



Higher  
Coursework  
Assessment Task



# 2020 Administration and IT Assignment

## Higher

## Marking Instructions

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

Please note, as we were not able to carry out live marking in 2020, these marking instructions are not presented in a final state and have not been referenced against candidate responses.



# General marking principles

Always apply these general principles. Use them in conjunction with the specific marking instructions, which identify the key features required in candidates' responses.

- a Always use positive marking. This means candidates accumulate marks for the demonstration of relevant skills, knowledge and understanding; marks are not deducted for errors or omissions.
- b If a candidate response does not seem to be covered by either the principles or specific marking instructions, and you are uncertain how to assess it, you must seek guidance from your team leader.
- c Candidates gain marks for specific skills, knowledge and understanding. Award marks for using different functions and features of a variety of IT applications in the following areas:

## **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

## **d 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 specific Marking Instructions. The over-riding principle is that a document must be 'fit-for-purpose'.

## **e 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.

## **f 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.

- g **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.
- h **Marking codes**  
Marking codes may be provided in the marking instructions for markers to use to identify what they are awarding marks for, for example F - formula, L - layout, to help with the quality assurance of marking.

# Specific marking instructions

## Task 1 – E-diary

Detail	Marks	Comment
Date and time	1	Tuesday 11 August, all day
Detail and location	1	'Food Festival final catch up' / Boardroom
Printed in weekly view	1	5 or 7 day view
<b>Total</b>	<b>3</b>	

Today < > 10 - 14 August 2020					Glasgow, Scotland ☀ Today 64°F / 52°F ☁ Tomorrow 61°F / 54°F ☁ Wednesday 60°F / 55°F 📅 Work Week ▾				
Monday	Tuesday	Wednesday	Thursday	Friday					
10	11	12	13	14					
	Food Festival - final meeting, Boardroom								
08:00									
09:00									
10:00									
11:00									
12:00									
13:00									
14:00									
15:00									
16:00									
17:00									
18:00									
19:00									
20:00									
21:00									
22:00									

## Task 2 – Letter to Exhibitors

Detail	Marks	Comment
Letterhead	1	
Reference and date	1	
Keying-in	2	(55 words)
Insert Site Plan in landscape orientation	1	
Insert footer	1	On pages 1 and 3
Complimentary close	1	Accept faithfully or sincerely
Name of signatory and designation	1	
<u>Friend or Family Ticket</u>		
Portrait orientation	1	
Border	1	
Compulsory text - heading	1	
Saturday or Sunday with tick boxes	1	With tick boxes and text
Space for e-mail and appropriate text	1	
QR code included in top right	1	
Effectively presented	1	
Presentation	1	Must include Encs
<b>Total</b>	<b>16</b>	

Taste the Best  
1 Calder Court  
Linlithgow  
EH49 1EA

01506458895

Customerservice@tastethebest.co.uk

LW/Candidate Initials

Date

Dear Exhibitor

Thank you for joining us at the Taste the Best Food Festival - we hope that you find it both enjoyable and lucrative!

Over the course of the weekend, you will have the opportunity to promote your business among like-minded artisan producers. A large number of potential customers will be attending with one thing in mind - finding out more about the fantastic foods and drinks we have to offer in Scotland today.

Throughout the weekend, our team of events staff will be on hand to help you and your business run a smooth weekend of promotion and trading. They will be available on site from 8 am on Saturday morning to help you find your plot and answer any questions you may have.

Please find enclosed the site plan, including emergency exits and key amenities.

We would ask that a representative of your business attends an emergency procedures briefing at 9 am - this is compulsory.

In addition you will find enclosed a ticket that can be completed by a friend or family member for complimentary entry to the event.

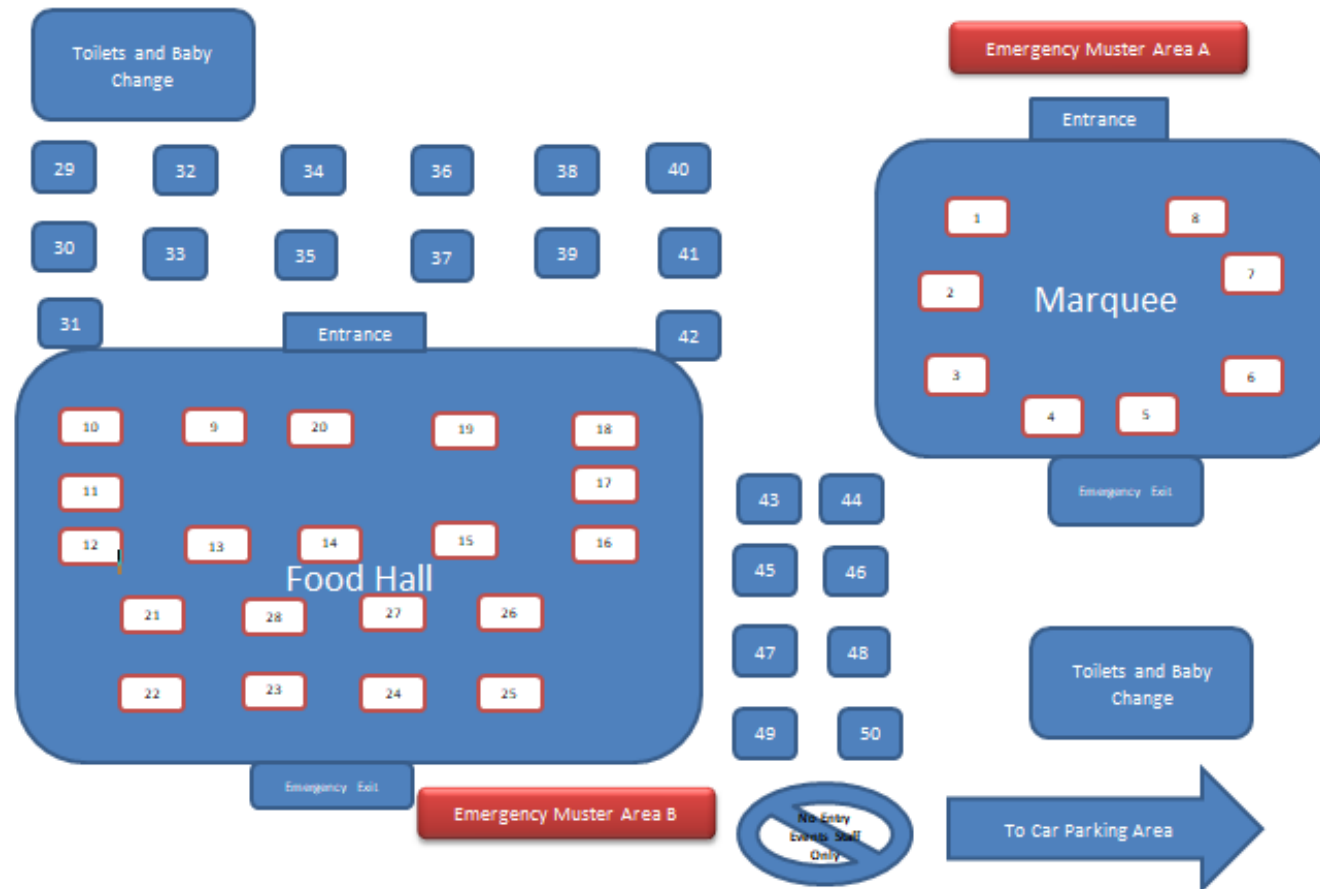
Yours faithfully

Lucy Wallis  
Events Planning Manager

Encs

[www.tastethebest.co.uk](http://www.tastethebest.co.uk)

Taste the Best Food Festival – Exhibitor Site Plan





# Taste the Best Food Festival

## Complimentary Friend or Family Ticket

Please tick the day you wish to use this pass:

Saturday ☐

Sunday ☐

Please leave us your e-mail address to receive updates about future events:

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[www.tastethebest.co.uk](http://www.tastethebest.co.uk)



### Task 3 – Database Query

Detail	Marks	Comment
Not booked	1	
Indoors	1	Marquee or Food Hall
<=400	1	
Refrigeration and extra wide display	1	Amenities Field
Print requested fields	1	
<b>Total</b>	<b>5</b>	

PLOT NUMBER	AREA	PLOT COST	AMENITIES
2	Marquee	£275.00	Power Supply, Refrigeration Access, Extra Wide Display
12	Food Hall	£400.00	Power Supply, Refrigeration Access, Extra Wide Display
28	Food Hall	£400.00	Power Supply, Refrigeration Access, Extra Wide Display

#### Task 4 – Aggregate Query

Detail	Marks	Comment
Grouping on Area	1	
Number of plots per area	2	
Potential income per area	2	
Appropriate headings	1	
<b>Total</b>	<b>6</b>	

AREA	NO OF PLOTS	POTENTIAL INCOME
Food Hall	20	£8,275.00
Marquee	8	£2,080.00
Outdoor	22	£4,725.00

## Task 5 – Staffing Costs Spreadsheet

Detail	Marks	Comment
Hourly Rate (Hlookup)	2	
Total Hours (Vlookup)	2	
Wages Due	2	1 mark for multiplication, 1 mark for deduction
Totals	1	SUM
Sort	1	All or nothing
<b>Total</b>	<b>8</b>	

## Taste the Best Food Festival Staff Costs

NAME	EMPLOYEE ID	GRADE	HOURLY RATE	TOTAL HOURS	TAKE HOME PAY
Katy Allen	137	4	£9.85	14	£126.87
Jasmine Mahajan	136	4	£9.85	20	£181.24
Pamela Corden	132	4	£9.85	14	£126.87
Arman Ali	121	4	£9.85	14	£126.87
Arnold Wong	111	4	£9.85	20	£181.24
Jamie Hunter	107	4	£9.85	20	£181.24
Angela Hulme	105	4	£9.85	20	£181.24
Sanjit Nazir	139	3	£9.35	14	£120.43
Suzanne Lee	138	3	£9.35	14	£120.43
Robin Williamson	131	3	£9.35	20	£172.04
William Barrie	130	3	£9.35	12	£103.22
Ceara Tsang	115	3	£9.35	20	£172.04
Greg Kersland	113	3	£9.35	20	£172.04
Thomas Evans	128	2	£8.95	16	£131.74
Christina Simpson	126	2	£8.95	16	£131.74
Iman Razzaq	125	2	£8.95	13	£107.04
Kim Robbins	117	2	£8.95	14	£115.28
Louise Smart	134	1	£8.50	14	£109.48
Amy Brownlee	124	1	£8.50	14	£109.48
Andrew Harkness	120	1	£8.50	11	£86.02
<b>Totals</b>				320	£2,756.55

**Taste the Best Food  
Festival  
Staff Costs**

NAME	EMPLOYEE ID	GRADE	HOURLY RATE	TOTAL HOURS	TAKE HOME PAY
Katy Allen	137	4	=HLOOKUP(C5,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B5,Rota!\$B\$5:\$G\$25,6,FALSE)	=D5*E5*0.92
Jasmine Mahajan	136	4	=HLOOKUP(C6,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B6,Rota!\$B\$5:\$G\$25,6,FALSE)	=D6*E6*0.92
Pamela Corden	132	4	=HLOOKUP(C7,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B7,Rota!\$B\$5:\$G\$25,6,FALSE)	=D7*E7*0.92
Arman Ali	121	4	=HLOOKUP(C8,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B8,Rota!\$B\$5:\$G\$25,6,FALSE)	=D8*E8*0.92
Arnold Wong	111	4	=HLOOKUP(C9,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B9,Rota!\$B\$5:\$G\$25,6,FALSE)	=D9*E9*0.92
Jamie Hunter	107	4	=HLOOKUP(C10,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B10,Rota!\$B\$5:\$G\$25,6,FALSE)	=D10*E10*0.92
Angela Hulme	105	4	=HLOOKUP(C11,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B11,Rota!\$B\$5:\$G\$25,6,FALSE)	=D11*E11*0.92
Sanjit Nazir	139	3	=HLOOKUP(C12,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B12,Rota!\$B\$5:\$G\$25,6,FALSE)	=D12*E12*0.92
Suzanne Lee	138	3	=HLOOKUP(C13,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B13,Rota!\$B\$5:\$G\$25,6,FALSE)	=D13*E13*0.92
Robin Williamson	131	3	=HLOOKUP(C14,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B14,Rota!\$B\$5:\$G\$25,6,FALSE)	=D14*E14*0.92
William Barrie	130	3	=HLOOKUP(C15,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B15,Rota!\$B\$5:\$G\$25,6,FALSE)	=D15*E15*0.92
Ceara Tsang	115	3	=HLOOKUP(C16,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B16,Rota!\$B\$5:\$G\$25,6,FALSE)	=D16*E16*0.92
Greg Kersland	113	3	=HLOOKUP(C17,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B17,Rota!\$B\$5:\$G\$25,6,FALSE)	=D17*E17*0.92
Thomas Evans	128	2	=HLOOKUP(C18,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B18,Rota!\$B\$5:\$G\$25,6,FALSE)	=D18*E18*0.92
Christina Simpson	126	2	=HLOOKUP(C19,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B19,Rota!\$B\$5:\$G\$25,6,FALSE)	=D19*E19*0.92
Iman Razzaq	125	2	=HLOOKUP(C20,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B20,Rota!\$B\$5:\$G\$25,6,FALSE)	=D20*E20*0.92
Kim Robbins	117	2	=HLOOKUP(C21,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B21,Rota!\$B\$5:\$G\$25,6,FALSE)	=D21*E21*0.92
Louise Smart	134	1	=HLOOKUP(C22,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B22,Rota!\$B\$5:\$G\$25,6,FALSE)	=D22*E22*0.92
Amy Brownlee	124	1	=HLOOKUP(C23,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B23,Rota!\$B\$5:\$G\$25,6,FALSE)	=D23*E23*0.92
Andrew Harkness	120	1	=HLOOKUP(C24,'Pay Grades'!\$B\$3:\$E\$4,2,FALSE)	=VLOOKUP(B24,Rota!\$B\$5:\$G\$25,6,FALSE)	=D24*E24*0.92
<b>Totals</b>				=SUM(E5:E24)	=SUM(F5:F24)

## Task 6 – Database Query and Report

Detail	Marks	Comment
Search - paid	1	
Search - not Food Hall	1	
Calculate refund	2	All or nothing
Field heading	1	
Group by Area	1	
Total for each area and Grand Total	1	Include removal of string and renaming or label
Sort in order of Company Name	1	
Appropriate heading and logo	1	No typos
Professional Layout	1	No truncation, including currency format for refund
<b>Total</b>	<b>10</b>	

EXHIBITORS DUE A REFUND		
AREA	COMPANY NAME	REFUND
Marquee		
	Queen Street Coffee Roasters	£39.75
	Fyne Fresh Fish	£39.75
	Veggie Power Veg Boxes	£37.50
	Townhead Deli	£37.50
TOTAL DUE		£154.50
Outdoor		
	Veggie Kitchen	£33.75
	JoJo's Jams	£33.75
	Hubert's Fine Snacks	£33.75
	MacDonald Artisan Oils	£30.00
	East Linton Larder	£33.75
	Skye Fine Wines	£30.00
TOTAL DUE		£195.00
Grand Total		£349.50

### Task 7 (i) – Sponsorship Spreadsheet

Detail	Marks	Comment
Cost of Advert (Nested IF)	2	
Discount (IF)	1	
Discounted Cost	2	1 mark for subtraction, 1 mark for round down
<b>Total</b>	<b>5</b>	

SPONSOR NAME	EXHIBITOR (Y/N)	SIZE OF ADVERT TAKEN	COST	DISCOUNT	DISCOUNTED COST
Kudos Tuition	N	Half	£80.00	£0.00	£80.00
Beautiful Blooms Direct	N	Full	£100.00	£0.00	£100.00
A1 Conservatories & Orangeries	N	Half	£80.00	£0.00	£80.00
East Linton Larder	Y	Half	£80.00	£20.00	£60.00
Mocktail Mania	Y	Quarter	£50.00	£12.50	£37.00
MacDonald Artisan Oils	Y	Quarter	£50.00	£12.50	£37.00
Fyne Fresh Fish	Y	Full	£100.00	£25.00	£75.00
Jane Curtis Interiors	N	Quarter	£50.00	£0.00	£50.00
Veggie Kitchen	Y	Half	£80.00	£20.00	£60.00
Layla Jane Fashions	N	Quarter	£50.00	£0.00	£50.00
Radstone Prep School	N	Half	£80.00	£0.00	£80.00
Fort William Chocolate Experience	Y	Quarter	£50.00	£12.50	£37.00
The Little Bakery Cook School	N	Full	£100.00	£0.00	£100.00

SPONSOR NAME	EXHIBITOR (Y/N)	SIZE OF ADVERT TAKEN	COST	DISCOUNT	DISCOUNTED COST
Kudos Tuition	N	Half	=IF(C4="full",\$I\$5,IF(C4="half",\$I\$4,\$I\$3))	=IF(B4="Y",D4*0.25,0)	=ROUNDDOWN(D4-E4,0)
Beautiful Blooms Direct	N	Full	=IF(C5="full",\$I\$5,IF(C5="half",\$I\$4,\$I\$3))	=IF(B5="Y",D5*0.25,0)	=ROUNDDOWN(D5-E5,0)
A1 Conservatories & Orangeries	N	Half	=IF(C6="full",\$I\$5,IF(C6="half",\$I\$4,\$I\$3))	=IF(B6="Y",D6*0.25,0)	=ROUNDDOWN(D6-E6,0)
East Linton Larder	Y	Half	=IF(C7="full",\$I\$5,IF(C7="half",\$I\$4,\$I\$3))	=IF(B7="Y",D7*0.25,0)	=ROUNDDOWN(D7-E7,0)
Mocktail Mania	Y	Quarter	=IF(C8="full",\$I\$5,IF(C8="half",\$I\$4,\$I\$3))	=IF(B8="Y",D8*0.25,0)	=ROUNDDOWN(D8-E8,0)
MacDonald Artisan Oils	Y	Quarter	=IF(C9="full",\$I\$5,IF(C9="half",\$I\$4,\$I\$3))	=IF(B9="Y",D9*0.25,0)	=ROUNDDOWN(D9-E9,0)
Fyne Fresh Fish	Y	Full	=IF(C10="full",\$I\$5,IF(C10="half",\$I\$4,\$I\$3))	=IF(B10="Y",D10*0.25,0)	=ROUNDDOWN(D10-E10,0)
Jane Curtis Interiors	N	Quarter	=IF(C11="full",\$I\$5,IF(C11="half",\$I\$4,\$I\$3))	=IF(B11="Y",D11*0.25,0)	=ROUNDDOWN(D11-E11,0)
Veggie Kitchen	Y	Half	=IF(C12="full",\$I\$5,IF(C12="half",\$I\$4,\$I\$3))	=IF(B12="Y",D12*0.25,0)	=ROUNDDOWN(D12-E12,0)
Layla Jane Fashions	N	Quarter	=IF(C13="full",\$I\$5,IF(C13="half",\$I\$4,\$I\$3))	=IF(B13="Y",D13*0.25,0)	=ROUNDDOWN(D13-E13,0)
Radstone Prep School	N	Half	=IF(C14="full",\$I\$5,IF(C14="half",\$I\$4,\$I\$3))	=IF(B14="Y",D14*0.25,0)	=ROUNDDOWN(D14-E14,0)
Fort William Chocolate Experience	Y	Quarter	=IF(C15="full",\$I\$5,IF(C15="half",\$I\$4,\$I\$3))	=IF(B15="Y",D15*0.25,0)	=ROUNDDOWN(D15-E15,0)
The Little Bakery Cook School	N	Full	=IF(C16="full",\$I\$5,IF(C16="half",\$I\$4,\$I\$3))	=IF(B16="Y",D16*0.25,0)	=ROUNDDOWN(D16-E16,0)

## Task 7 (ii) – Summary Spreadsheet

Detail	Marks	Comment
Number Sold (CountIF)	2	
Value of Sponsorship (SumIF)	2	Candidates may round down
Totals Column B & C (SUM)	1	All or nothing
<b>Total</b>	<b>5</b>	

ADVERT	NUMBER SOLD	VALUE OF SPONSORSHIP
Quarter	5	£212.50
Half	5	£360.00
Full	3	£275.00
<b>Total</b>	<b>13</b>	<b>£847.50</b>

ADVERT	NUMBER SOLD	VALUE OF SPONSORSHIP
Quarter	=COUNTIF('Sponsorship Details'!\$C\$4:\$C\$16,A4)	=SUMIF('Sponsorship Details'!\$C\$4:\$C\$16,A4,'Sponsorship Details'!\$F\$4:\$F\$16)
Half	=COUNTIF('Sponsorship Details'!\$C\$4:\$C\$16,A5)	=SUMIF('Sponsorship Details'!\$C\$4:\$C\$16,A5,'Sponsorship Details'!\$F\$4:\$F\$16)
Full	=COUNTIF('Sponsorship Details'!\$C\$4:\$C\$16,A6)	=SUMIF('Sponsorship Details'!\$C\$4:\$C\$16,A6,'Sponsorship Details'!\$F\$4:\$F\$16)
<b>Total</b>	=SUM(B4:B6)	=SUM(C4:C6)



## Task 8 – Pivot Table

Detail	Marks	Comment
Filter on January Sales	1	
Display by Transaction Type	1	
Sum of Value	1	Currency format
% of Grand Total	1	
Labels	1	All or nothing
<b>Total</b>	<b>5</b>	

Order Date	(Multiple Items)
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TRANSACTION TYPE	VALUE	% OF GRAND TOTAL
Online	£1,740.00	67.05%
Phone	£855.00	32.95%
<b>Grand Total</b>	<b>£2,595.00</b>	<b>100.00%</b>

## Task 9 – PowerPoint

Detail	Marks	Comment
Slide design	1	
Research Icebreaker activity and summarise (slide 2)	2	
Speech bubble and text (slide 3)	1	
Appropriate graphic (slide 4)	1	
Appropriate graphic as watermark (slide 6 only)	1	Watermark needs to be appropriately sized
Print as handouts and delete comments	1	3 slides per page, with notes space
<b>Total</b>	<b>7</b>	



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## Key Message - Sustainability

- A large part of our marketing for the event has focused on sustainability
- We want to cause minimal negative impact on the environment, therefore, when ordering tickets visitors have been advised to bring re-useable cups and/or bottles, tubs and cutlery
- Washing areas will be provided to allow re-use during the event

SUITABLE GRAPHIC

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## Recycling

- While trying to minimise packaging, we appreciate some is often necessary
- Exhibitors have been encouraged to only use recyclable packaging, where possible
- Exhibitors, visitors and staff should make every effort to separate and recycle using the areas provided

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## Safety First!

- Fire and Evacuation Procedures
  - See your copy of the site plan for Emergency Muster Points
- First Aid Procedures
  - First Aid facilities will be situated next to Emergency Muster Area B – at the Staff Only Area

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[END OF MARKING INSTRUCTIONS]