gm@junipergreen.co.uk	07368124568
Lachlan of Liff	Mr	Ruairidh	Glenmore	rglenmore@liff.co.uk	01382306449
Nolait Foods	Mrs	Yvonne	Cameron	yc.nolait@mailit.com	01334533184
Oilswell	Ms	Kati	Veraswamy	kativ@oilswell.co.uk	01241538719
Polly's Pottery	Ms	Polly	Harrison	pollyspottery@yaha.com	07852384196
Pro-wear plc	Mr	John	Cowie	j.cowie@prowear.co.uk	07549085221
The Catering Depot	Mr	Marco	Burazzi	marco.tcd@mailit.com	01738229507
The Vegan Drinks Co	Ms	Niamh	Weston	niamhw@vdc.co.uk	07623718305

✓1

Sort - 1S

✓1

Keyboarding - 1K

✓1

Print - 1P

	Marks
Sort by Supplier Name	1S
Keyboarding - The Vegan Drinks Co - amended contact name and details	1K
Print table with specific fields (6) on one page	1P
TOTAL	3

Question 1(a)
DNA max 1 for inconsistent capitalisation.
Accept fields in any order but name fields must be together in the correct order.
DNA 1K and 1P if any of the keyboarding fields are truncated.
DNA 1K if capitalisation of e-mail inconsistent/incorrect.
DNA 1P if: <ul style="list-style-type: none"> table is printed on more than one page any field is truncated any field is omitted candidate name is included as a new row at the bottom of the table a new record is created, instead of amending any other records are deleted or amended
Accept screenshot.

UNSORTED

SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	CONTACT E-MAIL	PHONE NO
Nolait Foods	Mrs	Yvonne	Cameron	yc.nolait@mailit.com	01334533184
Juniper Green Ltd	Mr	Gordon	McIntyre	gm@junipergreen.co.uk	07368124568
Polly's Pottery	Ms	Polly	Harrison	pollyspottery@yaha.com	07852384196
The Catering Depot	Mr	Marco	Burazzi	marco.tcd@mailit.com	01738229507
Bucklerheads Farm	Mrs	Ishbel	Brannock	i.brannock@yaha.com	07435269742
Lachlan of Liff	Mr	Ruairidh	Glenmore	rglenmore@liff.co.uk	01382306449
Hilltown Bakery	Miss	Inge	Nordstrom	inge@hilltownbakery.co.uk	01382073285
Oilswell	Ms	Kati	Veraswamy	kativ@oilswell.co.uk	01241538719
Drysdale Suppliers	Mr	Fraser	Hillen	fraser.h@drysdale.co.uk	01382660912
Ecogleam	Mr	Steve	Drummond	sdrummond@ecogleam.co.uk	07765409703
Greenlabel Ltd	Ms	Ranvir	Kholi	rkholi@greenlabel.co.uk	01382569871
The Vegan Drinks Co	Ms	Niamh	Weston	niamhw@vdc.co.uk	07623718305
Pro-wear plc	Mr	John	Cowie	j.cowie@prowear.co.uk	07549085221

Question 1(b)

ITEM	DATE LAST ORDERED
Sparkling Water	11/04/2024
Still Water	11/04/2024
Soft Drinks and Juices	23/03/2024

✓₁

Criteria - 1C

✓₁

Print - 1P

	Marks
Criteria - The Vegan Drinks Co (3 records)	1C
Print - correct fields - Item and Date Last Ordered	1P
TOTAL	2

Question 1(b)
Records and fields can be in any order.
Accept screenshot.

Question 1(c)

SUPPLIER ORDERS

SUPPLIER ID	113	✓ ₁	Correct Record - 1R
ITEM	Aprons		
DATE LAST ORDERED	01/05/2024	✓ ₁	Correct Date - 1D
CATEGORY	Staff Uniforms		
SUPPLIER NAME	Pro-wear plc		
CONTACT TITLE	Mr		
CONTACT FIRST NAME	John		
CONTACT SURNAME	Cowie		
CONTACT E-MAIL	j.cowie@prowear.co.uk		
ADDRESS	8 Nobel Road		
TOWN/CITY	Dundee		
POSTCODE	DD2 4UH		
PHONE NO	07549085221	✓ ₁	Fields - 1F
<p>Good food for you, sustainable for the planet.</p>			
✓ ₁	Form Footer - Ft	✓ ₁	Keyboarding - 1K
		✓ ₁	Print - 1P

	Marks
Correct record - Supplier ID 113 - Pro-wear plc	1R
Correct date - 1 May 2024	1D
Correct fields - 13 fields - DNA if duplicate field included (ie Supplier ID)	1F
Form Footer (in correct place)	1Ft
Keyboarding - form header, 'Aprons' and form footer text	1K
Print form with fields given visible and legible	1P
TOTAL	6

Question 1(c)
Accept form header in initial caps.
Accept form printed in tabular layout but footer must be just below the record.
DNA 1D if Date Last Ordered is not 1 May 2024.
DNA 1D and 1F if date field is omitted.
DNA 1F if any field is omitted.
DNA 1F and 1K if supplier ID or item are omitted.
DNA 1R and 1K if an incorrect record is printed.
Accept fields in any order but name fields must be together in the correct order.
Accept form footer in caps.
DNA 1Ft and 1K if footer is omitted.
DNA 1K if full stop is omitted from the motto.
DNA 1P if: <ul style="list-style-type: none"> multiple records are printed one record is printed multiple times candidate name and/or task number is included in the form header candidate name and/or task number is on the same line or above the form footer any given field is truncated
Accept a subform.
Accept screenshot.

Question 1(d)

Logo - 1L

ITEMS ORDERED AFTER 28/04/2024
FROM SUPPLIERS 106 AND 108 ✓₁

Heading - 1H



SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	PHONE NO	ITEM	DATE LAST ORDERED
Oilswell!	Ms	Kati	Veraswamy	01241538719	Olive Oil	01/05/2024
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	Salad Vegetables	01/05/2024
Oilswell!	Ms	Kati	Veraswamy	01241538719	Sunflower Oil	01/05/2024
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	Green Vegetables	30/04/2024
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	Peppers	30/04/2024
Oilswell!	Ms	Kati	Veraswamy	01241538719	Dipping Sauces	29/04/2024

✓₁ Criteria 106 or 108 - 1C

Criteria >28/04/2024 - 1C ✓₁

✓₂ Sort - 2S

✓₁ Print - 1P

6 records and 7 fields



	Marks
Header - accurate	1H
Logo - anywhere in header	1L
Criteria - suppliers 106 and 108 - Oilswell! and Lachlan of Liff	1C
Criteria - ordered after 28 April 2024	1C
Sort - Date Last Ordered and Item - most recent date first and item in alphabetical order - all or nothing	2S
Print report - correct field order as above	1P
TOTAL	7

Question 1(d)
Heading could include 3 parts - Items Ordered, after 28/04/2024 and Supplier IDs or Supplier Names. Or the heading could be just Delivery Issues. DNA Recent Deliveries on its own.
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 P.
If there is only one record for each supplier sort marks cannot be awarded as there is no evidence of a double sort.
Award 2S if grouping has been applied and sort is correct within each group.
Ignore default date if shown in page footer.
Ignore if there is a second page as long as there is no data on it.
DNA 1H, 1L and 1P if the query has been extracted/snipped to a word processing document.
P can be awarded if the report is grouped by date last ordered (as this is the first sort).
DNA 1P if: <ul style="list-style-type: none"> • duplicate records are printed • fields are not in given order • grouped by any order other than date last ordered • the report has been extracted to a word processing document • other fields are included • any fields or records are truncated • report is printed on more than one page unless the search is incorrect and is too big
Accept screenshot but must be a report.




Heading - 1H

ITEMS ORDERED AFTER 28/04/2024 FROM SUPPLIERS 106 AND 108

Logo - 1L

SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	PHONE NO	ITEM	DATE LAST ORDERED
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	Salad Vegetables	01/05/2024
					Green Vegetables	30/04/2024
					Peppers	30/04/2024
Oilswell!	Ms	Kati	Veraswamy	01241538719	Olive Oil	01/05/2024
					Sunflower Oil	01/05/2024
					Dipping Sauces	29/04/2024



Criteria 106 or 108 - 1C



Sort - 2S

Criteria >28/04/2024 - 1C



Print - 1P

0

ALTERNATIVES

CRITERIA - AFTER 28 APRIL 2024

16 Records

SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	PHONE NO	DATE LAST ORDERED	ITEM
Pro-wear plc	Mr	John	Cowie	07549085221	01/05/2024	Aprons
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Olive Oil
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	01/05/2024	Salad Vegetables
Bucklerheads Farm	Mrs	Ishbel	Brannock	07435269742	01/05/2024	Soft Fruits
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Sunflower Oil
Bucklerheads Farm	Mrs	Ishbel	Brannock	07435269742	01/05/2024	Tropical Fruits
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Green Vegetables
Nolait Foods	Mrs	Yvonne	Cameron	01334533184	30/04/2024	Non-dairy Butter and Cream
Nolait Foods	Mrs	Yvonne	Cameron	01334533184	30/04/2024	Non-dairy Cheeses
Nolait Foods	Mrs	Yvonne	Cameron	01334533184	30/04/2024	Oat Milk
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Peppers
Nolait Foods	Mrs	Yvonne	Cameron	01334533184	30/04/2024	Soy Milk
Oilswell!	Ms	Kati	Veraswamy	01241538719	29/04/2024	Dipping Sauces
Hilltown Bakery	Miss	Inge	Nordstrom	01382073285	29/04/2024	Gluten Free Bread
Hilltown Bakery	Miss	Inge	Nordstrom	01382073285	29/04/2024	White Bread
Hilltown Bakery	Miss	Inge	Nordstrom	01382073285	29/04/2024	Wholemeal Bread

0

Criteria 106 or 108 - 1C

Criteria >28/04/2024 - 1C



Sort - 2S



CRITERIA - AFTER 28 APRIL 2024 - IF DATE NOT ENTERED IN FORM - 1(c)

15 Records

SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	PHONE NO	DATE LAST ORDERED	ITEM
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Olive Oil
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	01/05/2024	Salad Vegetables
Bucklerheads Farm	Mrs	Ishbel	Brannock	07435269742	01/05/2024	Soft Fruits
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Sunflower Oil
Bucklerheads Farm	Mrs	Ishbel	Brannock	07435269742	01/05/2024	Tropical Fruits
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Green Vegetables
Nolait Foods	Mrs	Yvonne	Cameron	01334533184	30/04/2024	Non-dairy Butter and Cream
Nolait Foods	Mrs	Yvonne	Cameron	01334533184	30/04/2024	Non-dairy Cheeses
Nolait Foods	Mrs	Yvonne	Cameron	01334533184	30/04/2024	Oat Milk
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Peppers
Nolait Foods	Mrs	Yvonne	Cameron	01334533184	30/04/2024	Soy Milk
Oilswell!	Ms	Kati	Veraswamy	01241538719	29/04/2024	Dipping Sauces
Hilltown Bakery	Miss	Inge	Nordstrom	01382073285	29/04/2024	Gluten Free Bread
Hilltown Bakery	Miss	Inge	Nordstrom	01382073285	29/04/2024	White Bread
Hilltown Bakery	Miss	Inge	Nordstrom	01382073285	29/04/2024	Wholemeal Bread

0

Criteria 106 or 108 - 1C

Criteria >28/04/2024 - 1C



Sort - 2S



CRITERIA - SUPPLIERS 106 AND 108

9 Records

SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	PHONE NO	DATE LAST ORDERED	ITEM
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Olive Oil
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	01/05/2024	Salad Vegetables
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Sunflower Oil
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Green Vegetables
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Peppers
Oilswell!	Ms	Kati	Veraswamy	01241538719	29/04/2024	Dipping Sauces
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	28/04/2024	Onions
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	28/04/2024	Potatoes
Oilswell!	Ms	Kati	Veraswamy	01241538719	22/04/2024	Vinegars

UNSORTED

6 Records

0 0

Sort - 2S

SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	PHONE NO	DATE LAST ORDERED	ITEM
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Olive Oil
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	01/05/2024	Salad Vegetables
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Sunflower Oil
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Green Vegetables
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Peppers
Oilswell!	Ms	Kati	Veraswamy	01241538719	29/04/2024	Dipping Sauces

SORTED - DATE LAST ORDERED

6 Records

0 0

Sort - 2S

SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	PHONE NO	DATE LAST ORDERED	ITEM
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	01/05/2024	Salad Vegetables
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Sunflower Oil
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Olive Oil
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Peppers
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Green Vegetables
Oilswell!	Ms	Kati	Veraswamy	01241538719	29/04/2024	Dipping Sauces

SORTED - ITEM

6 Records

0 0

Sort - 2S

SUPPLIER NAME	CONTACT TITLE	CONTACT FIRST NAME	CONTACT SURNAME	PHONE NO	DATE LAST ORDERED	ITEM
Oilswell!	Ms	Kati	Veraswamy	01241538719	29/04/2024	Dipping Sauces
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Green Vegetables
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Olive Oil
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	30/04/2024	Peppers
Lachlan of Liff	Mr	Ruairidh	Glenmore	01382306449	01/05/2024	Salad Vegetables
Oilswell!	Ms	Kati	Veraswamy	01241538719	01/05/2024	Sunflower Oil

0 0

Sort - 2S

Question 2(a)

VALUE VIEW

THE TECKLE WEE BISTRO		
PRICE LIST - PER PERSON		
	OLD PRICE	NEW PRICE
STARTERS		
Burrata Bruschetta	£3.00	£3.30
Salt-baked Beetroot with Feta	£3.60	£3.96
Broccoli and Potato Croquettes	£3.40	£3.74
Crispy Italian Breadsticks	£3.10	£3.41
Sweetcorn Chowder	£4.00	£4.40
MAINS		
Spaghetti Bolognese	£11.70	£12.87
Thai Green Curry	£13.00	£14.30
Spiced Bean Enchiladas	£11.20	£12.32
Mushroom and Lentil Wellington	£11.70	£12.87
Chana Masala	£13.50	£14.85
SIDES		
Rainbow Pasta Salad	£3.10	£3.41
Mango Salsa	£2.70	£2.97
Creole Coleslaw	£3.20	£3.52
Sweet Potato Fries	£3.50	£3.85
Baked Potato	£2.70	£2.97
DESSERTS		
Sugar Cookies	£3.10	£3.41
Tofu Cheesecake	£3.20	£3.52
Sticky Toffee Pear Pudding	£3.00	£3.30
Cheese Board	£3.60	£3.96
Carrot Cake	£4.00	£4.40
DRINKS		
Tea	£2.70	£2.97
Coffee	£3.60	£3.96
Soft Drink	£1.80	£1.98
Water	£2.20	£2.42

✓₁ Unmerge and Bold - 1M

✓₁ Insert Rows and Prices - 1I

✓₁ Keyboarding - 1K

	Marks
Unmerge and embolden row 1	1M
Insert rows and prices - anywhere under sides heading - must have only one clear line before desserts	1I
Keyboarding - details of extra sides	1K
TOTAL	3

Question 2(a)
DNA 1I if the prices are inserted in the wrong column.
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 1M, 1I and 1K can be awarded on the formulae view, but DNA 1FM and 1P in 2(b).

FORMULA VIEW

	A	B	C
1	THE TECKLE WEE BISTRO		
2			
3	PRICE LIST - PER PERSON		
4		OLD PRICE	NEW PRICE
5	STARTERS		
6	Burrata Bruschetta	3	=B6*1.1
7	Salt-baked Beetroot with Feta	3.6	=B7*1.1
8	Broccoli and Potato Croquettes	3.4	=B8*1.1
9	Crispy Italian Breadsticks	3.1	=B9*1.1
10	Sweetcorn Chowder	4	=B10*1.1
11			
12	MAINS		
13	Spaghetti Bolognese	11.7	=B13*1.1
14	Thai Green Curry	13	=B14*1.1
15	Spiced Bean Enchiladas	11.2	=B15*1.1
16	Mushroom and Lentil Wellington	11.7	=B16*1.1
17	Chana Masala	13.5	=B17*1.1
18			
19	SIDES		
20	Rainbow Pasta Salad	3.1	=B20*1.1
21	Mango Salsa	2.7	=B21*1.1
22	Creole Coleslaw	3.2	=B22*1.1
23	Sweet Potato Fries	3.5	=B23*1.1
24	Baked Potato	2.7	=B24*1.1
25			
26	DESSERTS		
27	Sugar Cookies	3.1	=B27*1.1
28	Tofu Cheesecake	3.2	=B28*1.1
29	Sticky Toffee Pear Pudding	3	=B29*1.1
30	Cheese Board	3.6	=B30*1.1
31	Carrot Cake	4	=B31*1.1
32			
33	DRINKS		
34	Tea	2.7	=B34*1.1
35	Coffee	3.6	=B35*1.1
36	Soft Drink	1.8	=B36*1.1
37	Water	2.2	=B37*1.1

✓₁ Formula C6 - 1F

✓₁ Replication - 1R

	Marks
New Price formula - C6	1F
Replication - DNA if formula in blank rows	1R
TOTAL	2

Question 2(a)
Accept: =B6+(B6*10%), =B6*110%, =B6+(B6*0.1), =B6*10%+B6
DNA mark if formula is truncated.
Accept spaces in formulae.
DNA 1F max for incorrect use of SUM function for multiplication/division/subtraction across all worksheets.

Question 2(b)

VALUE VIEW

THE TECKLE WEE BISTRO			
CUSTOMER QUOTATION			
CUSTOMER NAME	RYAN LOGAN		
ITEM	QUANTITY	PRICE PER PERSON	TOTAL COST
Burrata Bruschetta	4	£3.30	£13.20
Salt-baked Beetroot with Feta	2	£3.96	£7.92
Crispy Italian Breadsticks	3	£3.41	£10.23
Sweetcorn Chowder	1	£4.40	£4.40
Spaghetti Bolognese	4	£12.87	£51.48
Thai Green Curry	2	£14.30	£28.60
Spiced Bean Enchiladas	2	£12.32	£24.64
Mushroom and Lentil Wellington	2	£12.87	£25.74
Chana Masala	4	£14.85	£59.40
Rainbow Pasta Salad	2	£3.41	£6.82
Creole Coleslaw	1	£3.52	£3.52
Sweet Potato Fries	3	£3.85	£11.55
Sticky Toffee Pear Pudding	2	£3.30	£6.60
Carrot Cake	4	£4.40	£17.60
Tea	8	£2.97	£23.76
Coffee	4	£3.96	£15.84
Total to Pay			£311.30
LESS Discount Amount			£23.35
Sub Total			£287.95
ADD VAT			£57.59
Final Payment			£345.54
VAT	20%		

✓₁ Keyboarding - 1K

✓₁ Formatting both worksheets - 1FM

	Marks
Keyboarding - customer name, quantities and new items in correct place	1K
Formatting - both worksheets 2(a) and 2(b)	1FM
TOTAL	2

Question 2(b)
DNA 1FM if: <ul style="list-style-type: none"> both accounting and currency formats are used in the same worksheet formatting is not consistent within each worksheet discount is a percentage and not formatted to one decimal place (8%) £0.08 or £7.50 or £20 is shown - must be 7.5%, 7.50% or 20% the Total to Pay is ### there is no 2a value printout.
Award 1FM if the Discount Amount is a %, and at the right or left of the cell.
Accept discount amount and VAT as percentage.
If value view is not included 1K can be awarded on the formulae view, but DNA 1FM and 1P.
Accept customer name in initial caps.
New items must go in A16 and A17 but can be in any order.

FORMULA VIEW

	A	B	C	D
1	THE TECKLE WEE BISTRO			
2	CUSTOMER QUOTATION			
3	CUSTOMER NAME	RYAN LOGAN		
4				
5	ITEM	QUANTITY	PRICE PER PERSON	TOTAL COST
6	Burrata Bruschetta	4	=Price List!C6	=B6*C6 ✓ ₁ Formula D6 - 1F
7	Salt-baked Beetroot with Feta	2	=Price List!C7	=B7*C7
8	Crispy Italian Breadsticks	3 ✓ ₁	=Price List!C9	=B8*C8
9	Sweetcorn Chowder	1	=Price List!C10	=B9*C9
10	Spaghetti Bolognese	4	=Price List!C13	=B10*C10
11	Thai Green Curry	2	=Price List!C14	=B11*C11
12	Spiced Bean Enchiladas	2	=Price List!C15	=B12*C12
13	Mushroom and Lentil Wellington	2	=Price List!C16	=B13*C13
14	Chana Masala	4	=Price List!C17	=B14*C14
15	Rainbow Pasta Salad	2	=Price List!C20	=B15*C15
16	=Price List!A22	1	=Price List!C22	=B16*C16
17	=Price List!A23	3 ✓ ₁	=Price List!C23	=B17*C17
18	Sticky Toffee Pear Pudding		=Price List!C29	=B18*C18
19	Carrot Cake		=Price List!C31	=B19*C19
20	Tea		=Price List!C34	=B20*C20 ✓ ₁ Replication - 1R
21	Coffee		=Price List!C35	=B21*C21
22	Total to Pay			=SUM(D6:D21)
23	LESS Discount Amount			=IF(D22>=250,D22*0.075,0) ✓ ₂ Formula IF statement - 2F
24	Sub Total			=D22-D23 ✓ ₁ Formula D24 - 1F
25	ADD VAT			=D24*VAT ✓ ₁ Formula D25 - 1F
26	Final Payment			=D24+D25 ✓ ₁
27				
28	VAT	0.2		Formula D22 and D26 - 1F ✓ ₁ Print - 1P

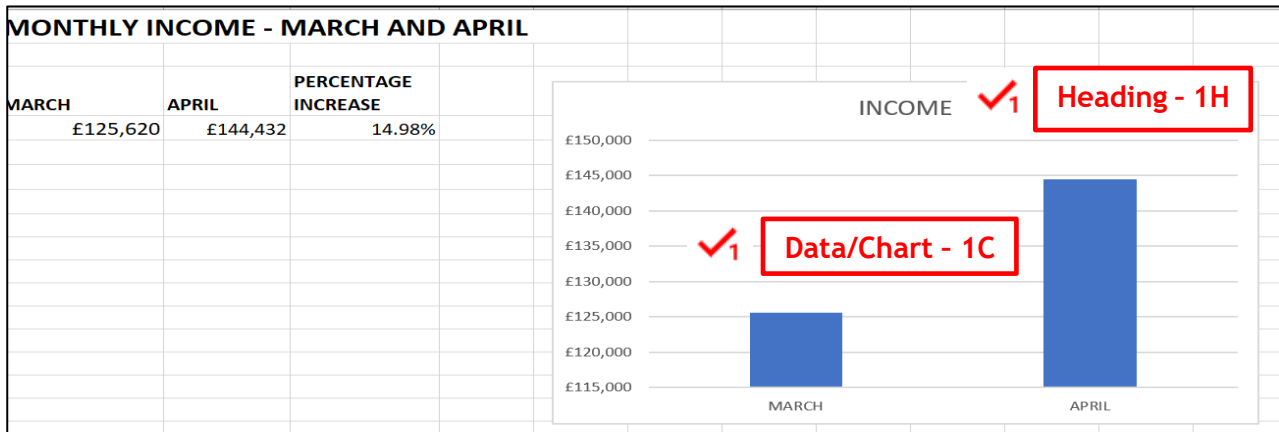
Column C - highlighted formulae - 1F 1F

	Marks
Price per Person formula - column C - award first mark for first correct formula and second mark for all inserted formulae correct	2F
Total Cost formula - D6	1F
Replication - total cost formula - D21	1R
Cost formula and Total to Pay formula - D22 and D26	1F
Discount Amount formula - D23 - all or nothing - accept *7.5%	2F
Sub Total formula - D24	1F
Named cell - VAT - D25	1N
VAT formula - D25	1F
Printouts - no data in shaded cells and each on one page with gridlines: 2(a) Value - portrait Formula - portrait and row/column headings 2(b) Value - portrait Formula - landscape and row/column headings	1P
TOTAL	11

Question 2(b)
Watch for consequentiality from 2(a).
Accept Price per Person formula as named cells if correct. Accept absolute cell references.
DNA formula marks if formula is truncated.
Accept =IF(D22>=250,D22*7.5%,0), =IF(D22>=250,7.5%,0)*D22 and if 7.5% has speech marks, accept =IF(D22>=250,D22*7.5%,D22*0%).
DNA =IF(D22>=250,D22*7.5%,0%).
DNA 2F if the IF statement has text eg no discount.
IF statement must contain both conditions.
If there is a space before the number in the IF statement marks can be awarded.
If percentage figure inserted instead of amount calculated for discount - accept subtotal formula - =D22-(D22*D23) or =D22-D23.
If percentage figure inserted instead of amount calculated for VAT - accept total to pay formula =D24*D25+D24.
DNA 1F max for incorrect use of SUM function for multiplication/division/subtraction - across all worksheets.
DNA 1F max for incorrect use of SUM function for addition - across all worksheets.
DNA 1P if: <ul style="list-style-type: none"> • the given price per person formula is keyed in as values • VAT line is omitted • there are any blank rows in the middle of the quotation • any information is inserted in the shaded cells, however formula marks can be awarded • any information in the value view is truncated across either worksheet • value and formula printouts don't match • extraneous text is entered • any of the original figures are changed/deleted • template is amended

Question 2(c)

VALUE VIEW - LANDSCAPE



FORMULA VIEW - LANDSCAPE

	A	B	C
1	MONTHLY INCOME - MARCH AND APRIL		
2			
3	MARCH	APRIL	PERCENTAGE INCREASE
4	125620	144432	$= (B4 - A4) / A4$ ✓ ₂ Formula C4 - 2F

✓₁ **Print - 1P**

	Marks
Heading and labels - keyboarding must be accurate	1H
Data/Chart - correct data and chart type	1C
Percentage Increase formula - all or nothing	2F
Value and chart on one sheet - landscape with gridlines	1P
Formula - landscape with gridlines and row/column headings	
TOTAL	5

Question 2c
Heading - accept - Monthly Income, Increase in Income, Change in Income - must have Income in the heading.
The chart is not required on the formula printout, but accept if included.
Bar or column chart is acceptable.
Labels are not required, but if they are included they must be accurate.
DNA 1H, 1C and 1P if chart is not included.
Accept for Percentage Increase: <ul style="list-style-type: none"> • $=B4/A4-1$ • $=(B4+A4)/A4-2$
DNA 1P if: <ul style="list-style-type: none"> • percentage change is not a percentage and 2 decimal places or there is no percentage change • chart is printed on a separate page

Question 3

Outline 3 employer responsibilities under the Fire Safety Regulations.

1.	Assess fire risks/risk assess fire equipment/risk assess cables/identify fire hazards - max 1 for assessing any risk/hazard
2.	Provide fire-fighting equipment (fire extinguisher, fire blanket) - max 1 for fire-fighting equipment
3.	Check/maintain fire-fighting equipment (fire extinguishers)
4.	Install fire alarms/warning systems
5.	Check/maintain fire alarms/warning systems
6.	Train/ensure staff are aware of fire evacuation procedures
7.	Know where the fire exits/doors are
8.	Train/ensure employees know how to use fire-fighting equipment
9.	Have fire drills
10.	Provide fire/emergency exits/doors
11.	Mark fire/emergency exits/doors
12.	Ensure/keep fire exits/doors are kept clear
13.	Ensure there are designated assembly points

Question 3
Must be an outline, more than identify
Responses must contain a verb.
DNA fire proof doors must be kept closed.
DNA train employees on its own.
DNA clear exits or correct equipment - must be fire exits/doors and fire equipment.
Max 2 for any response relating to fire exits/doors.
Accept - appoint a fire safety officer/fire warden.

Explain 3 skills/qualities of an Admin Assistant.

Good working knowledge of IT software	<ul style="list-style-type: none"> • to be able to complete tasks accurately • to keep up with technological changes
Good communication/ listening/literacy skills/speaking	<ul style="list-style-type: none"> • to create a good impression with the customer • to give accurate information • to listen to instructions
Good organisation skills	<ul style="list-style-type: none"> • to ensure tasks are carried out efficiently/effectively/on time • so no documents are lost
Problem solving skills	<ul style="list-style-type: none"> • to overcome issues/problems • to help and give others advice • to work independently
Team working skills	<ul style="list-style-type: none"> • to interact/work with others
Motivated/keen to learn	<ul style="list-style-type: none"> • to keep up with technological changes
Reliable/responsible	<ul style="list-style-type: none"> • to increase efficiently
Time management	<ul style="list-style-type: none"> • employers need employees they can rely on • to meet deadlines
Ability to multi task	<ul style="list-style-type: none"> • to complete work to a high standard • to complete by due date
Ability to follow instructions	<ul style="list-style-type: none"> • to ensure tasks are completed to a suitable standard
Being patient	<ul style="list-style-type: none"> • to deal with problems calmly
Being tactful/discreet	<ul style="list-style-type: none"> • dealing with personal matters
Being approachable/helpful	<ul style="list-style-type: none"> • to deal with customer complaints
Being polite/professional	<ul style="list-style-type: none"> • to give the organisation a good reputation
Being hard working	<ul style="list-style-type: none"> • to improve productivity
Ability to cooperate	<ul style="list-style-type: none"> • to ensure the correct information is passed on/shared
Being trustworthy/reliable	<ul style="list-style-type: none"> • to work without supervision
Being tidy	<ul style="list-style-type: none"> • to be able to find equipment

Question 3
Each stem and explanation must be different
DNA duties/tasks as a quality but could be an explanation.
Accept skills using specific software - max 1 for IT skills.
DNA won't need training.
DNA customer service skills.
DNA team working, working in a team as the explanation - this is not enough for an explanation.

Explain 3 benefits of good customer service to the organisation.

Good reputation/publicity	<ul style="list-style-type: none"> • customers will recommend to friends and family • attract new customers
Positive reviews	<ul style="list-style-type: none"> • attract new customers • improves reputation • increase sales/profits/market share
Customer loyalty	<ul style="list-style-type: none"> • increase sales/profits/market share • easier to predict sales • good reputation
Reduced complaints	<ul style="list-style-type: none"> • staff less stressed/staff more motivated • reduced costs • better reputation
Increased sales/profit	<ul style="list-style-type: none"> • more money to invest in the business • satisfied customers
Lower staff turnover	<ul style="list-style-type: none"> • reduce costs • regular workforce
Increased number of customers/market share	<ul style="list-style-type: none"> • increase profits • more competitive
Satisfied customers	<ul style="list-style-type: none"> • recommend to family and friends • leave positive reviews • customer loyalty • increase sales/profit • increased number of customers/market share
Competitive edge	<ul style="list-style-type: none"> • improved reputation • increase sales/profit • increased number of customers/market share
Reduced costs	<ul style="list-style-type: none"> • increase profits • less staff turnover - reduced recruitment costs/training costs of new staff
Improved efficiency/productivity	<ul style="list-style-type: none"> • staff training therefore staff more efficient
Reduced waste	<ul style="list-style-type: none"> • less products returned • good reputation

Question 3
Each stem and explanation must be different
DNA customers/employees will be happy.
Come back to your organisation/keeping customers/don't go to the competition - max 1.
Accept a response including sales/profit/money once only.
DNA increased customers/sales so profits increase on its own.
DNA examples of customer service as a benefit or explanation eg treating customers fairly or good environment.
Accept one explanation for existing/loyal customer and one explanation for new customers.

	Marks
Employer responsibilities for Fire Safety Regulations - outline	3
Skills/qualities of an Admin Assistant - explain	3
Benefits of good customer service - explain	3
TOTAL	9

[END OF MARKING INSTRUCTIONS]