



National
Qualifications
2026

2026 Administration and IT

National 5

Question Paper Finalised Marking Instructions

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

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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, nor the use of =SUM and + in the same formula is not accepted.

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

Marks are not awarded if cells are truncated.

Database

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

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

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

Forms should not include duplicate fields.

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

Theory

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

Questions that ask candidates to Outline ...

Candidates must make a number of brief, relevant, factual points up to the total mark allocation. The points do not need to be in any particular order.

Up to the mark allocation for this question:

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

Questions that ask candidates to Describe ...

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

Up to the mark allocation for this question:

- 1 mark should be given for each relevant factual point
- 1 mark should be given for any further development of a relevant point, including exemplification when appropriate

Questions that ask candidates to Explain ...

Candidates must make a number of points that relate cause and effect and/or make the relationships between things clear, for example by showing connections between a process/situation. These may include theoretical concepts. There is no need to prioritise the reasons.

Up to the mark allocation for this question:

- 1 mark should be given for each accurate relevant cause and effect
- 1 mark should be given for any further development of a relevant point, including exemplification when appropriate

Keying-in

Marks will be awarded for every block of text that is accurately keyed-in. This will be for approximately every 20 words. Flags may be included, where appropriate, to identify where marks are awarded. Inconsistent capitalisation is treated as one error within a question.

Dates must include a number, month, and year eg 8 June 2026, unless specifically instructed otherwise. Accept any standard date format eg

- 8 June 2026
- 8th June 2026/June 8th 2026
- 8/6/26
- 08/06/2026
- June 8, 2026
- Thursday, 8 June 2026

Do not award (DNA) 'the 8th of June' 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 - 'Bookings before July 2026 without a Waiver' - 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)



Amend Field - 1F



Short Date - 1D

ID	TITLE	FIRST NAME	SURNAME	ACTIVITIES	START DATE	DATE RLSS COMPLETED
1	Miss	Katie	Shields	Windsurfing, Paddleboarding, Ringos	20/03/2023	12/03/2024
2	Mr	Kevin	McPhee	Wakeboarding, Aquapark, Aquaropes	20/03/2023	07/06/2023
3	Miss	Lena	Trang	Paddleboarding, Kayaking, Windsurfing	20/03/2023	24/09/2025
4	Mrs	Michelle	Grey	Kayaking, Aquaropes, Ringos	12/08/2023	07/06/2023
5	Miss	Indi	Duncan	Aquaropes, Aquapark, Kayaking	02/04/2024	26/08/2024
6	Mr	Ibrahim	Khan	Windsurfing, Ringos	06/10/2025	14/03/2025
7	Mr	Cole	Wylie	Paddleboarding, Aquaropes	08/06/2026	18/04/2025



Keyboarding - 1K



Printout - 1P

Question 1a	Marks
Amend field name - ID	1F
Change of Date RLSS Completed format to short date	1D
Keyboarding of New Record	1K
Printout of Instructors table showing all fields (7) on one page	1P
TOTAL	4

Question 1(a)
DNA 1K if 'and' inserted instead of a comma for activities.
DNA 1P if any extraneous info is inputted and check for keyboarding accuracy.
DNA 1F if wrong field name is amended.

Question 1(b)

BOOKING FORM

Form Header - 1H

BOOKING REF	LWS270	
Bookings_TITLE	Mrs	
Bookings_FIRST NAME	Elaine	
Bookings_SURNAME	McLeod	
E-MAIL	elaine.mcleod@castleparkcs.sch.uk	
DATE	10/06/2026	
TIME	10:00	
NO OF PARTICIPANTS	35	
WAIVER COMPLETED	☐	
LEAD INSTRUCTOR	6	Keyboarding - 1K
Instructors_TITLE	Mr	
Instructors_FIRST NAME	Ibrahim	Correct Fields - 1F
Instructors_SURNAME	Khan	Print - 1P

	Marks
Form Header – accurate Booking Form	1H
Keyboarding – highlighted fields	1K
Correct fields – 13 fields – DNA if duplicate field included (ie Instructor ID)	1F
Print correct record in form view with fields given accurate, visible and legible	1P
TOTAL	4

Question 1(b)
Accept form heading in Initial Caps or Block Caps.
Accept any placement within the form header of Booking Form.
Keyboarding is within the highlighted boxed fields only.
DNA 1F and 1K if any of the 10 highlighted boxed fields are omitted.
DNA 1F if any field is omitted.
DNA 1P if: - multiple records are printed - field names are amended so that they are incorrect or inaccurate - any field is truncated - printed as a snip or a screenshot
DNA 1P and 1K if an incorrect record is printed.
Accept fields in any order as long as name fields are together in the correct order.
If additional fields check for keyboarding accuracy only.
DNA 1P if candidate name and/or task number is included in the form header.
Accept a subform.

Question 1(c)

✓₁

Heading - 1H

✓₁

Logo - 1L

BOOKINGS BEFORE JULY 2026 WITH NO WAIVER



TITLE	FIRST NAME	SURNAME	E-MAIL	DATE
Mr	George	Hopson	george.hopson@geemail.com	25/05/2026
Mr	Tom	McCabe	tom@tmcatering.co.uk	25/05/2026
Mrs	Toyah	Jones	tjones1988@geemail.com	01/06/2026
Mr	Stevie	Graham	stevegee@skymail.com	02/06/2026
Mr	Stuart	McFarlane	s.mcfarlane@lochshoreprimary.sch.uk	02/06/2026
Mrs	Astrid	Wilkinson	awilko@skymail.com	02/06/2026
Miss	Laura	Chalmers	laura.chalmers@bellsquarryhs.sch.uk	07/06/2026
Mrs	Elaine	McLeod	elaine.mcleod@castleparkcs.sch.uk	10/06/2026
Mrs	Sarah-Jane	Hampson	sarahjane4@geemail.com	18/06/2026
Mrs	Ellen	Li	ellen.li@kilbirnieconstruction.com	18/06/2026
Mrs	Priya	Wasim	priyawasim@skymail.com	30/06/2026

✓₁

Criteria - No Waiver - 1C

✓₁

Criteria - before July 2026 - 1C

11 Records

✓₂

Sort - 2S

✓₁

Print - 1P

	Marks
Report Header – accurate	1H
Logo – top right-hand side	1L
Criteria – no waiver	1C
Criteria – before July 2026	1C
Sort – date and surname – earliest first and surname in alphabetical order – all or nothing	2S
Print report – correct field order – name, email, date as above	1P
TOTAL	7

Question 1(c)
Heading should include 2 parts - Bookings before July 2026 and No Waiver(s).
DNA 1P 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 may be visible).
DNA 1H if report heading is in sentence case.
DNA 1L if: - the logo is clipped - logo covers any text - is not right of centre
DNA 1C - no waiver - if Nikita Boyko is included.
DNA 1C - before July 2026 - if there are more than the 11 records shown.
DNA 2S if there are only records showing with the same date eg 2 records 25/05/2026.
DNA 1P If logo is split over 2 pages but award 1L.
Ignore if there is a second page as long as there is no data on it.
DNA 1H, 1L and 1P if it is a query not a report.
DNA 1P if: - duplicate records are printed - fields are not in order requested - 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

UNSORTED

TITLE	FIRST NAME	SURNAME	E-MAIL	DATE
Mr	George	Hopson	george.hopson@geemail.com	25/05/2026
Miss	Laura	Chalmers	laura.chalmers@bellsquarryhs.sch.uk	07/06/2026
Mrs	Toyah	Jones	tjones1988@geemail.com	01/06/2026
Mrs	Astrid	Wilkinson	awilko@skymail.com	02/06/2026
Mr	Tom	McCabe	tom@tmcatering.co.uk	25/05/2026
Mrs	Priya	Wasim	priyawasim@skymail.com	30/06/2026
Mr	Stevie	Graham	steveegee@skymail.com	02/06/2026
Mrs	Ellen	Li	ellen.li@kilbirnieconstruction.com	18/06/2026
Mr	Stuart	McFarlane	s.mcfarlane@lochshoreprimary.sch.uk	02/06/2026
Mrs	Sarah-Jane	Hampson	sarahjane4@geemail.com	18/06/2026
Mrs	Elaine	McLeod	elaine.mcleod@castleparkcs.sch.uk	10/06/2026

✓1 Criteria - No Waiver - 1C
 ✓1 Criteria - before July 2026 - 1C
 0 0 Sort - 2S

11 records

SORTED - DATE ONLY

TITLE	FIRST NAME	SURNAME	E-MAIL	Date
Mr	Tom	McCabe	tom@tmccatering.co.uk	25/05/2026
Mr	George	Hopson	george.hopson@geemail.com	25/05/2026
Mrs	Toyah	Jones	tjones1988@geemail.com	01/06/2026
Mr	Stuart	McFarlane	s.mcfarlane@lochshoreprimary.sch.uk	02/06/2026
Mr	Stevie	Graham	steveegee@skymail.com	02/06/2026
Mrs	Astrid	Wilkinson	awilko@skymail.com	02/06/2026
Miss	Laura	Chalmers	laura.chalmers@bellsquarryhs.sch.uk	07/06/2026
Mrs	Elaine	McLeod	elaine.mcleod@castleparkcs.sch.uk	10/06/2026
Mrs	Sarah-Jane	Hampson	sarahjane4@geemail.com	18/06/2026
Mrs	Ellen	Li	ellen.li@kilbirnieconstruction.com	18/06/2026
Mrs	Priya	Wasim	priyawasim@skymail.com	30/06/2026



Criteria - No Waiver - 1C



Criteria - before July 2026 - 1C

0 0

Sort - 2S

11 records

SORTED - SURNAME ONLY

TITLE	FIRST NAME	SURNAME	E-MAIL	Date
Miss	Laura	Chalmers	laura.chalmers@bellsquarryhs.sch.uk	07/06/2026
Mr	Stevie	Graham	steveegee@skymail.com	02/06/2026
Mrs	Sarah-Jane	Hampson	sarahjane4@geemail.com	18/06/2026
Mr	George	Hopson	george.hopson@geemail.com	25/05/2026
Mrs	Toyah	Jones	tjones1988@geemail.com	01/06/2026
Mrs	Ellen	Li	ellen.li@kilbirnieconstruction.com	18/06/2026
Mr	Tom	McCabe	tom@tmccatering.co.uk	25/05/2026
Mr	Stuart	McFarlane	s.mcfarlane@lochshoreprimary.sch.uk	02/06/2026
Mrs	Elaine	McLeod	elaine.mcleod@castleparkcs.sch.uk	10/06/2026
Mrs	Priya	Wasim	priyawasim@skymail.com	30/06/2026
Mrs	Astrid	Wilkinson	awilko@skymail.com	02/06/2026



Criteria - No Waiver - 1C



Criteria - before July 2026 - 1C

0 0

Sort - 2S

11 records

TITLE	FIRST NAME	SURNAME	E-MAIL	DATE
Mrs	Caroline	Barnett	cazbarnet@geemail.com	25/05/2026
Miss	Sam	Chen	samchen77@geemail.com	25/05/2026
Miss	Amanda	Cross	mandycro55@look.co.uk	25/05/2026
Mr	George	Hopson	george.hopson@geemail.com	25/05/2026
Mr	Tom	McCabe	tom@tmcatering.co.uk	25/05/2026
Mrs	Rebecca	Paterson	becca-pat@skymail.com	25/05/2026
Mr	Cameron	Calvert	cammycalvert@geemail.com	27/05/2026
Mrs	Niamh	Cooper	coopniamh01@look.com	27/05/2026
Miss	Rachel	Dyer	rach-dyer@look.com	27/05/2026
Mr	Ben	Humble	ben-humble@geemail.com	29/05/2026
Miss	Nancy	Zhao	nancyzee@look.com	29/05/2026
Mrs	Toyah	Jones	tjones1988@geemail.com	01/06/2026
Miss	Jenna	Oulton	jenna.oulton@geemail.com	01/06/2026
Mrs	Hannah	Waters	hwaters123@geemail.com	01/06/2026
Mr	Stevie	Graham	steveegee@skymail.com	02/06/2026
Mr	Stuart	McFarlane	s.mcfarlane@lochshoreprimary.sch.uk	02/06/2026
Miss	Heidi	Stewart	h.stewart@skymail.com	02/06/2026
Mrs	Heather	Stewart	heatherdbstewart@geemail.com	02/06/2026
Mrs	Astrid	Wilkinson	awilko@skymail.com	02/06/2026
Mr	Fraser	Johnson	frazjohnson@geemail.com	04/06/2026
Mr	Shane	Lindsay	slindsay@slmarketing.co.uk	04/06/2026
Mr	Phil	Thomson	pjthomson@look.co.uk	05/06/2026
Miss	Laura	Chalmers	laura.chalmers@bellsquarryhs.sch.uk	07/06/2026
Mrs	Hannah	Dale	hannah.dale76@geemail.com	07/06/2026
Mrs	Helen	Kay	h3l3nkay@geemail.com	07/06/2026
Miss	Sinead	McAleese	sineadmc@geemail.com	07/06/2026
Ms	Shayna	Stark	shayna_stark@look.co.uk	07/06/2026
Miss	Hope	Wilson	hope-j-wilson2007@geemail.com	08/06/2026
Mrs	Elaine	McLeod	elaine.mcleod@castleparkcs.sch.uk	10/06/2026
Mr	Callan	McIntyre	callanmac20@look.co.uk	15/06/2026
Ms	Amy	Dean	clublwyg@look.co.uk	18/06/2026
Mrs	Sarah-Jane	Hampson	sarahjane4@geemail.com	18/06/2026
Mrs	Ellen	Li	ellen.li@kilbirnieconstruction.com	18/06/2026
Mr	Ollie	Ghuri	oliverghouri99@geemail.com	19/06/2026
Mr	Liam	Mackinnon	liammackinnon7@look.com	20/06/2026
Mrs	Belinda	Wisbey	b.wisbey@brookfieldprimary.sch.uk	20/06/2026
Mrs	Priya	Wasim	priyawasim@skymail.com	30/06/2026
Mr	Peter	Sherman	sherman.pete@skymail.com	01/07/2026
Mrs	Christie	Carroll	christie.carroll@carrollpublishing.co.uk	03/07/2026
Mr	Pat	Milne	patrickm@geemail.com	18/07/2026
Mr	Nikita	Boyko	nikitaboyko84@skymail.com	03/08/2026

0

Criteria - No Waiver - 1C

0

Criteria - Before July 2026 - 1C

✓2

Sort - 2S

QUERY RESULTS IF PRINTING 1(c) AFTER COMPLETING 1(d)

OP - ALL OTHER MARKS AVAILABLE

4 records

TITLE	FIRST NAME	SURNAME	E-MAIL	DATE
Miss	Laura	Chalmers	laura.chalmers@bellsquarryhs.sch.uk	07/06/2026
Mrs	Elaine	McLeod	elaine.mcleod@castleparkcs.sch.uk	10/06/2026
Mrs	Sarah-Jane	Hampson	sarahjane4@geemail.com	18/06/2026
Mrs	Ellen	Li	ellen.li@kilbirnieconstruction.com	18/06/2026



Criteria - No Waiver - 1C



Criteria - Before July 2026 - 1C



Sort - 2S

QUERY RESULTS IF ONLY APPLYING THE NO WAIVER COMPLETED CRITERIA

12 records

TITLE	FIRST NAME	SURNAME	E-MAIL	DATE
Mr	George	Hopson	george.hopson@geemail.com	25/05/2026
Mr	Tom	McCabe	tom@tmcatering.co.uk	25/05/2026
Mrs	Toyah	Jones	tjones1988@geemail.com	01/06/2026
Mr	Stevie	Graham	steveegee@skymail.com	02/06/2026
Mr	Stuart	McFarlane	s.mcfarlane@lochshoreprimary.sch.uk	02/06/2026
Mrs	Astrid	Wilkinson	awilko@skymail.com	02/06/2026
Miss	Laura	Chalmers	laura.chalmers@bellsquarryhs.sch.uk	07/06/2026
Mrs	Elaine	McLeod	elaine.mcleod@castleparkcs.sch.uk	10/06/2026
Mrs	Sarah-Jane	Hampson	sarahjane4@geemail.com	18/06/2026
Mrs	Ellen	Li	ellen.li@kilbirnieconstruction.com	18/06/2026
Mrs	Priya	Wasim	priyawasim@skymail.com	30/06/2026
Mr	Nikita	Boyko	nikitaboyko84@skymail.com	03/08/2026



Criteria - No Waiver - 1C

0

Criteria - Before July 2026 - 1C



Sort - 2S

QUERY RESULTS IF DATE CRITERIA IS BEFORE 1 JUNE 2026 AND NO WAIVER COMPLETED

2 records

TITLE	FIRST NAME	SURNAME	E-MAIL	DATE
Mr	George	Hopson	george.hopson@geemail.com	25/05/2026
Mr	Tom	McCabe	tom@tmcatering.co.uk	25/05/2026



Criteria - No Waiver - 1C

0

Criteria - Before July 2026 - 1C

0

Sort - 2S

QUERY RESULTS IF ONLY APPLYING THE BEFORE JULY 2026 CRITERIA

37 records

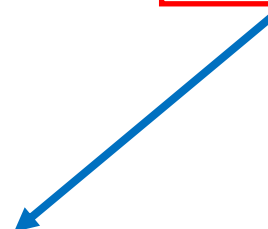
TITLE	FIRST NAME	SURNAME	E-MAIL	DATE
Mrs	Caroline	Barnett	cazbarnet@geemail.com	25/05/2026
Miss	Sam	Chen	samchen77@geemail.com	25/05/2026
Miss	Amanda	Cross	mandycro55@look.co.uk	25/05/2026
Mr	George	Hopson	george.hopson@geemail.com	25/05/2026
Mr	Tom	McCabe	tom@tmcatering.co.uk	25/05/2026
Mrs	Rebecca	Paterson	becca-pat@skymail.com	25/05/2026
Mr	Cameron	Calvert	cammycalvert@geemail.com	27/05/2026
Mrs	Niamh	Cooper	coopniamh01@look.com	27/05/2026
Miss	Rachel	Dyer	rach-dyer@look.com	27/05/2026
Mr	Ben	Humble	ben-humble@geemail.com	29/05/2026
Miss	Nancy	Zhao	nancyzee@look.com	29/05/2026
Mrs	Toyah	Jones	tjones1988@geemail.com	01/06/2026
Miss	Jenna	Oulton	jenna.oulton@geemail.com	01/06/2026
Mrs	Hannah	Waters	hwaters123@geemail.com	01/06/2026
Mr	Stevie	Graham	steveegee@skymail.com	02/06/2026
Mr	Stuart	McFarlane	s.mcfarlane@lochshoreprimary.sch.uk	02/06/2026
Miss	Heidi	Stewart	h.stewart@skymail.com	02/06/2026
Mrs	Heather	Stewart	heatherdbstewart@geemail.com	02/06/2026
Mrs	Astrid	Wilkinson	awilko@skymail.com	02/06/2026
Mr	Fraser	Johnson	frazjohnson@geemail.com	04/06/2026
Mr	Shane	Lindsay	slindsay@slmarketing.co.uk	04/06/2026
Mr	Phil	Thomson	pjthomson@look.co.uk	05/06/2026
Miss	Laura	Chalmers	laura.chalmers@bellsquarryhs.sch.uk	07/06/2026
Mrs	Hannah	Dale	hannah.dale76@geemail.com	07/06/2026
Mrs	Helen	Kay	h3l3nkay@geemail.com	07/06/2026
Miss	Sinead	McAleese	sineadm@geemail.com	07/06/2026
Ms	Shayna	Stark	shayna_stark@look.co.uk	07/06/2026
Miss	Hope	Wilson	hope-j-wilson2007@geemail.com	08/06/2026
Mrs	Elaine	McLeod	elaine.mcleod@castleparkcs.sch.uk	10/06/2026
Mr	Callan	McIntyre	callanmac20@look.co.uk	15/06/2026
Ms	Amy	Dean	clublwyg@look.co.uk	18/06/2026
Mrs	Sarah-Jane	Hampson	sarahjane4@geemail.com	18/06/2026
Mrs	Ellen	Li	ellen.li@kilbirnieconstruction.com	18/06/2026
Mr	Ollie	Ghuri	oliverghouri99@geemail.com	19/06/2026
Mr	Liam	Mackinnon	liammackinnon7@look.com	20/06/2026
Mrs	Belinda	Wisbey	b.wisbey@brookfieldprimary.sch.uk	20/06/2026
Mrs	Priya	Wasim	priyawasim@skymail.com	30/06/2026

0 Criteria - No waiver - 1C ✓1 Criteria - Before July 2026 - 1C ✓2 Sort - 2S

Question 1(d)

40 records

BOOKING REF	DATE	TIME	WAIVER COMPLETED
LWS247	25/05/2026	10:00	Yes
LWS232	02/06/2026	17:00	Yes
LWS249	19/06/2026	11:00	Yes
LWS262	01/06/2026	12:00	Yes
LWS234	01/07/2026	11:00	Yes
LWS235	01/06/2026	14:00	Yes
LWS238	25/05/2026	10:00	Yes
LWS253	02/06/2026	14:00	Yes
LWS251	25/05/2026	13:00	Yes
LWS261	05/06/2026	14:00	Yes
LWS263	25/05/2026	10:00	Yes
LWS230	25/05/2026	10:00	Yes
LWS245	20/06/2026	15:00	Yes
LWS257	02/06/2026	12:00	Yes
LWS236	07/06/2026	10:00	Yes
LWS242	07/06/2026	15:00	Yes
LWS243	29/05/2026	13:00	Yes
LWS244	01/06/2026	12:00	Yes
LWS256	30/06/2026	12:00	Yes
LWS252	29/05/2026	10:00	Yes
LWS246	27/05/2026	14:00	Yes
LWS240	27/05/2026	18:00	Yes
LWS269	04/06/2026	12:00	Yes
LWS265	15/06/2026	10:00	Yes
LWS267	08/06/2026	16:00	Yes
LWS250	25/05/2026	13:00	Yes
LWS248	02/06/2026	14:00	Yes
LWS266	07/06/2026	10:00	Yes
LWS259	27/05/2026	11:00	Yes
LWS241	04/06/2026	14:00	Yes
LWS255	07/06/2026	12:00	Yes
LWS268	03/07/2026	10:00	Yes
LWS233	18/07/2026	17:00	Yes
LWS260	20/06/2026	10:00	Yes
LWS258	02/06/2026	10:00	Yes
LWS237	18/06/2026	10:00	Yes
LWS264	18/06/2026	12:00	No
LWS254	18/06/2026	14:00	No
LWS231	07/06/2026	13:00	No
LWS270	10/06/2026	10:00	No

✓₁Delete Record
LWS239- 1D✓₁

Update - 1U

✓₁

Sort - 1S

✓₁

Print - 1P

	Marks
Delete Record (Booking Ref - LWS239, Date - 03/08/2026)	1D
Update Waiver Field (highlighted records)	1U
Sort - completed waivers first	1S
Printout of Bookings table showing specific fields - Booking Ref, Date, Time and Waiver Completed	1P
TOTAL	4

Question 1(d)
DNA 1P if: • other fields are included • table is printed on more than one page • any field is truncated • candidate name is included in the table
Accept screenshot.
Accept printed as a report - DNA 1P if keyboarding errors in heading.
Accept records in any order as long as the 4 incomplete waivers are the last 4.
DNA 1D if there are not 40 records.
DNA 1D if there is a blank row or booking ref LWS239 record is not fully deleted.

Question 2(a) (value view)

LOCHWINNOCH WATERSPORTS			
INVOICE			
CUSTOMER NAME	Tarn Enterprises		
ACTIVITY	PRICE PER PERSON	NO OF PEOPLE	TOTAL COST
Aquapark	£20.00	9	£180.00
Aquaropes	£22.00	11	£242.00
Kayaking	£30.00	4	£120.00
Paddleboarding	£30.00	6	£180.00
Ringos	£15.00	20	£300.00
Wakeboarding	£30.00	5	£150.00
Windsurfing	£30.00	5	£150.00
TOTAL ACTIVITY COST			£1,322.00
Buffet Lunch	£5.50	20	£110.00
OVERALL COST			£1,432.00
LESS Discount Amount			£71.60
SUB TOTAL			£1,360.40
ADD VAT Amount			£272.08
TOTAL OVERALL COST			£1,632.48
LESS Deposit Paid			£250.00
BALANCE TO PAY			£1,382.48
VAT	20%		

✓₁ Merge and Centre rows 1 and 2 - 1M

✓₁ Sort - 1S

✓₁ Keyboarding - 1K

✓₁ Border - 1B

✓₁ Footer - 1Ft

Invoice to be paid in full on arrival.

	Marks
Merge and centre A1 - D1 and A2 - D2	1M
Sort activities into alphabetical order	1S
Keyboarding of customer name and number of people - all accurate and in correct	1K
Border Balance to Pay amount	1B
Footer inserted and accurate	1Ft
TOTAL	5

Question 2(a) (value view)
DNA 1M if rows 1 and 2 are not merged separately.
Accept Tarn Enterprises in initial or block capitals.
Accept footer left, centre or right aligned and in sentence case or block capitals.
DNA 1S if there is anything wrong with the sort eg extra rows or keyboarding in activities.
DNA 1K if number of people for buffet lunch is omitted.
DNA 1P in 2(b) formula view if the candidate details are on the same line or above the footer.

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Question 2(a) (formula view)

	A	B	C	D
1	LOCHWINNOCH WATERSPORTS			
2	INVOICE			
3				
4	CUSTOMER NAME	Tarn Enterprises		
5		Formula B8 - 1F		
6				
7	ACTIVITY	PRICE PER PERSON	NO OF PEOPLE	TOTAL COST
8	Aquapark	=PRICES!B4 ✓ ₁	9	=B8*C8 ✓ ₁
9	Aquaropes	=PRICES!B5	11	=B9*C9
10	Kayaking	=PRICES!B6	4	=B10*C10
11	Paddleboarding	=PRICES!B7	6	=B11*C11
12	Ringos	=PRICES!B8	20	=B12*C12
13	Wakeboarding	=PRICES!B9	5	=B13*C13 ✓ ₁
14	Windsurfing	=PRICES!B10	5	=B14*C14 ✓ ₁
15	TOTAL ACTIVITY COST			=SUM(D8:D14) ✓ ₁
16				
17	Buffet Lunch	5.5	20	=B17*C17
18				
19	OVERALL COST	Formula D19 and D23 - 1F ✓ ₁		=D15+D17
20	LESS Discount Amount			=IF(D19>1000,D19*5%,D19*2%) ✓ ₂
21	SUB TOTAL			=D19-D20
22	ADD VAT Amount	Named cell D22- 1N ✓ ₁		=D21*VAT
23	TOTAL OVERALL COST			=D21+D22
24	LESS Deposit Paid			250
25	BALANCE TO PAY			=D23-D24 ✓ ₁
26				
27				
28	VAT	0.2		

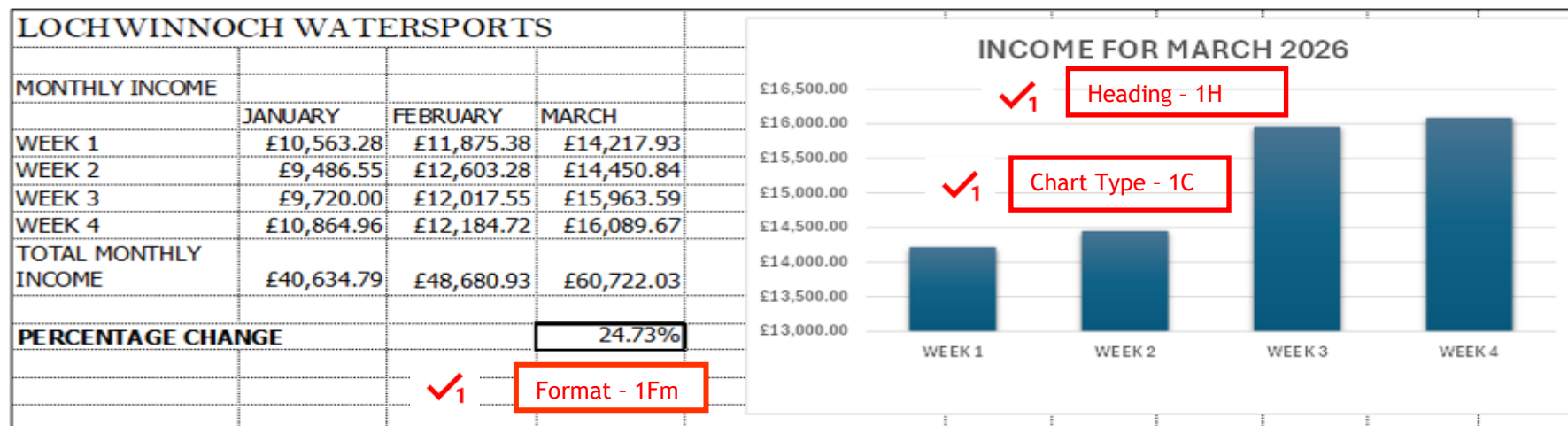
Invoice to be paid in full on arrival.

	A	D	
19	OVERALL COST	=D15+D17 ✓ ₁	Formula D19 and D23 - 1F
20	LESS Discount Amount	=IF(D19>1000,D19*5%,D19*2%) ✓ ₂	IF Statement - 2F
21	SUB TOTAL	=D19-D20 ✓ ₁	Formula D22 - 1F
22	ADD VAT Amount	=D21*VAT ✓ ₁	Named Cell D22 - 1F
23	TOTAL OVERALL COST	=D21+D22 ✓ ₁	Formula D21 and D25 - 1F
24	LESS Deposit Paid	250	
25	BALANCE TO PAY	=D23-D24	
26			
27			
28	VAT		
29			

	Marks
Price per Person - B8	1F
Total Cost - D8	1F
Replication - Columns B and D	1R
Total Activity Cost - D15	1F
Overall Cost AND Total Overall Cost - D19 and D23	1F
Discount Amount D20 - all or nothing	2F
Sub Total AND Balance to Pay - D21 and D25	1F
Named cell - VAT - D22	1N
VAT formula - D22	1F
TOTAL	10

Question 2a (formula view)
DNA 1R if replication is incorrect over columns B and D.
DNA formula mark(s) if formula is truncated.
If there is a space before the number in the IF statement marks can be awarded.
DNA 1F in cell D15 if the SUM function is not used.
DNA 1F max for using SUM function when it isn't required (multiplication/division/subtraction/adding of 2 numbers using +) - across both worksheets.
DNA 1P if formula in D17 has been changed. The formula in D17 was already entered on spreadsheet and is not included in the formula marks.
DNA 1N if: - named cell is not used in VAT calculation - cell is not named VAT - accept vat/Vat
Accept 0.2 or correct cell reference if VAT is not named.
If value view is not included 1M, 1S, 1B, 1Ft and 1K can be awarded on formulae view, but DNA 1FM and 1P in Q2(b).

Question 2(b) (value view)



	Marks
Format cells appropriately	1Fm
Heading - accurate 'Income for March 2026'	1H
Chart type - bar or column	1C
Data - correct data shown	1D
TOTAL	4

Question 2b (value view)
DNA 1Fm if percentage change is not formatted to % and 2 decimal places. Check formatting of currency in 2(a), must be consistent throughout.
DNA 1H if year omitted. Accept chart heading in block or initial caps.
DNA 1C if any other type of graph has been used.
DNA 1D if: - there is an empty column before week 1 - data for January and/or February are included - legends/axis don't make sense or have keyboarding errors

Question 2(b) (formula view)

	A	B	C	D
1	LOCHWINNOCH WATERSPORTS			
2				
3	MONTHLY INCOME			
4		JANUARY	FEBRUARY	MARCH
5	WEEK 1	10563.28	11875.38	14217.93
6	WEEK 2	9486.55	12603.28	14450.84
7	WEEK 3	9720	12017.55	15963.59
8	WEEK 4	10864.96	12184.72	16089.67
9	TOTAL MONTHLY INCOME	=SUM(B5:B8)	=SUM(C5:C8)	=SUM(D5:D8)
10				
11	PERCENTAGE CHANGE			=(D9-C9)/C9

✓₂ Formula - 2F

✓₁ Print - 1P

	Marks
% change formula - all or nothing	2F
Printouts - no data in shaded cells and each on one page: 2(a) Value - portrait with gridlines Formula - landscape with gridlines and row/column headings 2(b) Value - landscape with gridlines and with bar chart Formula - landscape with gridlines and row/column headings - (accept with/without chart)	1P
TOTAL	3

Question 2b (formula view)

DNA 1P if:

- any text is truncated in either value view
- the chart in 2(b) covers any text
- there are extra rows
- the text is in the footer on value view but in the header on the formula view
- footer is not on both the value view and formula view
- if chart is on a separate sheet from value view
- if chart axis info is illegible on the value view

If candidate has no chart then 1P can still be awarded.

Question 3

Outline 3 features of good file management.

1.	Ensure only necessary documents are saved	✓ ₁
2.	Back up files/have back up procedures	✓ ₁
3.	Avoid overfilling folders	✓ ₁
4.	Create/have/make/use appropriate/relevant named files/folders (naming)	
5.	Save files into folders/have a folder for each topic (saving)	
6.	Archiving old/dead files	
7.	Password protecting files/folders/updating passwords on files/folders	
8.	Set up/reset device passwords	
9.	Set access rights	
10.	Use version numbers	
11.	Install/update anti-virus software	
12.	Use shortcuts/quick access for files/folders	
13.	Ensure paper files are signed in and out	
14.	Delete old/unused/dead files/files after use	
15.	Shred old/dead files	
16.	Make files read only	
17.	Update firewall	
18.	Keep files/folders in (alphabetical) order/organised/sorted	
19.	Keep files in a locked area	
20.	Keep files secure/safe (only if specific methods aren't given)	
21.	Don't have duplicated files	

Question 3 - must be an outline, more than identify
Candidates must outline a feature of file management, not an advantage of good file management.
Accept 3 features of electronic, manual or a mixture of both. However, if repetition, DNA 1T each time.
DNA lock files.
DNA create named files or folders.
DNA Storing correct information.
DNA Avoid using unreliable websites.

Describe 3 ways an organisation can ensure the security of property/equipment.

1.	Install/have CCTV/cameras to video areas/deter intruders/monitor areas.	✓ ₁
2.	Install/use/have locks/shutters/key cards on doors/windows/to prevent unauthorised access.	✓ ₁
3.	Employ security staff/guards/receptionist at doors/to deter intruders/stop equipment being stolen.	✓ ₁
4.	Provide ID/badge to staff/visitors/uniforms/give authorisation to being in the building.	
5.	Have a sign in/sign out book for staff/visitors/to know who is in the building.	
6.	Install/have an alarm on doors/windows/which will activate if someone enters the building.	
7.	Ensure equipment is locked away when not in use/to prevent theft.	
8.	Security mark equipment with UV pens/etching/tags/so the owner can be easily identified/equipment can be tracked. /Security tag equipment.	
9.	Maintain an inventory/note/list of equipment.	
10.	Provide lockers for staff/customers/to keep belongings safe.	
11.	Zip tie/lock/secure/chain/bolt equipment to desk.	

Question 3 - must be a description, more than an outline	
DNA use a UV pen on its own.	
DNA installing locks on building.	
DNA invisible pen.	
DNA security on its own must have security staff/security guard.	
DNA security mark equipment on its own.	
DNA install security systems eg CCTV unless a description of CCTV is given.	
DNA make sure property is safe.	
DNA security in and out of the building.	

Explain 3 consequences of poor customer service to an organisation.

Poor/bad reputation	- customers will not recommend to friends and family - difficult to attract new customers	✓ ₁
Negative/bad reviews/publicity	- difficult to attract new customers - damages reputation - reduces sales/profits/market share	✓ ₁
Reduced customer loyalty	- reduced sales/profits/market share - more difficult to predict sales - poor reputation - bad publicity	✓ ₁
Increased Complaints	- staff more stressed/less motivated - higher staff turnover - increased costs - poorer reputation - bad reviews/publicity	
Reduced Sales/Profits	- less money to invest in business - less competitive - have to let staff go - may go out of business	
Demotivated Staff	- high absenteeism - irregular workforce - higher staff turnover - loss of customers - poor work environment - makes business difficult to run	
Reduced number of customers/market share	- reduces profits - less competitive - less money to invest in business - have to let staff go - may go out of business	
Dissatisfied customers	- less likely to recommend to others - leave negative reviews - reduces customer loyalty - reduces sales/profits - reduces customer number/market share	
Loss of competitive edge	- poorer reputation - reduced sales/profits - more difficult to attract customers - shop at rival stores	
Increased costs/more expensive	- reduces profits - increased staff turnover/recruitment/training costs of new staff	

Question 3 – each stem and explanation must be different.
DNA customers/employees will be unhappy/has a bad experience.
Losing customers/go to competition/losing loyal customers - max 1.
Accept a response to sales/profit/income once only.
DNA examples of customer service as an explanation eg not treating customers fairly, not having a good environment or not being able to talk to customers/staff.
Accept one explanation for existing/loyal customers and one explanation for new customers.

	Marks
Features of good file management - outline	3
Methods of keeping property/equipment secure - describe	3
Consequences of poor customer service - explain	3
TOTAL	9

[END OF MARKING INSTRUCTIONS]