



National
Qualifications
2023

2023 Administration and IT

Higher

Finalised Marking Instructions

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General marking principles for Higher Administration and IT

Always apply these general principles. Use them in conjunction with the detailed 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 detailed marking instructions, and you are uncertain how to assess it, you must seek guidance from your team leader.
- (c) For **compare** questions, candidates must demonstrate knowledge and understanding of the similarities and/or differences between things, features, methods or choices. This does not need to be a comparative sentence. Up to the total mark allocation for this question:
 - award **1 mark** for each accurate point of comparison.
- (d) For **discuss** questions, candidates must make accurate relevant points that are more than just naming. There has to be an element of discussion within each point. Award marks for development and examples of a point.
 - award **1 mark** for each discussion point.
 - award **1 mark** for further development of a relevant point, including exemplification when appropriate.
- (e) For **describe** questions, 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. Candidates may provide a number of straightforward points or a smaller number of developed points, or a combination of these. Up to the total mark allocation for this question
 - award **1 mark** for each relevant factual point
 - award **1 mark** for any further development of a relevant point, including exemplification when appropriate.
- (f) For **outline** questions, candidates must make a number of brief statements appropriate to the question asked. These may include facts, features or characteristics. Up to the total mark allocation for this question
 - award **1 mark** for each accurate statement.
- (g) For **justify** questions, candidates must give good reasons to support suggestions or explain the reason(s) for or against the issue raised in the question. A development point can be given.
 - award **1 mark** for each accurate justification
 - award **1 mark** for further development of an accurate justification.

Marking instructions for each question

Section 1

Question			Expected response(s)	Max mark	Additional guidance
1.			<ul style="list-style-type: none"> • look again at the recruitment process to ensure that she has the correct people • everyone within the team needs to have a clearly defined role (Belbin) which will minimise conflict • delegate tasks to the appropriate team members which would ensure deadlines are met and reduce customer complaints • effective and regular communication, eg a daily meeting between the team members and team leader will minimise conflict and misunderstandings <ul style="list-style-type: none"> – make sure all members of the team have an opportunity to have their views heard – goals are determined and agreed by the team - using priority lists etc • provide training and support for all team members • buddy systems to ensure members are learning from each other/job rotation • appropriate team composition - age, experience, skills, personality • effective conflict resolution - bringing team together to discuss issues on a regular basis • establish clear lines of communication and authority - to ensure that Jamie is always aware of work being given to members of the team by senior management • team building activities - taking team out of the office to an activity centre may help them to bond, nights out/social occasions 	5	<p>Award 1 mark for each valid description.</p> <p>Award 1 mark for each valid development point.</p> <p>Accept any other suitable response.</p>

Question			Expected response(s)	Max mark	Additional guidance
2.			<ul style="list-style-type: none"> • good communication skills - so other team members will understand your written or verbal communication • supportive - to ensure all team members are happy/able to work towards the team goal • good listening skills - to ensure you hear other team members opinions and ideas, so the best decisions are made • organised - everyone will know what their team role is and have the resources required to complete tasks • delegation skills - to ensure that workload is evenly spread/to empower staff/to minimise Jamie's workload • hardworking/creative/patient and calm/able to minimise conflict 	2	<p>Award 1 mark for each valid justification.</p> <p>There has to be 2 skills. No development mark due to the question.</p> <p>Accept any other suitable response.</p>
3.			<p>Staff should know about:</p> <ul style="list-style-type: none"> • company record keeping for complaints, amount of detail, where files are kept • company policy on compensation and refunds • company policy on who is responsible for handling complaints • guidance on the amount of time it should take to acknowledge a complaint • methods of appropriate feedback to a customer • the same person should deal with the complaint from start to finish • the amount of time allowed to deal with a complaint eg 28 days • familiarisation with written complaints procedures • all complaints need to go through the same process 	3	<p>Award 1 mark for each valid outline.</p> <p>Accept role play as part of training.</p> <p>Accept any other suitable response.</p>

Section 2

Question			Expected response(s)	Max mark	Additional guidance
4.	(a)		E-diary <ul style="list-style-type: none"> • can be used to check availability of people attending the meetings • able to send automatic invites • can be used to set recurring meetings saving the admin assistant time • can attach files • can set reminders 	2	Award 1 mark for each valid point. Award 1 mark for each valid development point. Watch for repetition - mail merge can only be accepted once. Must relate to planning and organising a meeting. Or any other suitable response.
	(b)		Word-processing <ul style="list-style-type: none"> • tables - to professionally lay out the Notice of Meeting/Agenda • mail merge - to send letters to those attending • label wizard - to create name badges for those attending • online templates - to prepare business documentation • letters - seeking information from venues/confirmation of details/to invite attendees • notices or leaflets - can be used internally to highlight staff meeting/placed in building to give directions 	2	
	(c)		Database <ul style="list-style-type: none"> • mail merge - to send out letters to those attending • to find staff who have specific requirements or to search for contact information of attendees (query) • to work out costing/expenses • used to record information on attendees (form) • produce attendance registers 	2	

Question			Expected response(s)	Max mark	Additional guidance
5.	(a)		<ul style="list-style-type: none"> • interruptions from colleagues who stop to talk about non-work matters • phone calls from colleagues or clients which can interrupt thought processes • taking on too much work than can be completed in time scale • inability to say 'no' as worried about how that would be viewed by team leader • disorganised with regards to filing systems/storage of documents/desk • meetings taking too long without reaching conclusions • making unnecessary/duplicate journeys • crisis management • procrastination 	2	<p>Award 1 mark for each valid outline.</p> <p>Accept any other suitable response.</p> <p>Some candidates have grouped distractions which if developed can each be given a mark.</p>

Question			Expected response(s)	Max mark	Additional guidance
5.	(b)		<p>Interruptions (telephone/visitors/e-mails)</p> <ul style="list-style-type: none"> voicemail used at certain times of the day/e-mails only checked at certain times of the day - you are not being interrupted while completing a task do not disturb time <p>Taking on too much work/Inability to say 'no'</p> <ul style="list-style-type: none"> delegate discuss workload with line manager <p>Desk stress/unable to find information/disorganised</p> <ul style="list-style-type: none"> introduce a good file management system - so items can be found quickly, means time is not lost looking for information <p>Meetings taking too long</p> <ul style="list-style-type: none"> set realistic agendas and time limits - this means time is not wasted in meetings discussing points that are not relevant <p>Making unnecessary/duplicate journeys</p> <ul style="list-style-type: none"> group jobs together so only one visit to other departments is needed each day <p>Crisis management</p> <ul style="list-style-type: none"> have a plan or strategy in place for unexpected situations such as staff absence <p>Procrastination</p> <ul style="list-style-type: none"> create a priorities list or to-do list so you are less likely to stray off tasks 	4	<p>Award 1 mark for each valid point.</p> <p>Award 1 mark for each valid development point.</p> <p>No mark awarded for listing strategy. Mark awarded for justification of strategy only.</p> <p>Need to check the strategy matches the time-stealers given in (a).</p> <p>Award up to 3 marks for strategies to deal with one timestealer.</p> <p>If more than 2 time-stealers given, then mark the strategies to give the highest mark.</p> <p>Accept any other suitable response.</p>

Question			Expected response(s)	Max mark	Additional guidance
6.			<ul style="list-style-type: none"> • implement effective data security measures¹ • dispose of data appropriately when no longer required • only collect and store relevant data • must only be used for the specific purpose it was initially collected • the organisation must be registered with ICO • a clear process for providing information to data subjects whenever they request to see data held about them • train staff in new procedures which must be followed to comply with the data protection regulations • ensure data is not transferred to 3rd party unless permission granted • create a clear data use policy/fair processing notice explaining to data subjects what data is being collected and how it will be used • this policy should be displayed in appropriate places, eg on the organisation's website • allow people to positively 'opt in' to the organisation storing data about them for marketing purposes • organisations must keep evidence of this permission • have an easy process for data subjects to 'opt out' whenever they wish 	4	<p>Award 1 mark for each valid discussion point.</p> <p>Award 1 mark for each valid development point.</p> <p>Accept any other suitable response.</p> <p>¹Accept a maximum of one data security measure - this one measure can be developed and awarded up to 3 marks.</p>

Question			Expected response(s)	Max mark	Additional guidance
7.			<ul style="list-style-type: none"> • password protect files - ensure that passwords are changed regularly • make regular back-up copies • have an archive system • install anti-virus software - regularly update anti-virus software • firewalls - software that will reduce the risk of the organisation's system being hacked • make files read-only so they cannot be altered • install fingerprint/facial recognition • access levels - give different members of staff access to different folders • company policy - have policies in place to train staff on how to handle information eg policy on lock screens and information that can be taken out of the office • security/ID Cards/Locks to access computer rooms • e-mail encryption • security of other media eg USB, hard drive - can be lost/corrupted 	6	<p>Award 1 mark for each valid description</p> <p>Award 1 mark for each valid development point.</p> <p>Accept any other suitable response.</p>

Question			Expected response(s)	Max mark	Additional guidance
8.	(a)		<p>Hybrid working¹ - working either at home, hubs, office, cafe or any mix of these</p> <p>Flexible hours - can vary start and finish time but must be in work for core hours</p> <p>Job share - where 2 people split the working week between them effectively carrying out the tasks necessary for one full time position</p> <p>Part-time - employee works less hours than those on a full-time contract</p>	2	<p>Award 1 mark for each valid outline.</p> <p>Accept any other suitable response.</p> <p>¹Most candidates will list home-working accept this as a one-word answer as it is self-explanatory.</p>
	(b)		<p>E-mail - can be used to send documents to and from the office or job share partner while working from home</p> <p>Internet - which allows workers to work anywhere outside the office</p> <p>Networked computers - ensures homeworkers can access their files on any computer in the office. Enables hotdesking</p> <p>Zoom/Teams/face time - will allow employees to have face to face meetings using smartphones/tablets/laptops</p> <p>Laptops/tablets - can be used to access work from any location</p> <p>Audio and Video Conferencing - employees can attend meetings without having to be in the office.</p> <p>Smartphones - can be used to access social media and share short messages eg on Whatsapp</p>	4	<p>Award 1 mark for each valid discussion point.</p> <p>Award 1 mark for each valid development point.</p> <p>All 4 marks can be awarded to one technology.</p> <p>DNA Blog as more a marketing medium.</p> <p>Accept any other suitable response.</p>

Question			Expected response(s)	Max mark	Additional guidance
9.			<p>Adjustable furniture - adjustable chairs and desks will avoid back problems and RSI</p> <p>Spacious working environment - poorly designed work environments can make employees feel de-motivated at work/decrease job satisfaction and productivity</p> <p>Arrangement of desk and chairs ease of movement around the office - an open plan layout can improve team working/communication and morale of staff</p> <p>Noise level - too much noise can add to stress levels of employees and inability to concentrate</p> <p>Temperature - if an office is too warm employees can feel lethargic. If an office is too cold employees are more susceptible to illness</p> <p>Lighting - good lighting will help employees feel more energised and alert</p> <p>Breakout areas - used for ad hoc meetings, catch-ups, team work</p> <p>Colours - different colours can affect individual moods and motivation. Choosing the correct colours for an office can effect wellbeing and productivity</p>	6	<p>Award 1 mark for each discussion point.</p> <p>Award 1 mark for each development mark.</p> <p>Common to see office layout rather than ergonomics. Accept if valid points made about cellular and open-plan layouts. Watch for flip/repetition.</p> <p>Accept any other suitable response.</p>

Question			Expected response(s)	Max mark	Additional guidance
10.			<ul style="list-style-type: none"> • large volumes of information can be provided and updated regularly at low cost to the organisation • a quick and effective way for customers to get answers to their questions/customers don't have to contact you and wait around for a response • the organisation does not have to answer each question individually which will save time and money • makes it easier for customers to find out more information which will give customers a better impression of the company • gives customers the basic information they need to complete a purchase which can increase sales 	2	<p>Award 1 mark for each valid justification.</p> <p>Award 1 mark for each development point.</p> <p>Accept any other suitable response.</p>
11.			<ul style="list-style-type: none"> • a Gantt Chart would show deadlines and progress graphically WHEREAS the Action Plan would give written details as to which tasks have to be completed and what has been achieved • a Gantt Chart allows all team members/leaders to quickly see when tasks should start WHEREAS with an Action Plan individuals would need to refer to a document which can take time • both are used to plan large scale projects • both show who is responsible for a task • both show proposed time taken against actual time taken • both allow large tasks to be broken down into smaller chunks and time frames allocated • both are used in ensuring staff work towards agreed deadlines 	2	<p>Award 1 mark for each valid comparison.</p> <p>Similarities and differences can be given.</p> <p>Accept any other suitable response.</p>

Question			Expected response(s)	Max mark	Additional guidance
12.			<p>Wildcard</p> <ul style="list-style-type: none"> • a wildcard is used to do advanced searches in a database • a wildcard is used to replace one or more characters in a search criteria • it can be used to find words that begin or end with a certain letter • it can be used to find a record that contains a field with certain criteria eg *five* will return any record that contains the word five <p>Grouping</p> <ul style="list-style-type: none"> • easier to read and understand at a glance • allows information to be displayed with similar data • reduce the need for repetitive field - can be one heading • possible to do sub-totalling 	2	<p>Award 1 mark for each valid justification.</p> <p>Accept any other suitable response.</p>

[END OF MARKING INSTRUCTIONS]