



National  
Qualifications

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# 2018 Administration and IT Assignment

## Higher

### Finalised Marking Instructions

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## General marking instructions for Higher Administration and IT Assignment

*This information is provided to help you understand the general principles you must apply when marking candidate responses to this assignment. 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) These general principles should be applied when marking the candidates' assignment printouts.

Candidates will be awarded marks for specific skills and knowledge and understanding in the use of different functions and features of a variety of IT applications.

### Spreadsheet – 20 marks (+/- 4 marks)

- ◆ using a range of simple, complex and advanced formulae to perform calculations and summarise information
- ◆ using a range of simple, complex and advanced functions to manipulate and analyse information

### Database – 20 marks (+/- 4 marks)

- ◆ searching and sorting information using a range of criteria
- ◆ presenting information

### Word Processing – 20 marks (+/- 4 marks)

- ◆ layout and presentation of information
- ◆ integration of information from other IT applications

### Communication – 10 marks (+/- 2 marks)

- ◆ presenting/disseminating information to different audiences

### 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 the detailed marking instructions. The over-riding principle is that a document must be 'fit-for-purpose'.

### Formulae

It is possible for candidates to use a variety of different formulae to resolve the problem and provide the information needed in the spreadsheet. Marks will be awarded where a formulae has been used that provides the correct answer, the formulae provided in the marking instructions is not the only correct answer.

**Printouts**

Candidates are clearly directed, within the instructions, as to the printing requirements. Where a printout for a task is missing, marks will be awarded on any available alternative printout.

**Keying-in**

Marks will be awarded for every block of text that is accurately keyed in. This will be for approximately every 25 words. Flags may be included where appropriate to identify where marks are awarded.

**Marking codes**

Marking codes may be provided in the marking instructions for markers to use to identify what they are awarding marks for, eg P - Print, Pr - Presentation, to help with the quality assurance of marking.

DATABASE FORM <span style="float: right;">4</span>		
Detail	Mark	Comment
Form Header Name and Island	1	Ignore a form heading - must be name of the island and the name of the B and B that are enhanced
Form Header Enhanced	1	Emboldened, font size increased etc
Correct fields	1	Name and Island Facilities, Single, Double and Family
Print Form for The Old Millhouse	1	No truncation
<b>Total</b>	<b>4</b>	
<b>Additional notes:</b>		
<p>Only fields listed otherwise lose the correct field mark</p> <p>Accept field labels beside island and B and B</p> <p>DNA print mark if form printed as a screen dump</p> <p>Ignore any extraneous heading beside the sub-form</p>		

1 The Old Millhouse      Arran      1

Additional Information

Facilities	Rooms - Single	Rooms - Double	Rooms - Family	1
Local Pub, Wifi, Bike Hire	2	3	1	
*				

Record: 1 of 1      No Filter      Search      1

## SPREADSHEET - TOTAL STAFF COSTS 9

Detail	Mark	Comment
Sort	1	Sort SS in alphabetical order of <b>Island</b> and <b>Total Cost per Tour</b> - Largest to smallest
Print	1	Fields omitted on both printouts - <b>Staff Accommodation</b> and <b>Subsistence Allowance</b>
Ferry calculation	2	HLookup - Accept named ranges and absolute cell ranges
Total Staff Wages	2	VLookup - Accept named ranges and absolute cell ranges
Multiplication	1	Accept at start or end of formulae. Award even if lookup is wrong/missing
Total Cost per Tour	1	Award for sum function only (DNA + + +)
Roundup function	1	Award for using <b>round up</b> function only
<b>Total</b>	<b>9</b>	

### Additional information

Lookups - these will work with zero instead of false  
 There has to be either zero or false at the end of the lookup

Accept **if statement** for the ferry prices if correct and visible

Some candidates may remove decimal places rather than roundup - losing the roundup mark is enough of a penalty without looking at consistency with other amounts

Total Staff Costs per Tour 2017						
Island	Tour	Days	Tour Guide	Ferry	Total Staff Wages	Total Cost per Tour
Arran	Golf Tour	4	Lynsey Garvie	£7.50	£201.60	£335.00
Arran	Arran Coastal Walk	3	Rebekha Gibson	£7.50	£151.20	£264.00
Arran	Forestry Walks	3	Karen Livingston	£7.50	£151.20	£252.00
Arran	Cycling on Arran	2	Hilary Owen	£7.50	£115.20	£203.00
Arran	Arran Villages	2	Kirsty Parrot	£7.50	£115.20	£178.00
Islay	Cycling Tour	4	Kevin McMillan	£14.50	£229.60	£405.00
Islay	Walking Tour	3	Andrew Gregson	£14.50	£172.80	£293.00
Islay	Fishing Tour	3	Archie Hamilton	£14.50	£106.80	£242.00
Islay	The Beaches of Islay	2	Stephen McKenzie	£14.50	£126.00	£216.00
Islay	Cycling Tour	2	Kevin McMillan	£14.50	£114.80	£210.00
Islay	Birdwatching Tour	2	Kate Mosten	£14.50	£100.80	£196.00
Islay	Whisky Tour	2	Sharon Davies	£14.50	£71.20	£171.00
Islay	Historic Islay	1	Lianne Cox	£14.50	£50.40	£115.00
Mull	Wildlife Tour	4	Francis O'Leary	£8.00	£201.60	£378.00
Mull	Boat Tour	3	Jacob Bowden	£8.00	£172.80	£326.00
Mull	Photography Tour	2	Tom Hilt	£8.00	£115.20	£214.00
Mull	Wildlife Tour	2	Francis O'Leary	£8.00	£100.80	£197.00
Skye	Walking on Skye	4	John Dickson	£10.00	£230.40	£363.00
Skye	Birding on Skye	3	Bruce Sharpe	£10.00	£189.30	£286.00
Skye	Boat Tour Skye	3	Sarah Wilson	£10.00	£151.20	£233.00
Skye	Photography Tour	3	Eilidh Hobson	£10.00	£106.80	£207.00
Skye	Walking on Skye	2	John Dickson	£10.00	£115.20	£202.00
Skye	Arts and Crafts on Skye	2	Alan Johnson	£10.00	£115.20	£187.00
Skye	Bus Tour	2	Mhairi Gordon	£10.00	£72.00	£138.00
Tiree	Walking Tour	3	Jenson Bamar	£19.50	£172.80	£279.00
Tiree	Arts and Crafts	2	Zipora Lee	£19.50	£126.00	£220.00
Tiree	Nature Tour	2	Raj Sharma	£19.50	£115.20	£194.00
Tiree	Star Gazing	2	Nikita Kumar	£19.50	£71.20	£155.00
Tiree	Nature Tour	1	Raj Sharma	£19.50	£57.60	£110.00
Tiree	History Tour	1	Zachary Malcomson	£19.50	£50.40	£102.00

1

1

Total Staff Costs per Tour 2017						
Island	Tour	Days	Tour Guide	Ferry	Total Staff Wages	Total Cost per Tour
Arran	Golf Tour	4	Lynsey Garvie	=HLOOKUP(A4,ferry,2,FALSE)	=VLOOKUP(D4,wages,2,FALSE)*C4	=ROUNDUP(SUM(E4:H4),0)
Arran	Arran Coastal Walk	3	Rebekha Gibson	=HLOOKUP(A5,ferry,2,FALSE)	=VLOOKUP(D5,wages,2,FALSE)*C5	=ROUNDUP(SUM(E5:H5),0)
Arran	Forestry Walks	3	Karen Livingston	=HLOOKUP(A6,ferry,2,FALSE)	=VLOOKUP(D6,wages,2,FALSE)*C6	=ROUNDUP(SUM(E6:H6),0)
Arran	Cycling on Arran	2	Hilary Owen	=HLOOKUP(A7,ferry,2,FALSE)	=VLOOKUP(D7,wages,2,FALSE)*C7	=ROUNDUP(SUM(E7:H7),0)
Arran	Arran Villages	2	Kirsty Parrot	=HLOOKUP(A8,ferry,2,FALSE)	=VLOOKUP(D8,wages,2,FALSE)*C8	=ROUNDUP(SUM(E8:H8),0)
Islay	Cycling Tour	4	Kevin McMillan	=HLOOKUP(A9,ferry,2,FALSE)	=VLOOKUP(D9,wages,2,FALSE)*C9	=ROUNDUP(SUM(E9:H9),0)
Islay	Walking Tour	3	Andrew Gregson	=HLOOKUP(A10,ferry,2,FALSE)	=VLOOKUP(D10,wages,2,FALSE)*C10	=ROUNDUP(SUM(E10:H10),0)
Islay	Fishing Tour	3	Archie Hamilton	=HLOOKUP(A11,ferry,2,FALSE)	=VLOOKUP(D11,wages,2,FALSE)*C11	=ROUNDUP(SUM(E11:H11),0)
Islay	The Beaches of Islay	2	Stephen McKenzie	=HLOOKUP(A12,ferry,2,FALSE)	=VLOOKUP(D12,wages,2,FALSE)*C12	=ROUNDUP(SUM(E12:H12),0)
Islay	Cycling Tour	2	Kevin McMillan	=HLOOKUP(A13,ferry,2,FALSE)	=VLOOKUP(D13,wages,2,FALSE)*C13	=ROUNDUP(SUM(E13:H13),0)
Islay	Birdwatching Tour	2	Kate Mosten	=HLOOKUP(A14,ferry,2,FALSE)	=VLOOKUP(D14,wages,2,FALSE)*C14	=ROUNDUP(SUM(E14:H14),0)
Islay	Whisky Tour	2	Sharon Davies	=HLOOKUP(A15,ferry,2,FALSE)	=VLOOKUP(D15,wages,2,FALSE)*C15	=ROUNDUP(SUM(E15:H15),0)
Islay	Historic Islay	1	Lianne Cox	=HLOOKUP(A16,ferry,2,FALSE)	=VLOOKUP(D16,wages,2,FALSE)*C16	=ROUNDUP(SUM(E16:H16),0)
Mull	Wildlife Tour	4	Francis O'Leary	=HLOOKUP(A17,ferry,2,FALSE)	=VLOOKUP(D17,wages,2,FALSE)*C17	=ROUNDUP(SUM(E17:H17),0)
Mull	Boat Tour	3	Jacob Bowden	=HLOOKUP(A18,ferry,2,FALSE)	=VLOOKUP(D18,wages,2,FALSE)*C18	=ROUNDUP(SUM(E18:H18),0)
Mull	Photography Tour	2	Tom Hilt	=HLOOKUP(A19,ferry,2,FALSE)	=VLOOKUP(D19,wages,2,FALSE)*C19	=ROUNDUP(SUM(E19:H19),0)
Mull	Wildlife Tour	2	Francis O'Leary	=HLOOKUP(A20,ferry,2,FALSE)	=VLOOKUP(D20,wages,2,FALSE)*C20	=ROUNDUP(SUM(E20:H20),0)
Skye	Walking on Skye	4	John Dickson	=HLOOKUP(A21,ferry,2,FALSE)	=VLOOKUP(D21,wages,2,FALSE)*C21	=ROUNDUP(SUM(E21:H21),0)
Skye	Birding on Skye	3	Bruce Sharpe	=HLOOKUP(A22,ferry,2,FALSE)	=VLOOKUP(D22,wages,2,FALSE)*C22	=ROUNDUP(SUM(E22:H22),0)
Skye	Boat Tour Skye	3	Sarah Wilson	=HLOOKUP(A23,ferry,2,FALSE)	=VLOOKUP(D23,wages,2,FALSE)*C23	=ROUNDUP(SUM(E23:H23),0)
Skye	Photography Tour	3	Eilidh Hobson	=HLOOKUP(A24,ferry,2,FALSE)	=VLOOKUP(D24,wages,2,FALSE)*C24	=ROUNDUP(SUM(E24:H24),0)
Skye	Walking on Skye	2	John Dickson	=HLOOKUP(A25,ferry,2,FALSE)	=VLOOKUP(D25,wages,2,FALSE)*C25	=ROUNDUP(SUM(E25:H25),0)
Skye	Arts and Crafts on Skye	2	Alan Johnson	=HLOOKUP(A26,ferry,2,FALSE)	=VLOOKUP(D26,wages,2,FALSE)*C26	=ROUNDUP(SUM(E26:H26),0)
Skye	Bus Tour	2	Mhairi Gordon	=HLOOKUP(A27,ferry,2,FALSE)	=VLOOKUP(D27,wages,2,FALSE)*C27	=ROUNDUP(SUM(E27:H27),0)
Tiree	Walking Tour	3	Jenson Bamar	=HLOOKUP(A28,ferry,2,FALSE)	=VLOOKUP(D28,wages,2,FALSE)*C28	=ROUNDUP(SUM(E28:H28),0)
Tiree	Arts and Crafts	2	Zipora Lee	=HLOOKUP(A29,ferry,2,FALSE)	=VLOOKUP(D29,wages,2,FALSE)*C29	=ROUNDUP(SUM(E29:H29),0)
Tiree	Nature Tour	2	Raj Sharma	=HLOOKUP(A30,ferry,2,FALSE)	=VLOOKUP(D30,wages,2,FALSE)*C30	=ROUNDUP(SUM(E30:H30),0)
Tiree	Star Gazing	2	Nikita Kumar	=HLOOKUP(A31,ferry,2,FALSE)	=VLOOKUP(D31,wages,2,FALSE)*C31	=ROUNDUP(SUM(E31:H31),0)
Tiree	Nature Tour	1	Raj Sharma	=HLOOKUP(A32,ferry,2,FALSE)	=VLOOKUP(D32,wages,2,FALSE)*C32	=ROUNDUP(SUM(E32:H32),0)
Tiree	History Tour	1	Zachary Malcomson	=HLOOKUP(A33,ferry,2,FALSE)	=VLOOKUP(D33,wages,2,FALSE)*C33	=ROUNDUP(SUM(E33:H33),0)

2

2

1

1

1

=HLOOKUP(A4,'Ferry Costs'!\$B\$2:\$F\$3,2,FALSE)

Might start in column A

=VLOOKUP(D4,'Tour Guide Wages'!\$A\$4:\$B\$29,2,FALSE)\*C4

Might be A3

# SPREADSHEET - SUMMARY SHEET 7

Detail	Mark	Comment
Total Number of Tours 2017	2	Countif - Accept named ranges and absolute cell ranges
Total of Cost of Tours 2017	2	Sumif - Accept named ranges and absolute cell ranges
Percentage change from 2016 to 2017	1	Alternative formula - =C3/D3-1 (accept this with or without brackets)  DNA if =sum(..
Comment	2	Candidates may do the nested if statement in a different order to given eg  =IF(E3>=5%,"Review Further",IF(E3>0%,"On Track", "Excellent"))  <i>Accept &gt;=0 in above formula</i>  <i>If 3 if statements plus a false then that is acceptable but there must be a 4<sup>th</sup> choice</i>
<b>Total</b>	<b>7</b>	

**Additional Information**

Complete range picked up rather than the column - accept

=SUMIF('Staff Costs'!\$A\$4:\$I\$33,A3,'Staff Costs'!\$I\$4:\$I\$33)

Values if not rounded up - <i>only thing wrong</i>
<b>Total of Cost of Tours 2017</b>
£1,229.90
£1,113.40
£1,057.80
£1,612.60
£1,843.40

Values if the staff costs not multiplied by days but rounded - so this is all correct			
Total of Cost of Tours 2017	2016 Costs	% Change from 2016 to 2017	Comment
£765.00	£1,350.98	-43.37%	Excellent
£741.00	£1,090.45	-32.05%	Excellent
£790.00	£989.98	-20.20%	Excellent
£993.00	£1,442.00	-31.14%	Excellent
£1,282.00	£1,921.30	-33.27%	Excellent

Summary					
Island	Total No of Tours 2017	Total of Cost of Tours 2017	2016 Costs	% Change from 2016 to 2017	Comment
Arran	5	£1,232.00	£1,350.98	-8.81%	Excellent
Mull	4	£1,115.00	£1,090.45	2.25%	On Track
Tiree	6	£1,060.00	£989.98	7.07%	Review Further
Skye	7	£1,616.00	£1,442.00	12.07%	Review Further
Islay	8	£1,848.00	£1,921.30	-3.82%	Excellent

Costs increased by 5% or more - Review Further

Costs increased by up to 5% - On Track

Costs decreased - Excellent

Summary					
Island	Total No of Tours 2017	Total of Cost of Tours 2017	2016 Costs	% Change from 2016 to 2017	Comment
Arran	=COUNTIF(island,A3)	=SUMIF(island,A3, costs)	1350.98	=(C3-D3)/D3	=IF(E3<0,"Excellent",IF(E3>=5%,"Review Further","On Track"))
Mull	=COUNTIF(island,A4)	=SUMIF(island,A4, costs)	1090.45	=(C4-D4)/D4	=IF(E4<0,"Excellent",IF(E4>=5%,"Review Further","On Track"))
Tiree	=COUNTIF(island,A5)	=SUMIF(island,A5, costs)	989.98	=(C5-D5)/D5	=IF(E5<0,"Excellent",IF(E5>=5%,"Review Further","On Track"))
Skye	=COUNTIF(island,A6)	=SUMIF(island,A6, costs)	1442	=(C6-D6)/D6	=IF(E6<0,"Excellent",IF(E6>=5%,"Review Further","On Track"))
Islay	=COUNTIF(island,A7)	=SUMIF(island,A7, costs)	1921.3	=(C7-D7)/D7	=IF(E7<0,"Excellent",IF(E7>=5%,"Review Further","On Track"))

2

2

1

2

=COUNTIF('Staff Costs'!\$A\$4:\$A\$33,A3)

=SUMIF('Staff Costs'!\$A\$4:\$A\$33,A3,'Staff Costs'!\$I\$4:\$I\$33)

<b>DATABASE QUERY AND REPORT</b>		<b>12</b>
<b>Detail</b>	<b>Mark</b>	<b>Comment</b>
Suitable report heading	1	Must reference - Mindfulness Escapes on Arran  Plus reference to single person/promotion depending on the new field heading.
Logo	1	Logo not truncated and anywhere in header
Search 4 or 5 star	1	
Search Arran	1	
Calculation of Promotional Price	2	
New field name	1	Appropriate based on report heading - accurate
New field format	1	Currency (with or without decimal places)
Grouping	1	By star rating
<b>Report Footer</b>		
Label	1	Must be some reference to bed and breakfast/accommodation
Count	1	6 properties (ignore count within each grouping)
Suitable layout/presentation	1	No truncation  Lose if more than the 3 fields specified are present
<b>Total</b>	<b>12</b>	
<b>Additional information</b>		
<p>If the wrong field has been totalled DNA however can award the label mark if correct in that context. Eg counted the star rating so total of '2' but the label mentions star rating.</p> <p>If the label and the total in the page footer no marks.</p>		

1

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# MINDFULNESS ESCAPES ON ARRAN

## PROMOTIONAL PRICE FOR SINGLE GUESTS



Star Rating	Name	Promotional Price
4	The Vestry	£152.00
	The Church House	£152.00
5	Avon View Bed and Breakfast	£172.00
	Dormer House Bed and Breakfast	£172.00
	Walk Guesthouse	£172.00
	Sunny View	£172.00
NUMBER OF B AND Bs	6	

1

Query on Arran

1

Query on 4 and 5 star

1

Presentation

<b>PRESENTATION</b>			<b>7</b>
<b>Detail</b>	<b>Mark</b>	<b>Comment</b>	
Logo displayed effectively on each slide	1	Accept if first slide 'footprint' is different	
Insert Plan of Activities	1		
Convert text to table (and enhance headings)	1	May be difficult to ascertain the enhancement to the top rows as the formatting of the powerpoint takes over Lose if heading row brought in (repeat) Some table layouts do not have outside border or vertical line between the 2 columns - accept as long as there are defined rows	
New Slide 2 benefits 2 techniques	1 1	These marks are only for researching and inserting the information Ignore heading on new slide	
Footer	1	Slide No on slides Name in Handout Footer (ignore if also on each slide)	
Presentation	1	<b>To a maximum of one:</b> Remove comments Any keying in errors on new slide Layout of new slide Printed in handout format Overlap of text on design layout More than one new slide	
<b>Total</b>	<b>7</b>		
<b>Additional information</b>			

# Hebridean Hikers

## New for 2018

Mindfulness on Arran

1

# Tour Objectives

We hope that you enjoy your 2 day Mindfulness break on the beautiful Isle of Arran and the following objectives are met:

- \* Relaxation and an escape from busy city lives
- \* Identify the definition of mindfulness and what practices develop mindfulness
- \* Identify benefits of the effect of mindfulness meditation

1

# Mindfulness Defined

"A mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations, used as a therapeutic technique."  
*(GoogleDefine)*

1

# Plan of Activities

Day 1	Day 2
Pick up 0800 hours	Morning walk 0830 hours with coach
Walk outdoors with coach (1 hour)	Meet after breakfast to practice techniques
Mindfulness Introduction	Feedback session
Lunch 1130-1130 hours	Lunch 1130-1130 hours
Practice techniques outdoors	Bus to west of island for walk
Reflection	Practice techniques outdoors
Toward coffee break 1500 hours	Bus to B&B 1430 hours
Bus to B&B 1600 hours	Toward coffee and reflection
Time to reflect on day learning	End of tour

1

1

# Mindfulness

<h3>Benefits</h3> <ul style="list-style-type: none"> <li>* Higher brain functioning</li> <li>* Increased immune function</li> </ul> <p>1</p>	<h3>Techniques</h3> <ul style="list-style-type: none"> <li>* Mindful breathing</li> <li>* Mindful observation</li> </ul> <p>1</p>
--	---

Candidate name

Footer 1

Presentation 1

<b>E-DIARY</b>	<b>3</b>
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Detail	Mark	Comment
Date/time	1	Friday 20 <sup>th</sup> July, 9am till 11am (can start earlier but not later)
Details	1	meeting with Jaques <b>and/or</b> Mindfulness Escape (presentation) Location - (Barntown) Council Offices
Print	1	Weekly view
<b>Total</b>	<b>3</b>	

**Additional information**

Ignore capitalisation apart from Jaques and Barntown

Mindfulness Escapes rather than Escape - accept

Only award time mark if start and finish time are present (shaded or a separate agenda layout printed)

DNA print mark to a screen shot if this is the only evidence of the task

# 16 July 2018 - 22 July 2018

July 2018							August 2018						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
						1		1	2	3	4	5	
2	3	4	5	6	7	8	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28	29	30	31		
30	31												

1

	MON	TUE	WED	THU	FRI	SAT	SUN
	16	17	18	19	20	21	22
07							
08							
09				1	Meeting with Jacques Barntown Council Offices		
10							
11						1	
12							
13							
14							
15							
16							
17							
18							

**DATABASE QUERY** **4**

Detail	Mark	Comment
Search on rooms	1	Rooms - Family >1
Search on facilities	1	*packed lunch* and *evening meal*
Open all year	1	
Print	1	fields requested only
<b>Total</b>	<b>4</b>	

**Additional information**

Address **includes** town and postcode

If Hillside missing then do not award the facilities query mark

If 11 records then not searched on greater than one for family rooms (assuming other searches are correct)

Name	Address	Town	Postcode	Island	Facilities	Family
Sunny View	17 Sheean Drive	Brodick	KA27 8DH	Arran	Packed Lunch, Map Hire, Evening Meals, Wifi	£140·00
Ellen View	Victoria Street	Tobermory	PA75 6PH	Mull	Local Pub, Map Hire, Packed Lunch, Evening Meals	£95·00
Hillside Bed and Breakfast	12 Colbost	Dunvegan	IV55 8ZT	Skye	Local Supermarket, Evening Meals, Packed Lunch	£95·00
Stein Cottage	5 Bay	Waternish	IV55 8GF	Skye	Packed Lunch, Bike Hire, Local Pub, Wifi, Satellite TV, Evening Meals	£140·00
Bow Tree Bed and Breakfast	Shore Street	Bowmore	PA43 7LB	Islay	Packed Lunch, Evening Meals, Wifi, Satellite TV, Local Supermarket	£140·00

1

1

Open all year 1

Print 1

REPORT		19
Detail	Mark	Comment
Front Page Separate page Title Company name Logo Border Enhanced	3	Lose one mark each time to a maximum of 3
Search and replace	1	Replace the word 'retreat' for 'escape' (4 occurrences)
Insert Benefits	1	Copied from presentation (ignore errors) May extract from sentence to show as a list
Bullet points	1	
Insert Customer Reviews	2	Information in speech bubbles (lose 1 if text truncated - max 1) accept with or without " " DNA 2 if no bubble/shape DNA 2 if not the information given Person's name may or may not be in handwriting font Either within or outwith the bubble
Handwriting font	1	
Keying in	2	1 mark per flagged section (46 words in total) This includes keyboarding in the footer (including extraneous punctuation)
Footer	1	Page 2, left side Hebridean Hikers Page 3, right side, Making the Most of Our Beautiful Land  This is only for the correct placement (on pages 2 and 3 only)
Footnote	1	Marker (end of first sentence or after heading) and accurate text in the footnote

**REPORT** **19**

Detail	Mark	Comment
Final Page - form Heading	1	
Customer name/e-mail and referred friend name/e-mail	1	
Introductory sentence to refer a friend	1	
Tick box with appropriate comment	1	
Landscape	1	
Presentation	1	<b>To a maximum of one:</b> Line spacing Page breaks Consistent font Bullet indentation Spacing in form Bubble shape clipped
<b>Total</b>	<b>19</b>	

**Additional information**

# Customer Information



## Hebridean Hikers



## Message from Managing Director

As holidays in the UK and outdoors have become more popular we are continually improving our services to meet the evolving needs of our clients. This brochure aims to summarise some recent achievements and developments and as a reward for your continued custom we have included a voucher for any friend referrals. If your recommendation leads to a booking you will receive a 25% reduction on your next holiday with us.

## Our New Mindfulness **Escape** 1

Following the success of our new Mindfulness **Escape** on Arran we are looking to expand across 2 more Islands: Skye and Islay.

### Benefits of Mindfulness

- 1 • It lets us get to know our true selves
- It could help people with arthritis better handle stress 1

### Customer Feedback

Rav from Eglintown

"I fully enjoyed this mindfulness escape and it has allowed me to identify ways to reduce my stress. I have embraced the techniques and am using these as often as possible."

Jayne from Carlisle

"I had a wonderful experience while partaking in this escape from Hebridean Hikers. I have read extensively into the ideas of Mindfulness but there is nothing better than putting ideas into practice."

2

1

Alistair from Wemyss Bay

"What a wonderful experience. I have been struggling with juggling pressures from home and work and feel now that thanks to this course I am in control again. I would definitely recommend this to others."

1

Hebridean Hikers

## Awards

We are delighted to have gained recognition for our efforts for Eco Tourism<sup>1</sup>. Some examples of areas we are developing include:

- Encouraging bed and breakfast owners to use locally sourced ingredients
- Providing advice and information to customers on how they can limit their impact on the environment during their stay
- Enabling customers to leave their car at home by offering transfers from ferries
- Reducing over laundering of linen for guests staying more than one night

## Refurbishments

Walk Guesthouse on Arran - now including Wifi, Satellite TV and upgraded bedrooms. 2

Dormer House Bed and Breakfast on Arran - now with the added benefit of a sauna and outdoor hot tub as well as upgraded bedrooms.

## New for 2018

Look out for our new experiences which include:

- Healthy Cookery Breaks
- Survival Training

## Refer a Friend Promotion

If you have had a great time with Hebridean Hikers why not take advantage of our 'Refer a Friend Promotion' and earn yourself and your friend a discount of 25% on your next booking? Simply complete the form on the back of this booklet with your name and e-mail address and pass it to your chosen friend to add their details and post to us, or scan and e-mail the completed form to [customerservice@hebrideanhikers.co.uk](mailto:customerservice@hebrideanhikers.co.uk).

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<sup>1</sup> [www.ecotourism.org/awards](http://www.ecotourism.org/awards) 1

# Customer referral form

1

1

Customer name	
E-mail address	

Now that you have enjoyed your Hebridean Hiker break why don't you recommend a friend to try out one of our breaks?

1

Name of referred friend	
E-mail address	

Please tick this box if you are willing to receive advertising materials from us	<input type="checkbox"/>	1
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Landscape

1

Overall presentation

1

<b>PIVOT TABLE</b>			<b>5</b>
<b>Detail</b>	<b>Mark</b>	<b>Comment</b>	
Layout - headings	1	Do not award default column headings	
Filter on Arran	1	May not be at the top of the pivot table - some layouts have it below the headings	
Amount Due by Property	1		
Breakdown by Month	1		
Format to currency	1		
<b>Total</b>	<b>5</b>		
<b>Additional information:</b>			
Has to show the total for each B and B - some layouts do not meet this criteria.			

Island	Arran	1		
Amount due				1
Accommodation	October	November	December	Grand Total
Avon View Bed and Breakfast		£1,100	£200	£1,300
Chalet Bed and Breakfast	£135	£225		£360
Cozy Glen	£110	£130		£240
Dormer House Bed and Breakfast		£330		£330
Sea View	£90		£325	£415
Sunny View		£220	£410	£630
The Avon Guest House		£195	£275	£470
The Church House	£150			£150
The Vestry			£375	£375
Walk Guest House		£330		£330
<b>Grand Total</b>	<b>£485</b>	<b>£2,530</b>	<b>£1,585</b>	<b>£4,600</b>

£

1

[END OF MARKING INSTRUCTIONS]