



National  
Qualifications  
2022

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**2022 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"> <li>• an agenda should be prepared and issued in advance to those attending the meeting</li> <li>• immediately prior to the meeting the Admin Assistant could check that the room is free and put a notice on the door to say it is being used</li> <li>• prior to the meeting the Admin Assistant should check that the room is organised and ready for use</li> <li>• the Admin Assistant should have all files required for the meeting ready in advance</li> <li>• the Admin Assistant should prepare an attendance register for members to sign</li> <li>• the Admin Assistant should carefully note any apologies for absence</li> <li>• the Sales Manager (Chairperson) should ensure that everyone has a chance to speak</li> <li>• the Admin Assistant should inform reception that no calls should be made to the room during the meeting period</li> <li>• the Sales Manager (Chairperson) should keep discussion to the point</li> <li>• timings could be allocated to each topic in the agenda</li> <li>• the Sales Manager (Chairperson) should check the previous minutes at the start of the meeting</li> </ul> | 4        | <p>Award <b>1 mark</b> for each valid brief statement.</p> <p>Development marks should <b>not</b> be awarded.</p> <p>Any reference to booking the room or confirm the booking - max 1.</p> <p>Accept any other suitable response arising from the case study issues. Do not accept (DNA) general points regarding planning and organising a meeting - must relate to issues in the case study.</p> |

| Question |  | Expected response(s)   | Max mark | Additional guidance  |
|----------|--|--|----------|--|
| 2.       |  | <ul style="list-style-type: none"> <li>• both formal minutes and action minutes state who was present at a meeting</li> <li>• both formal minutes and action minutes state what tasks (actions) must be done, by whom and when</li> <li>• both state the type of meeting, the date and the venue</li> <li>• formal minutes detail discussions which take place and the decisions arising whereas action minutes only record tasks and duties to be completed by attendees</li> <li>• formal minutes take longer to produce/read than action minutes which are quicker to produce/read</li> </ul> | 2        | <p>Award <b>1 mark</b> for each valid comparison.</p> <p>Similarities or differences can be given.</p> <p>Accept if response is not structured as a comparison - one sentence on Action Minutes and then further on in the answer a sentence on Formal Minutes that can be paired with the first as a comparison.</p> <p>Accept any other suitable response.</p> |

| Question | Expected response(s)   | Max mark | Additional guidance   |
|----------|--|----------|---|
| 3.       | <ul style="list-style-type: none"> <li>• e-diaries have an alarm system which can remind the admin assistant of a forthcoming meeting               <ul style="list-style-type: none"> <li>– it can provide both a visual and audible reminder which can be set for a certain time prior to the meeting</li> </ul> </li> <li>• e-diaries can search for a suitable date from linked diaries</li> <li>• networked e-diaries can send automatic invitations to all eligible members               <ul style="list-style-type: none"> <li>– members can then accept or decline the invitation</li> <li>– this ensures that there is a quorum for the meeting where required                   <ul style="list-style-type: none"> <li>▪ saves resources being wasted on meetings which do not meet the quorum</li> </ul> </li> <li>– it is possible to send documentation such as meeting agendas with these invites</li> </ul> </li> <li>• e-diaries can have a task facility which allows the admin assistant to list and prioritise tasks that need to be completed prior to a meeting               <ul style="list-style-type: none"> <li>– these tasks can have files such as minutes and agendas attached</li> <li>– tasks can be flagged and ticked once completed</li> <li>– it is also possible to set reminders for these tasks</li> </ul> </li> <li>• if a meeting is a regular occurrence then an e-diary allows the admin assistant to enter a recurring appointment               <ul style="list-style-type: none"> <li>– this means that time is saved as it need only be entered once into the diary</li> </ul> </li> <li>• some e-diaries allow the admin assistant to enter resources such as a room               <ul style="list-style-type: none"> <li>– it will highlight any instances where this room is already in use</li> </ul> </li> </ul> | 4        | <p>Award <b>1 mark</b> for each valid description.</p> <p>Award <b>1 mark</b> for each valid development point.</p> <p>‘Events description’ is used to describe the notes section of the appointment/meeting.</p> <p>DNA prevent double-booking.</p> <p>Accept any other suitable response.</p> |

Section 2

| Question | Expected response(s)   | Max mark | Additional guidance   |
|----------|--|----------|---|
| 4.       | <p><b>Employers</b></p> <ul style="list-style-type: none"> <li>• must provide training to employees on health and safety in the workplace</li> <li>• must produce a health and safety policy which should be accessible to workers               <ul style="list-style-type: none"> <li>– this could be stored on the organisation’s intranet</li> <li>– it must be regularly updated</li> </ul> </li> <li>• clearly mark all entrances and exits in the workplace               <ul style="list-style-type: none"> <li>– they must always be kept clear from obstacles</li> </ul> </li> <li>• provide protective clothing and equipment where necessary</li> <li>• all machinery and equipment needs to be safe for workers to use               <ul style="list-style-type: none"> <li>– it must also be checked and regularly maintained</li> </ul> </li> <li>• a procedure should be in place for dealing with accidents               <ul style="list-style-type: none"> <li>– all accidents must be recorded</li> </ul> </li> <li>• health and safety information should be on display throughout the workplace               <ul style="list-style-type: none"> <li>– for example, on noticeboards or on doors leading to areas with dangerous chemicals/equipment</li> </ul> </li> </ul> | 6        | <p>Award <b>1 mark</b> for each valid description.</p> <p>Award <b>1 mark</b> for each valid development point.</p> <p>Up to <b>5 marks</b> may be awarded for discussing only employers or employee responsibilities.</p> <p>Accept specifics from different regulations, eg RIDDOR, Fire Safety, DSE, First Aid.</p> <p>Accept any other suitable response.</p> |

| Question |  | Expected response(s)  | Max mark | Additional guidance  |
|----------|--|---|----------|--|
|          |  | <p><b>Employees</b></p> <ul style="list-style-type: none"> <li>• must familiarise themselves with the organisation’s health and safety policy <ul style="list-style-type: none"> <li>– they must always follow this policy</li> </ul> </li> <li>• they must look after their own health and safety and that of their colleagues</li> <li>• protective clothing must be worn when given</li> <li>• operate all equipment as per training provided <ul style="list-style-type: none"> <li>– they must not operate machinery that they have not been trained on</li> <li>– they must report faulty equipment immediately <ul style="list-style-type: none"> <li>▪ an ‘out of order’ should be placed on or near such machinery</li> </ul> </li> </ul> </li> <li>• report any hazards in the workplace</li> <li>• must always co-operate with their employer with respect to health and safety matters</li> </ul> |          |  |
| 5.       |  | <ul style="list-style-type: none"> <li>• enables deadlines to be met</li> <li>• work is not rushed/quality of work is high</li> <li>• may be given more challenging tasks if they are viewed as reliable workers</li> <li>• could improve their chances of promotion</li> <li>• reduces the chance of them suffering from stress and consequently, being ill/absent from work</li> <li>• improved relationships with management/other team members as projects are not delayed</li> <li>• possible pay rise or bonus if targets are met</li> </ul>  | 4        | <p>Award <b>1 mark</b> for each valid justification.</p> <p>Award <b>1 mark</b> for each development point.</p> <p>Cap at <b>1 mark</b> for emotions and <b>1 mark</b> for customer satisfaction.</p> <p>DNA time and task management techniques.</p> <p>Accept any other suitable response.</p> |

| Question | Expected response(s)   | Max mark | Additional guidance   |
|----------|--|----------|---|
| 6.       | <p><b>Advantages</b></p> <ul style="list-style-type: none"> <li>• interesting and relevant content will grab the attention of potential customers and increase brand awareness</li> <li>• improves customer interaction <ul style="list-style-type: none"> <li>– responding quickly to customers may improve the reputation of the organisation</li> <li>– positive feedback may attract potential customers</li> <li>– negative feedback highlights areas for development</li> </ul> </li> <li>• having a social media presence is cheaper than traditional methods of advertising</li> <li>• existing customers may retweet or share posts expanding the reach of the organisation</li> <li>• simple and cost-effective way to carry out surveys or ask for feedback, involving customers in decision making</li> <li>• social media content can increase traffic to the organisation’s website <ul style="list-style-type: none"> <li>– this can lead to increased sales</li> <li>– the organisation can easily measure how many people visit their website from social media platforms</li> </ul> </li> <li>• the organisation can target customers through particular social media platforms <ul style="list-style-type: none"> <li>– for example, younger audiences can be reached via Snapchat whereas business customers may be reached through LinkedIn</li> <li>– impact on the sales of physical shops</li> </ul> </li> </ul> | 6        | <p>Award <b>1 mark</b> for each valid discussion point.</p> <p>Award <b>1 mark</b> for each development point.</p> <p>Up to <b>5 marks</b> may be awarded for only discussing either advantages or disadvantages.</p> <p>Many candidates refer to zero cost of social media however even for small organisations managing their own accounts it still has a time implication which has a financial cost.</p> <p>DNA any mention of access to social media/wifi/internet.</p> <p>Accept any other suitable response.</p> |

| Question | Expected response(s)  | Max mark | Additional guidance |
|----------|---|----------|---------------------|
|          | <p><b>Disadvantages</b></p> <ul style="list-style-type: none"> <li>• increased costs of managing the organisation’s social media presence               <ul style="list-style-type: none"> <li>– responding to customers</li> <li>– producing content such as images and video</li> <li>– hiring and training staff</li> <li>– paid advertising</li> </ul> </li> <li>• damaged reputation if negative feedback is not dealt with appropriately</li> <li>• difficult to measure the effect of social media on the organisation’s reputation               <ul style="list-style-type: none"> <li>– or the impact on the sales of physical shops</li> </ul> </li> </ul> |          |                     |

| Question | Expected response(s)  | Max mark | Additional guidance  |
|----------|---|----------|--|
| 7.       | <p><b>Customer focus groups</b></p> <ul style="list-style-type: none"> <li>• groups of customers are brought together to discuss issues regarding the organisation</li> <li>• detailed feedback can be gathered</li> <li>• provides a forum where customers can raise issues directly with the company or their representatives</li> <li>• can be time-consuming and costly to set up</li> <li>• may increase customer loyalty and commitment to the business</li> <li>• provides a high quality of information</li> <li>• provides a more personal touch than other forms of research</li> </ul> <p><b>Written surveys</b></p> <ul style="list-style-type: none"> <li>• pre-printed forms with questions</li> <li>• often sent to customers through the post <ul style="list-style-type: none"> <li>– a reply-paid envelope is included for the convenience of the respondent</li> </ul> </li> <li>• may be used in street surveys for example at shopping centres</li> <li>• return rate can be very low <ul style="list-style-type: none"> <li>– incentives such as free gifts or prize draws may be given to encourage customers to respond</li> </ul> </li> <li>• customers may feel valued if asked to complete a survey</li> <li>• often issued directly after a customer has made a purchase so that the experience is fresh in the mind of the customer</li> <li>• results may not be representative as only those customers who are very satisfied or very unhappy may bother to respond</li> </ul> | 6        | <p>Award <b>1 mark</b> for each valid description.</p> <p>Award <b>1 mark</b> for each valid development point.</p> <p>Maximum <b>4 marks</b> for describing any one method. For example, candidate gains 4 marks on focus groups and then requires one mark from surveys <b>and</b> one from suggestion schemes. In this scenario the candidate cannot gain 2 marks from either surveys or suggestion schemes.</p> <p>Only accept 'how to improve' for suggestion schemes.</p> <p>Accept any other suitable response.</p> |

| Question |  | Expected response(s)   | Max mark | Additional guidance  |
|----------|--|--|----------|--|
|          |  | <p><b>Suggestion schemes</b></p> <ul style="list-style-type: none"> <li>• give customers an opportunity to propose ways in which their experience may be improved</li> <li>• data may be limited as only those who received very good or very poor service may be inclined to respond</li> <li>• may also be given to employees to put forward ideas for improving customer care <ul style="list-style-type: none"> <li>– rewards may be offered to employees if their idea is used</li> </ul> </li> </ul>   |          |  |
| 8.       |  | <ul style="list-style-type: none"> <li>• enables information/files to be found quickly <ul style="list-style-type: none"> <li>– avoids stress for staff</li> </ul> </li> <li>• reduces the risk of losing important information <ul style="list-style-type: none"> <li>– time and money are not wasted recovering information</li> <li>– maintains customers trust in the organisation</li> </ul> </li> <li>• reduces the risk of non-compliance with GDPR <ul style="list-style-type: none"> <li>– helps avoid costly fines</li> <li>– and a bad reputation</li> </ul> </li> <li>• avoids e-files being stored in multiple locations <ul style="list-style-type: none"> <li>– staff should always be using the latest version of the file</li> <li>– better decisions can be made by managers</li> </ul> </li> <li>• information is kept secure</li> <li>• ensures that the computer system/server is not slowed down due to too many files being stored unnecessarily</li> </ul> | 4        | <p>Award <b>1 mark</b> for each valid justification.</p> <p>Award <b>1 mark</b> for each development point.</p> <p>Accept any other suitable response.</p> |

| Question | Expected response(s)   | Max mark | Additional guidance   |
|----------|--|----------|---|
| 9.       | <p><b>Action Plan</b></p> <ul style="list-style-type: none"> <li>• a document that could be prepared to help plan a long-term project <ul style="list-style-type: none"> <li>– tasks are arranged in the order of priority</li> <li>– shows tasks that need to be completed, an estimate of how long they should take, target date and completion date</li> <li>– includes a breakdown of who is responsible for completing each task, and the resources required for the task</li> <li>– shows any notes to explain actions or changes in priorities</li> </ul> </li> </ul> <p><b>Random or sample checks</b></p> <ul style="list-style-type: none"> <li>• a selection of the employee’s work is checked by the line manager</li> </ul> <p><b>Double checks</b></p> <ul style="list-style-type: none"> <li>• completed tasks are also undertaken by the line manager <ul style="list-style-type: none"> <li>– enables manager to identify any problem areas</li> <li>– ensures results obtained are the same</li> </ul> </li> </ul> <p><b>Buddy systems</b></p> <ul style="list-style-type: none"> <li>• often a new employee, who is paired with a <b>more experienced</b> member of staff at the same level <ul style="list-style-type: none"> <li>– buddy can be called upon for help and advice</li> <li>– usually someone who knows the details of the job and the organisation</li> </ul> </li> </ul> | 6        | <p>Award <b>1 mark</b> for each valid discussion point.</p> <p>Award <b>1 mark</b> for each development point.</p> <p>Up to <b>5 marks</b> may be awarded for discussing one method only.</p> <p>Do not accept:</p> <ul style="list-style-type: none"> <li>• Personal Development Plan</li> <li>• Priorities List</li> <li>• To-do List</li> </ul> <p>Accept any other suitable response.</p> |

| Question | Expected response(s)  | Max mark | Additional guidance |
|----------|---|----------|---------------------|
|          | <p><b>Mentoring systems</b></p> <ul style="list-style-type: none"> <li>• a <b>more senior member of staff</b> is assigned to an employee <ul style="list-style-type: none"> <li>– normally not their line manager</li> <li>– can be called upon for help and advice and knowledge of how the organisation works</li> <li>– senior member of staff has good knowledge of the job and the organisation</li> </ul> </li> </ul> <p><b>Line manager review</b></p> <ul style="list-style-type: none"> <li>• the line manager will carry out periodic checks on progress of an employees' work <ul style="list-style-type: none"> <li>– may have discussions about progress of tasks to ensure that organisational standards are being met</li> <li>– can be a good line of support and advice for employees</li> </ul> </li> </ul> <p><b>Appraisal</b></p> <ul style="list-style-type: none"> <li>• a meeting which takes place between an employee and their line manager to review current performance <ul style="list-style-type: none"> <li>– enables both to identify and evaluate the training and development needs of the employee in order to improve their performance</li> <li>– opportunity to assess employee's career development</li> </ul> </li> </ul> <p><b>Gantt Chart</b></p> <ul style="list-style-type: none"> <li>• chart that contains key dates/milestones in a project and shows if they have been achieved <ul style="list-style-type: none"> <li>– can be used to show comparisons between work planned and work completed</li> </ul> </li> <li>• gives an "at a glance" overview of a project</li> </ul> |          |                     |

| Question | Expected response(s)   | Max mark | Additional guidance  |
|----------|--|----------|--|
| 10.      | <ul style="list-style-type: none"> <li>• gives individuals the right to request access to information held by public organisations</li> <li>• individuals can request to see some information held by public organisations</li> <li>• some information is excluded from being accessed by the public</li> <li>• public organisations must be aware that information they hold could potentially be viewed by the public</li> <li>• when a request is made the organisation must inform the applicant of any charges that must be paid for the request <ul style="list-style-type: none"> <li>– applicants may have to pay for photocopying and/or postage costs</li> </ul> </li> <li>• if the organisation holds any information relating to the request, then they must tell the applicant</li> <li>• the organisation must let the applicant know when they can expect to receive the information <ul style="list-style-type: none"> <li>– or if they need additional time to gather the information</li> </ul> </li> <li>• the organisation has to respond within 20 working days</li> <li>• public authorities have a duty to publish a range of information regarding their activities, eg Council Budgets, tendering processes, minutes of council meetings</li> </ul> | 4        | <p>Award <b>1 mark</b> for each valid description.</p> <p>Award <b>1 mark</b> for each valid development point.</p> <p>Accept any other suitable response.</p> |

| Question | Expected response(s)  | Max mark | Additional guidance  |
|----------|---|----------|--|
| 11.      | <ul style="list-style-type: none"> <li>• <b>Accurate</b> – information should be free from errors</li> <li>• <b>Up-to-date</b> – most recent information should be used</li> <li>• <b>Relevant</b> – information should be associated with the area being looked at</li> <li>• <b>Sufficient</b> – information must be complete but concise</li> <li>• <b>Appropriate</b> – the way in which the information is presented must be easy to understand and use – it must not be ambiguous or misleading</li> <li>• <b>Available</b> – information should be accessible when needed</li> <li>• <b>Cost effective</b> – the benefits gained from gathering the information should outweigh the costs of gathering it</li> <li>• <b>Source</b></li> <li>• <b>Free from bias</b></li> </ul> | 4        | <p>Award <b>1 mark</b> for each valid brief statement.</p> <p>Development marks should not be awarded.</p> <p>Be aware of candidates repeatedly using the same feature, eg sources.</p> <p>Accept any other suitable response.</p> |

[END OF MARKING INSTRUCTIONS]