



National
Qualifications
2016

2016 Administration and IT Assignment

Higher

Finalised Marking Instructions

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Marking Instructions

ANNOTATIONS

1	To show mark being Awarded
X	To show that a mark has not been awarded
P	Both of the above may be combined with a code to show why the mark has been given or not
4/5	At top RH corner of printout
	Record mark for each application
42	Transfer total mark to front cover

DIARY		3
Enter correct dates	1	Must start on Friday at 1800 hours and finish on Sunday (at least until 1600 hours) Accept reasonable times for a separate set-up on Friday Accept if Sat and Sun are shown as all day events or as working days
Details	1	Event name and location - DNA if typo
Print weekly view	1	Must show days of week and correct dates on printout
May be different layout - may have screen dump if issues seeing all information		

01 August 2016 - 07 August 2016

August 2016							September 2016						
Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7	8	9	10	11	12	13	14
15	16	17	18	19	20	21	22	23	24	25	26	27	28
28	29	30	31				29	30	1	2	3	4	5

01 August	02 August
03 August	04 August
05 August <div style="border: 1px solid blue; padding: 2px; margin-top: 5px;"> ■ 18:00 Scottish Wedding Show (SECC, Glasgow) </div>	06 August <div style="border: 1px solid blue; padding: 2px; margin-top: 5px;"> ■ Scottish Wedding Show (SECC, Glasgow) </div>
	07 August <div style="border: 1px solid blue; padding: 2px; margin-top: 5px;"> ■ 18:00 Scottish Wedding Show (SECC, Glasgow) </div>


1 Dates/time

1 Print

1

POWERPOINT		7
Logo	1	On first slide - displayed effectively and in LHS of slide for all others
New slides (4 and 5)	1	Heading (reference to NTS) 2 nd Heading - relates to slide content }
	1	Picture of castle (external and wedding)
	1	Data relates to specific castle (might be facts on venue capacities)
	1	Review Reference (hyperlink or source) }
Layout	1	Comment removed, correct order, capitalisation of new headings
Print out	1	On one page with name in handout footer Ignore if name on each slide as well

**Heart to Heart
Scottish Biddal Show**



1

Wedding Packages

Our Wedding Packages may include some of the following:

- Venue
- Reception
- Catering and seating (breakfast)
- Dressing rooms for the bride
- Musical entertainment
- Personalised invitations (with optional personalised place cards)
- Wedding cake
- Bride's Suite
- Wedding Ceremony
- Services of our Wedding Co-ordinator
- Dress hire and alterations

1

Accommodation

We have a wide variety of venues in a range of locations. Choose from:

- grand country mansions
- elegant city townhouses
- elegant boutique hotels
- National Trust for Scotland Castles

All our venues offer luxury or standard rooms & guaranteed

Discounted bedroom rates will be offered for our guests.

1

National Trust Scotland - Castles



• **History of castles**

Castles in Scotland are a unique and important part of the country's heritage. They are a testament to the strength and power of the Scottish nobility and the military might of the Scottish monarchy. Many castles are now open to the public and offer a fascinating insight into the lives of the Scottish nobility and the military might of the Scottish monarchy.

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Brodick Castle - Amazing place for a Wedding!

Revised 2 October 2014

Brodick Castle and gardens are simply amazing! It is a beautiful and historic site, and it is a wonderful place to get married. The castle is a beautiful and historic site, and it is a wonderful place to get married. The castle is a beautiful and historic site, and it is a wonderful place to get married.

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Special Something

At Heart 2 Heart we cater for more than just your big day. Provide wedding celebrations and activities:

- games of golf
- spa and day
- health clubs
- private dining

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candidate name

1 Layout

1 Print

AGGREGATED FIELDS		5
Grouping by region	1	DNA Region ID. If headings changed - ignore typos
Count hotels	2	
Sum beds	2	
<p>Ignore extraneous fields as long as the information below is present. Accept if separate printouts/tables</p> <p>Ignore default headings (eg <i>countofregion</i>)</p>		

REGION	NUMBER OF VENUES	NUMBER OF BEDROOMS
EAST	7	316
NORTH	7	633
SOUTH	7	328
WEST	9	292

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2

2

QUOTE

11

Vlookup	2	In column C for items and in C or D for wedding costs (false or 0)
Total cost	1	For cost per guest items - multiply by abs or named Formulae must be used when showing cost per wedding items in column D.
Price for marquee	1	Accept 2 ranges Nested if or vlookup. DNA rate - must be amount Award mark if discount calculation included in this formula Accept if named/absolute cell Formula needs to be present Lose if not formatted for currency and 2 decimal places in value view Each view on one side of A4 - all visible If only value give marquee only
Sub-total cost	1	
Discount	2	
Sub-total after discount	1	
VAT		
Round down	1	
Print	1	
	1	

HEART 2 HEART			
WEDDING QUOTE			
Couple:	<i>Miss A Jones and Mr I N Love</i>	Wedding Date:	<i>13 June 2017</i>
Wedding Location:	<i>Shawfair Castle</i>	No of Guests:	<i>110</i>
Item	Cost per item	Total Cost	
COST PER GUEST			
Wedding Breakfast Menu B	£44.75	£4,922.50	
Canape Menu A	£5.75	£632.50	
Evening Buffet Menu B	£10.00	£1,100.00	
Favours - Option 2	£7.00	£770.00	
Drinks Package 3	£35.00	£3,850.00	
Table and Chair Decorations - Pack 2	£10.00	£1,100.00	
COST PER WEDDING			
String Quartet	£450.00	£450.00	
Piper	£150.00	£150.00	
Coloured Linen	£125.00	£125.00	
Marquee Hire		£2,000.00	
	Sub-total	£15,100.00	
	Discount	£1,510.00	
	Sub-total after Discount	£13,590.00	
	VAT	£2,718.00	
	Total Due	£16,308.00	
<i>VAT Rate</i>	<i>20%</i>		



COST PER GUEST		
Wedding Breakfast Menu B	=VLOOKUP(A11,PRICES,3,FALSE)	=D\$7*C11
Canape Menu A	=VLOOKUP(A12,PRICES,3,FALSE)	=D\$7*C12
Evening Buffet Menu B	=VLOOKUP(A13,PRICES,3,FALSE)	=D\$7*C13
Favours - Option 2	=VLOOKUP(A14,PRICES,3,FALSE)	=D\$7*C14
Drinks Package 3	=VLOOKUP(A15,PRICES,3,FALSE)	=D\$7*C15
Table and Chair Decorations - Pack 2	=VLOOKUP(A16,PRICES,3,FALSE)	=D\$7*C16
COST PER WEDDING		
String Quartet	=VLOOKUP(A19,PRICES,3,FALSE)	=C19
Piper	=VLOOKUP(A20,PRICES,3,FALSE)	=C20
Coloured Linen	=VLOOKUP(A21,PRICES,3,FALSE)	=C21
Marquee Hire		2000
	Sub-total	=SUM(D11:D22)
	Discount	=IF(D7>124,15%,IF(D7>99,10%,5%))*D23
	Sub-total after Discount	=D23-D24
	VAT	=D25*B29
	Total Due	=ROUNDDOWN(D25+D26,0)

VLOOKUP(A11,Options!\$A\$4:\$C\$29,3,FALSE)
 =sum(D11:D16,D19:D22)

QUERY		5
North or West Not Glasgow Marquee capacity Hair and makeup Correct fields printed on one page	1 1 1 1 1	DNA award if field heading for 2 day package has been amended and there is no reference to "2 day package" DNA if typos in changed headings

VENUE	REGION	AREA	MARQUEE CAPACITY	ADDITIONAL SERVICES	2 DAY PACKAGE	MARQUEE HIRE
Royal House	WEST	Ayrshire	120	Band, chair covers, hair, makeup	£11,000.00	£3,000.00
Waterside Hotel	NORTH	Sutherland	250	Hair, makeup, band, DJ	£9,000.00	£2,500.00
Newgate House	NORTH	Caithness	80	Hair, entertainment, makeup	£11,000.00	£3,000.00
The Jesmond	NORTH	Sutherland	130	Hair, photographer, piper, makeup	£5,500.00	£2,000.00

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Print fields

DB - REPORT		12
Appropriate title	1	Top right hand corner If admin fee shown separately then added - accept, however must be formatted 0 decimals and £ New fields If truncation of any word lose this mark If truncation of any word lose this mark DNA if only footer on 2 nd page (bad page break)
Logo	1	
Query on 2 day packages	1	
Price with Admin fee	2	
Monthly payments	2	
Formatted	1	
Field headings	1	
Grouping by area	1	
Alpha order of venue	1	
Footer	1	
If existing fields have had heading changed accept as long as consistent, error free and relevant		

MONTHLY PAYMENTS FOR C AND D PACKAGES



AREA	VENUE	2 DAY PACKAGE	NEW AMOUNT	MONTHLY PAYMENT
Argyll	Langston Priory	£11,000	£11,550	£481
Ayrshire	The X Hotel	£9,000	£9,450	£394
	Aurora Hotel	£9,000	£9,450	£394
Borders	Royal House	£11,000	£11,550	£481
	Old Mill Lodge	£9,000	£9,450	£394
Caithness	Newgate House	£11,000	£11,550	£481
	Number 18	£11,000	£11,550	£481
Dumfriesshire	The Avenue	£11,000	£11,550	£481
	Devon Villa	£9,000	£9,450	£394
Invernesshire	The Ashes	£9,000	£9,450	£394
	The Palace Hotel	£9,000	£9,450	£394
Lothians	Sefton Hall	£11,000	£11,550	£481
	Queen Charlotte Castle	£11,000	£11,550	£481
Sutherland	Waterside Hotel	£9,000	£9,450	£394

INFORMATION - SALES TEAM ONLY

Query

Formatting

PIVOT TABLE		6
Use a pivot table to summarise	1	DNA if extraneous columns
Total sales	1	
Format £	1	
Percentage	1	
Sort	1	Accept with or without decimal places
Headings	1	
The word Values may appear in the second column above the Total Sales heading due to a default setting - ignore		

ITEM	TOTAL SALES	PERCENTAGE OF TOTAL
Wedding Breakfast Menu C	£48,479.75	35.59%
Wedding Breakfast Menu A	£20,085.75	14.74%
Wedding Breakfast Menu B	£18,795.00	13.80%
Evening Buffet Menu B	£15,070.00	11.06%
Evening Buffet Menu A	£8,220.00	6.03%
Canape Menu B	£7,097.50	5.21%
Canape Menu A	£4,168.75	3.06%
Drinks Package 3	£3,150.00	2.31%
Drinks Package 2	£2,296.00	1.69%
Table Decorations - Pack 2	£1,440.00	1.06%
Venue Dressing - Option 2	£1,295.00	0.95%
Venue Dressing - Option 1	£1,200.00	0.88%
Drinks Package 1	£1,175.00	0.86%
Table Decorations - Pack 1	£1,080.00	0.79%
Piper	£1,050.00	0.77%
String Quartet	£1,000.00	0.73%
Coloured Linen	£625.00	0.46%
Grand Total	£136,227.75	100.00%

1 Sort

1 £

WORD PROCESSING		18
Front page	2	Page border, heading, enhancement and logo (lose one mark each time to a max of 2)
Table of contents <ul style="list-style-type: none"> • Separate page • All contents • Double line 	1 2 1	Including appendices Ignore spacing after the heading "contents"
Text keyed in (conclusion section)	2	One mark for each marked section including heading
Insert footnote (Marker and text)	1	Marker at end of "data" Accept footnote with/without full stop
Survey inserted landscape	1	On separate page
Converted to a table	1	Accept heading from source file
Table sorted on "strongly agree"	1	On separate page (Award insertion mark for any type of chart)
Chart inserted landscape	1	On a separate page
Summary sales inserted portrait	1	
Header left - even page	1	Heart 2 Heart (<i>Wedding Solutions</i>) - accept logo
Header right - odd page	1	Annual Performance Review 2015 If both headings on all pages DNA
Footer - page number	1	LHS (numbering may start from contents page or start of report)
Presentation	1	Page breaks/font/header and footer on front page/borders Accept different fonts in appendices

CHART		3
Correct data	1	
Headings and labels appropriate	2	Key, chart heading, y axis label, standards (DNA if truncated)
<p>Only accept bar or column chart otherwise 0/3</p> <p>No need for chart to printed in B & W setting</p> <p>If x axis is labelled needs to be appropriate.</p>		

ANNUAL PERFORMANCE REPORT 2015

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Contents

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Employee Remuneration.....1

Customer Satisfaction.....2

Investors in People2

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Introduction

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2015 was another year of growth and development for the company with significant progress being made with respect to many aspects of the business. However the company recognises that there are potential challenges ahead particularly as recent data¹ from the Office for National Statistics suggests that growth in our core business of facilitating marriage events is likely to slow down or even decline. This could have a very real impact on revenue over the long-term although management, as always, are developing alternative income streams. The annual Scottish Wedding Exhibition continues to be a very successful event for us and this year had a higher than average number of enquiries. An exciting development was the approach from Tom Field of American Bride magazine. He is intending to run a series of articles on wedding venues in Scotland and has asked us to provide him with background information. There is the opportunity to showcase some of our recent weddings; he also raised the possibility of following a couple as they go through the planning and organisation of their big day. Tied into this he is offering a reduced rate for adverts in his magazine for a period of 6 months in 2016.

ISO 9001 Certification

The nature of our work means that our customers expect the very best service on their special day. This, coupled with the fact that it is important that we maintain a competitive advantage, means that the service we provide is crucial to the continuing success of the business. Consequently, a key objective of the business has been to achieve ISO 9001 certification and we are delighted to announce that we have recently been awarded this standard. The benefits of this to the business are:

- Improved staff motivation
- Greater customer satisfaction
- Increased profitability
- Early identification of any problems and the reduction of costly errors.

Sales Income and Profit

Total Sales Income for 2015 was £136,227.75, please see Appendix 3 for details. This represents an increase of 23% over 2014 and consolidates our position as one of the leading businesses in our sector. Our target percentage increase for 2016 is a challenging but realistic 8%. We have also managed to drive down costs by reaching more favourable terms with many of our suppliers. As a result the business made a Net Profit of £75,162.77 - 7% more than 2014. Our aim for 2016 is to increase this by a further 3% although this may be difficult due to rising raw material and running costs.

Employee Remuneration

We have always acknowledged that the public face and core of the business is our staff. In 2014 it was agreed that we would undertake an evaluation of the remuneration of our employees. We are pleased to report that as a result of this process we wish to demonstrate our commitment by paying our most valuable asset a "living wage". Employees at the lower end of our pay grades will now receive an hourly rate which, in the meantime, will be based on the widely accepted calculation provided by the Centre for Research in Social Policy at Loughborough University.

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¹ 47% of 20 year olds are more likely to co-habit than get married

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Customer Satisfaction

We have recently received a report from QMC Marketing Ltd who we commissioned to undertake a survey of our customers. The results are very favourable with more than three quarters of our clients indicating that they would recommend our business to others. Another area highlighted as successful was our website which customers found easy to use and informative. Over 90% of customers were satisfied with our selection of wedding venues.

Customers were less happy with the content and variety in our evening buffet menus and we are currently looking into this issue to enhance our provision. There also appears to be some minor issues with employees' knowledge of our products and services which suggests that we need to review our training provision. We have added a number of additional services to our portfolio in some of our venues and hope that these will appeal to our customers.

Table and chair dressing
Personalised Favours
Candy Stall
Photo Booth
Cartoonist
House Bands
House DJs

The joint initiative with the National Trust for Scotland is also a very exciting prospect and we are sure that this will attract a different clientele and should appeal in particular to the non-UK market.

Investors in People

As a business we recognise that employees who are happy and healthy are more likely to be motivated and engaged with their work. Our aim is to foster an environment where employees have the opportunity to be innovative and achieve their potential. It is the intention of management therefore to aspire towards the "Health and Wellbeing Award" offered within the "Investors in People" framework.

It is hoped that these initiatives will reduce staff turnover and associated recruitment costs, improve attendance at work and encourage staff to be innovative.

Conclusion

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The business continues to grow at a manageable rate and is in a healthy financial state. Our new initiatives will /allow us to prepare for the challenges of the future as well as enhancing our reputation as an excellent employer.

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Appendix 1 - Customer Satisfaction Survey Table

Standard	Strongly Agree	Agree	Disagree	Strongly Disagree
There is a good selection of wedding venues	92	6	2	0
The customer feels valued	84	10	6	0
Wedding venues are of a high standard	82	16	2	0
Employees are knowledgeable and courteous	76	18	6	0
Wedding breakfast menus offer sufficient choice	73	22	5	0
The quality of food meets expectations	68	27	3	2
Evening menus offer sufficient choice	60	30	5	5

1 Insert on separate page

1 Convert to table

1 Sort on strongly agree

Appendix 2 - Customer Satisfaction Survey Chart



4

Appendix 3 - Summary of 2015 Sales

1

Insert on separate
page

ITEM	TOTAL SALES	PERCENTAGE OF TOTAL
Wedding Breakfast Menu C	£48,479.75	35.59%
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Presentation

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[END OF MARKING INSTRUCTIONS]