



National 5
Coursework
Assessment Task



National 5 Administration and IT Assignment Assessment task

Coursework Finalised Marking Instructions

General marking principles

This information is provided to help you understand the general principles that must be applied when marking candidate responses in this assignment. These principles must be read in conjunction with the specific 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 specific 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 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.
- d Candidates are awarded marks for specific skills and theory. Marks are awarded for demonstrating skills in using different IT applications and theory in the following areas:

Word-processing/desktop publishing – 30 marks (+/- 3 marks)

- ◆ entering and editing text
- ◆ layout and presentation of information
- ◆ key information included

Communication – 30 marks (+/- 3 marks)

- ◆ entering text
- ◆ key information included

Theory – 10 marks (+/- 3 marks)

- ◆ providing responses as part of an integrated IT task

Word-processing/desktop publishing

Two marks are available for inserting the logo throughout the assignment. Award 1 mark at the first correct use and the second mark at the last use, only if inserted correctly throughout.

Communication

Presentation

The logo must be the same size and in the same general position on each slide (for example in bottom left corner), but can be moved slightly to allow text or graphics to be seen.

Unless specified, accept the slide number in any position as long as it is consistent. New slides must be consistent.

Note: different backgrounds or design templates can change the font, size, capitalisation and footer position on original slides.

E-mail

E-mail messages must make sense and have:

- ◆ an appropriate subject heading with correct capitalisation, for example Advert (not Task 2)
- ◆ an opening, for example Hi/Hello/First Name/Good Morning/Afternoon
- ◆ a close, for example Thanks/Regards or a closing sentence followed by the candidate name (accept first name only and accept a close with or without a full stop)
- ◆ consistent spacing – 2 returns from opening to start of the e-mail and 2 returns from close to the candidate name. There should be a minimum of 2 returns before the signature block

E-diary

- ◆ unless stated in the task, a week can be 5 or 7 days
- ◆ if any information is truncated on the e-diary printout, the candidate must provide supplementary printouts
- ◆ start and finish times of meetings and events must be clearly shown on printouts – if it is late in the evening, the whole day must be visible in the diary printout, unless a supplementary printout is provided
- ◆ it is not necessary to show location on printouts unless specifically requested – where it is included, mark keyboarding for accuracy
- ◆ accept initial or block capitals for events and appointments
- ◆ ignore extraneous events and meetings

Tasks

- ◆ tasks must be entered using the task manager, or equivalent
- ◆ mark tasks for keyboarding accuracy
- ◆ accept sentence case, initial or block capitals

Layouts

Marks are awarded for a wide variety of layouts used in word-processing and desktop publishing tasks. Do not penalise candidates for applying a layout to a document that is different to one supplied in the marking instructions. The overriding principle is that a document must be fit for purpose.

Keyboarding

Marks are awarded for every block of text that is accurately keyed-in (approximately every 20 words). Flags may be included, if appropriate, to identify where marks are awarded.

Do not accept alternative forms of spelling – only accept spelling as given in the task.

Treat each of the following as one error within a task:

- ◆ incorrect spacing after punctuation at the end of a sentence
- ◆ incorrect spacing for commas, colons, semi-colons, brackets and obliques
- ◆ confusion of hyphens and dashes
- ◆ recurring omission of the same punctuation mark

Date formats

Accept any standard format, for example:

1 June 2024	01/06/2024
1 st June 2024/June 1 st 2024	June 1, 2024
1/6/24	Saturday, 1 June 2024

Do not accept the 1st of June or American dates in number format. Dates must include a number, month and year, unless specifically instructed otherwise.

There must be consistency of style within a task. If an e-file is provided, candidates must use the same style.

Time formats

Accept a variety of formats, for example:

1000 hours	10am
1000hrs	10.00 am
10:00 hours	10.00am
10.00 hrs	10:00 am
10 am	10:00am

Accept 2.30 pm and 4 pm within the one task. Do not accept **a.m.** or **p.m.** If there is a start and finish time, for example 6 pm - 9 pm or 6-9 pm – there must be a dash after a letter and a hyphen between numbers.

There must be consistency of style within a task. If an e-file is provided, candidates must use the same style.

Text formatting

Accept any of the following:

Size	Right alignment
Bold	Bullet points
Underline	Justify
Italics	Border
Shading	Text within a shape
Centre	WordArt
Font change	

WordArt can also be accepted as a font style. However, if any of these are specifically requested in the task, they cannot also be used as a text format.

Graphics

Accept:

Clip art	WordArt
Photographs	Watermarks
Scanned drawings	Border

A graphic must not be clipped by the margin or cover any information on the page.

Where a function appears in both the graphics and text formatting lists, it can only be counted as one of them.

Capitalisation

Capital letters should be used at the start of sentences and for proper nouns. Treat inconsistent capitalisation as one error within a task.

Headings

Headings should be enhanced in some way, for example:

- ◆ block capitals with or without bold
- ◆ initial capitals and bold
- ◆ initial capitals and underscore
- ◆ increased size of font

A change of alignment on its own is not acceptable.

Conjunctions should not be capitalised in headings with initial capitals, for example Advert for Wild Buds.

Contact details

- ◆ for e-mail accept: e-mail, E-mail, E-Mail, email, Email, E, suitable symbol, or on its own
- ◆ for web address accept: Web, Web Address, W, Website, suitable symbol or on its own
- ◆ for telephone number accept: Tel No, Telephone Number, T, Phone, suitable symbol or on its own (there must be no space in telephone numbers)
- ◆ for Twitter accept: Twitter, T, suitable symbol or on its own

There must be consistency of style when using the above pieces of information and if any appear in a sentence, candidates must use sentence case.

Theory

All keyboarding errors should be ignored.

Tasks that ask candidates to 'outline'

Candidates must make a number of brief, relevant, factual points. The points do not need to be in any particular order.

Up to the mark allocation for this task:

- ◆ 1 mark should be given for each brief, relevant, accurate, point of knowledge

Tasks that ask candidates to ‘describe’

Candidates must make a number of relevant factual points, which may be characteristics and/or features, as appropriate to the task asked. These points may relate to a concept, process or situation.

Up to the mark allocation for this task:

- ◆ 1 mark should be given for each relevant factual point
- ◆ 1 mark should be given for any further development of a relevant point, including exemplification when appropriate

Tasks that ask candidates to ‘explain’

Candidates must make a number of points that relate cause and effect and/or make the relationships between things clear, for example by showing connections between a process/situation. These may include theoretical concepts. There is no need to prioritise the reasons.

Up to the mark allocation for this task:

- ◆ 1 mark should be given for each accurate relevant cause and effect
- ◆ 1 mark should be given for any further development of a relevant point, including exemplification when appropriate
- ◆ 2 marks should be given for a single response covering 2 points

General

If a task requires specific information to be inserted in a footer, the candidate’s name and task number should always be below the footer information, or in the header. The only exception is on full-page presentation slides.

If candidates are asked to include a name, they must include the title, first name and surname, unless specifically instructed to use only certain information.

Candidates must action and then delete all comments on e-files.

Errors

Do not award a maximum of 1 mark (1K) per word, for example:

- ◆ co - ordanation should be co-ordination

Printouts

There are clear printing instructions for each task.

Printouts of tasks must show all event details, without truncation and printouts of e-diary reminders must show the reminder time setting.

Specific marking instructions


Task 1

✓₁ Header 1H

Flowers to care for the heart and planet

14 Argyll Square
Oban
PA34 4AZ

07658743231
info@fairflorals.com
[@fairflorals](https://www.facebook.com/fairflorals)



Fair Florals

✓₁ Logo 1L

✓₁ Essential 1E

✓₁ Keyboarding 1K

✓₁ Text Format 1TF

✓₁ Print 1P

	Marks
Slogan in header and centred	1H
Logo - first time used correctly	1L
Essential Information	1E
Keyboarding - includes text in the header	1K
Text formatting - minimum 2	1TF
Print and presentation - must be an appropriate size	1P
TOTAL	6

Task 1
DNA 1H if slogan is not above the contact details.
DNA 1L if logo is clipped.
Accept logo at top of the page or in the footer/header.
Essential information - address, phone no, e-mail and social media.
Accept essential information in footer.
DNA 1H and 1K if the header text is omitted.
Accept slogan in block caps.
DNA 1E and 1K if address, phone no, e-mail or social media is omitted.
DNA 1K if: <ul style="list-style-type: none"> ◆ full stop in the slogan ◆ there are quotation marks around the header
Accept if e-mail or social media are hyperlinks.
Accept a hyperlink as a text format.
Labels for contact details can be included.
Accept business name keyed in.
DNA 1K max across the whole assignment if labels are included but not consistent.
DNA 1P if: <ul style="list-style-type: none"> ◆ the headed paper is longer than a third of the page ◆ Fair Florals is keyed in more than once ◆ any information is in footer and candidate name is on the same line

Task 2

FAIR FLORALS



Size 1S



Page Border 1PB

Fair Florals

Opening on 1 June 2024

We are sustainable, eco-friendly and we design with love!

REASONS TO SHOP WITH US:

All flowers are sourced from ethical suppliers and Fairtrade-certified farms.
Flowers are arranged in 100% eco-wrap.
Boxes are made from 100% recycled cardboard.
We stock a small selection of flowers to minimise our waste.
Our deliveries are environmentally friendly.
We donate £1 from every order to our chosen charity.



New Row 1R



Embolden 1E



Border 1B

Where to find us:



Map 1M

Contact details:

14 Argyll Square
Oban
PA34 4AZ
07658743231
info@fairflorals.com
@fairflorals

Opening times:

Weekdays 9 am - 5 pm
Saturday 10 am - 6 pm
Sunday 10 am - 2 pm



Keyboarding 2K



Print 1P

	Marks
Heading - increase font size	1S
Remove page border	1PB
Table - new row inserted at top	1R
Emboldened heading in table	1E
Thick box border around table	1B
Map of location, showing street name	1M
Keyboarding - opening date, top row of table, opening times, contact details	2K
Presentation - one page and layout	1P
TOTAL	9

Task 2
Accept if the font of the main heading Fair Florals has been changed.
Accept date on same line or underneath.
Accept top row of table as initials capitals.
Accept if the new row is a different height or left aligned.
DNA 1R if more than one row is inserted.
DNA 1M if: <ul style="list-style-type: none"> ◆ street name is not present or legible ◆ street view only ◆ Argyll Street, Oban
Award 1M if the name of the street is in the image and there is a pin on the map.
DNA 1K if: <ul style="list-style-type: none"> ◆ year is omitted from date ◆ address is omitted from contact details ◆ phone, e-mail or social media is omitted ◆ full stop after date
Accept contact details with business name included.
Accept contact details and opening times in the table, in new rows or outwith the table with any alignment.
Accept if the font size of the contact details is smaller than the opening times.
Accept any gridlines that are included in either table but the first table must have a thick outside border.
DNA 1P if: <ul style="list-style-type: none"> ◆ on 2 pages ◆ box size is amended ◆ box borders are not visible ◆ contact details and opening times are not below the correct labels ◆ inconsistent alignment ◆ gridlines removed from table at the bottom

Task 3

Advert



Candidate Name

15:05



Sent 1S

To: Mateo



Advert.docx
24.96 KB



Attachment 1A

This message was sent with high importance.



Urgent 1U

Hi

Include in next month's edition as a full page advert.



Essential Info 1E

Thanks

Candidate Name



Keyboarding 1K


	Marks
Marked as high priority/urgent	1U
Correct attachment - Word file/Word document link	1A
Essential information - 'include this in next month's edition as a full page advert'	1E
Keyboarding - start, end, message etc	1K
Print evidence of sending	1S
TOTAL	5

Task 3
DNA 1U if urgent is keyed in.
Urgent/High Priority function must be used to be awarded 1U eg !, high importance.
DNA 1E and 1K if essential information is missing.
Accept Kind Regards or Kind regards.
DNA 1K if line spacing is inconsistent and there must be one clear line after close.
Accept signature block but name and job title must be on separate lines.
Accept evidence of sending as date and time, closed envelope or screenshot of sent items.
Award 1S if candidate has sent the e-mail to more than one person.
If the word advert is in the body of the e-mail, it can be initial caps or lower case.

Task 4

Today < > 06–10 May, 2024 ✓₁ Print weekly 1P

Mon 06	Tue 07	Wed 08	Thu 09	Fri 10
		Ethical Business Conferen		
11	Supplier Meeting Glasgow			
12	✓ ₁ Meeting 1M			
13				
14				
15				
16	Meeting with Financial Consultant Online	✓ ₁ Meeting 1M		

 Ethical Business Conference ✓₁ Event 1E

Inveraray Castle

Start: 08 May 2024 00:00 All day

End: 08 May 2024 00:00

	Marks
Meeting with Financial Consultant - Online - Mon 6/5/24 - 1530-1630 hrs	1M
Supplier Meeting - Glasgow - Tues 7/5/24 - 1100-1215 hours	1M
Ethical Business Conference - Inveraray Castle - Wed 8/5/24 - all day event	1E
Print - weekly view for week beginning 5/6 May 2024	1P
TOTAL	4

Task 4

Ignore any extraneous entries.

Accept meetings/event consistently in sentence case, initial or block capitals.

Check Task 10 for the whole day event if either date or times are not visible/truncated and award marks in this task if it is visible and correct in Task 10.

DNA meetings/event mark if:

- ◆ keyboarding incorrect
- ◆ meetings/event is truncated and no supplementary printouts provided
- ◆ supplementary printout does not match diary printout
- ◆ incorrect days on weekly view

If time can't be seen on weekly printout 1P can be awarded, however no meetings/event marks can be awarded unless supplementary evidence is provided.

DNA 1 mark max if different meetings/event are incorrectly capitalised.

DNA 1P if only an agenda is provided.

Task 5

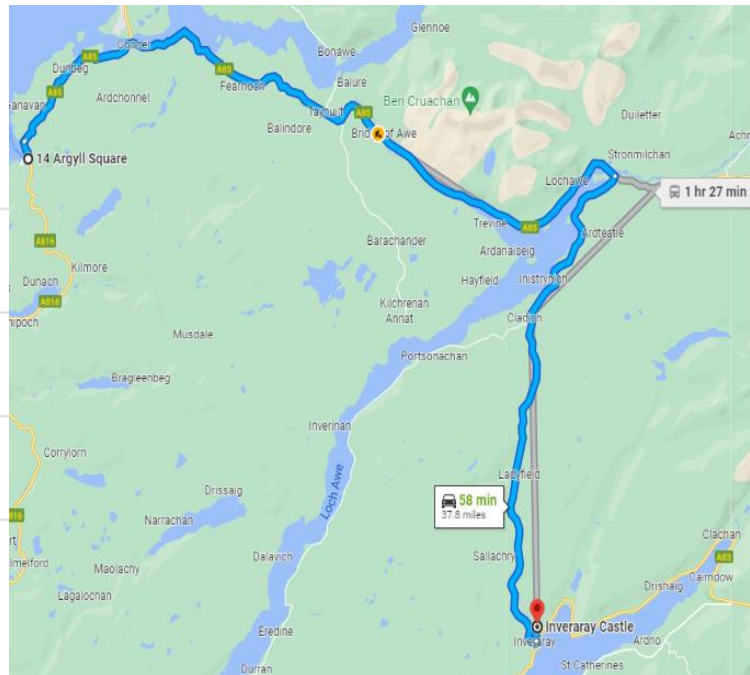
14 Argyll Square

Oban PA34 4AZ

- > Follow A85 to A819
37 min (22.9 mi)
- ➔ Turn right onto A819
20 min (14.5 mi)
- ➔ Turn left onto Front St W/A83
6 sec (95 ft)
- > Drive to your destination
2 min (0.4 mi)

Inveraray Castle

Inveraray PA32 8XE



✓₂ Directions 2D

✓₁ Accommodation 1A

The Inveraray Inn, BW Signature Collection

★★★

Inveraray · Show on map · 400 yards from centre

Good 7.9
729 reviews

Location 9.4

Standard Single Room

1 single bed

Only 3 rooms left at this price on our site

✓₁ Cost 1C

1 night, 1 adult

£104

Includes taxes and charges

See availability >

✓₁ E-bike 1E

Love-ebikes - Electric Bike Specialist

Website Directions Save

4.9 ★★★★★

Bicycle store in Glasgow, Scotland

Service options: In-store shopping · In-store pick-up

Address: 684 Dumbarton Rd, Glasgow G11 6RB

Hours: Open · Closes 6PM

Phone: 0141 339 8349

	Marks
Driving directions from Florist to Inveraray Castle - either map or narrative (all or nothing)	2D
Accommodation in Inveraray	1A
Cost of accommodation - between £100 - £150	1C
Name and address of electric bike seller in Glasgow	1E
TOTAL	5

Task 5
Results should clearly show evidence of an internet search.
Driving directions must clearly show start and finish points.
Accept map to Inveraray Castle or Gardens or PA32 8XF or PA32 8XE.
DNA to Inveraray.
Accept accommodation which has Inveraray in the title, location or a map clearly showing it is in Inveraray.
DNA 1C if the name of the hotel is not included in the snippet for cost.
DNA 1C if range eg £100 - £150 - must show actual cost.
Accept if driving directions are from the post code to the castle.
Address of electric bike seller must include building number, Glasgow and postcode.
Accept electric bike seller or hire company.

Task 6

Outline 3 ways an organisation can ensure property is secure.

1	Install CCTV/cameras.	✓ ₁
2	Install/use locks/shutters (on doors/windows/blinds), door/key cards.	✓ ₁
3	Employ security staff/guards/receptionist.	✓ ₁
4	Provide ID/badge.	
5	Install an alarm.	
6	Mark property/equipment/have security labels.	
7	Attach equipment/computers to desks.	
8	Ensure visitors/staff sign in/out	
9	Provide staff lockers.	
10	Keep an inventory/note/list of property.	
11	Lock equipment away.	
12	Install outdoor lighting.	

Task 6
Must be an outline - more than identify.
Response must contain a verb.
DNA padlock computers on its own.
DNA use a UV pen on its own.

Describe 4 features of word-processing.

Example	Inserting comments to give instructions of changes to be made to a document.
1	Formatting/tools - bold, borders, font, text alignment, colour - make important words stand out/clarify they are important.
2	Changing page layout - margins, line spacing, page orientation, page breaks to make the document look professional/make sections stand out.
3	Copy, cut and paste to move/insert text within the document.
4	Find and replace, a word or phrase is changed every time it occurs in a document.
5	Using a table to organise/summarise information - to look professional/to look consistent/inserting rows/columns/shading.
6	Insert graphics - relevant/show extra information.
7	Use bullets/numbers to order information/create a list/separate text.
8	Use a ruler for adverts/business cards.
9	Inserting data from a spreadsheet eg graph.
10	Mail merge for letters/from spreadsheet/database.
11	Spell check to correct spelling errors.
12	Grammar check to correct grammar errors.
13	Page numbers/headers/footers to display information on each page/for their name.
14	Thesaurus to find alternative words.
15	Change page orientation to portrait/landscape.
16	Printing documents eg booklet/back to back/chosen sheet.
17	Template creates a consistent/neat document/will be automatically populated with business information/colours, designs/to create different types of documents.
18	Saving documents to recall back to a saved point.
19	Add different shapes to group information.
20	Using word count to see how much has been written.

✓₁
✓₁
✓₁
✓₁

Task 6
Must be different features of word processing - describe
Check that the example given is not repeated.
Feature must be described not just named.
Accept 4 features of text formatting or page layout.
Accept creating a table to display specific information.
Each description must be different.
Accept make headings bold.
DNA to update the document.
DNA to add/write/key in/display/show the information as the description by itself.
DNA looks/be seen better/nicer on its own.
Max 1 for appealing/attractive/more interesting/flair.
Max 1 for enhanced/stand out/stick out/pop out.
Max 1 for clarify/clear/easy to read/understandable.
DNA to save time.
DNA to look more serious or formal.
Accept neatly displayed.

Explain 3 consequences to an organisation of having a poor corporate image.

Example	The organisation spends more time dealing with customer complaints which reduces efficiency.
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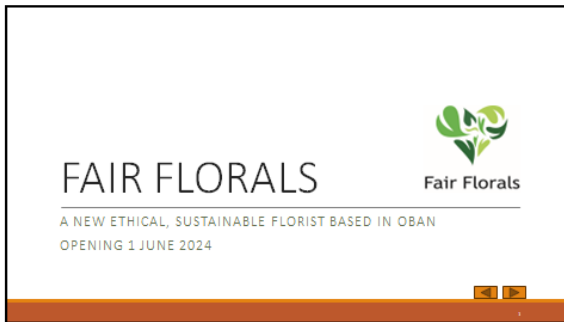
No Standardisation No Logo No Slogan No Uniform	<ul style="list-style-type: none"> ◆ poor brand/image ◆ less sales/profit/bankrupt ◆ less customers/customers go to competitors ◆ less professional ◆ poor reputation ◆ staff not consistent/rude/slow/not trained ◆ customers not dealt with fairly ◆ customers don't feel welcome ◆ high staff turnover ◆ unmotivated staff ◆ high absenteeism ◆ difficult to recruit new staff ◆ bad reviews ◆ no competitive edge ◆ not recommended to family and friends ◆ store layout
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✓₁
✓₁
✓₁

Task 6
Each stem and each explanation must be different.
Either one from column 1 and one from column 2 that make senses OR 2 from column 2 that make sense.
Check that the example given is not repeated. DNA anything about complaints.
DNA reference to quality of products.
Accept a response including sales or profit once only.
Accept a response including number of customers once only.
DNA reduced sales so profits reduce on its own.
Accept positives for competitors.
DNA 'memorable' on its own - not memorable product, must be memorable image/brand.
DNA poor customer service without an example.

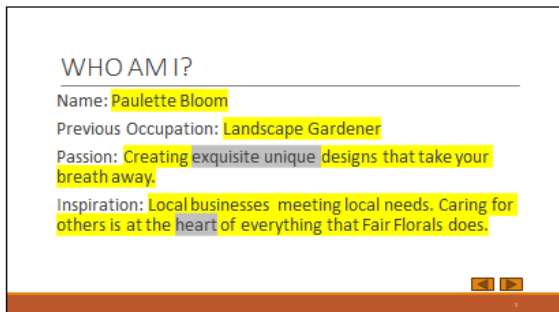
	Marks
Methods of ensuring security of property - outline	3T
Features of word processing - describe	4T
Consequences of a poor corporate image - explain	3T
TOTAL	10

Task 7





Move Slide 1M





Bullets 1B



OUR DELIVERIES

Our flowers, plants, gifts and hampers are placed in a stylish box complete with a personal message card, vase (if purchased), biodegradable flowers, food sachets and care instructions.

We deliver using electric bikes.



CHARITABLE DONATIONS

Each month we will change the charitable cause that we are supporting.

£1 from every sale will be donated towards our chosen charity.

We care for our planet, and for others!



WHERE TO FIND US:

Our address is:

E-mail: info@fairflorals.com

14 Argyll Square
Oban
PA34 4AZ

Social media: [@fairflorals](https://www.instagram.com/fairflorals)



Shape 1S





Design 1D



Graphic 1G



Remove handout number 1N

WHO AM I?

Name: **Paulette Bloom**

Previous Occupation: **Landscape Gardener**

Passion: **Creating exquisite unique designs that take your breath away.**

Inspiration: **Local businesses meeting local needs. Caring for others is at the heart of everything that Fair Florals does.**



Keyboarding 2K



Action Buttons 1A



2



Print 1P


	Marks
Remove graphic from all slides	1G
Design - on all slides	1D
Move slide - Who am I? - slide 2	1M
Numbered bullets on 'What makes us different' slide	1B
Insert action buttons - on all slides	1A
Shape - on 'Where to find us' slide - only address must be within shape and accurate	1S
Remove handout page number	1N
Keyboarding - Who am I? slide and contact details on final slide	2K
Print - whole presentation 3 slides per page, 'Who am I?' full page slide	1P
TOTAL	10

Task 7
Logo mark awarded in task 8.
DNA 1L in task 8 if logo is missing, cropped or covers inserted information.
Accept one action button on first and last slide, home button and start/end buttons.
DNA 1A if action buttons are markedly different sizes and shapes on different slides.
DNA 1S if: <ul style="list-style-type: none"> ◆ more than the address is included ◆ the address is duplicated ◆ there are keyboarding errors in the address ◆ the address is illegible ◆ 'Our address is:' is deleted, not visible
Accept 3 slides per page printed landscape.
DNA 1P if: <ul style="list-style-type: none"> ◆ either the handout of the full presentation or the 'Who am I?' slide, as a full page slide, are omitted ◆ 'Who am I?' slide is not a full page slide eg printed as one slide in handout format ◆ logo has been included on any of the slides other than title slide ◆ 3 slides per page are not on a full A4 page ◆ info/text keyed in is inconsistent in font or size
DNA 1P If there is no full page slide.
If printout for slide(s) is missing: <ul style="list-style-type: none"> ◆ 1-3 omitted DNA 1M, 1B and 1P ◆ 4-6 omitted DNA 2K, 1S and 1P


Task 8

DISCOUNT VOUCHER

GRAPHIC



10% OFF



Fair Florals

✓₁ Graphic 1G

✓₁ Logo 1L

Valid from: 1 June 2024
Valid until: 7 June 2024

✓₁ Dates 1D

✓₁ Text Format 1TF

Visit @fairflorals on social media for more information.

✓₁ Essential 1E

✓₁ Keyboarding 1K

✓₁ Print 1P

	Marks
Correct and accurate dates - 1 June 2024 and 7 June 2024	1D
Logo - only award if correctly inserted in Task 7 and Task 8	1L
Graphic	1G
Text formats - minimum 2	1TF
Essential information - heading, 10%, sentence, an indication of start and finish points	1E
Keyboarding of heading, 10%, sentence and any other text	1K
Presentation - size of discount voucher: 16 x 10 cm max, logo at top right and sentence at bottom	1P
TOTAL	7

Task 8
DNA 1D if date format is incorrect.
Award 1P if ruler is included which shows the correct size.
1E can be awarded if there is a start date and duration. If valid for 7 days instead of 7 June 2024 award 1E and 0D. If no indication of an end date 0E and 0D.
DNA 1E and 1K if any essential information other than date is omitted.
DNA 1K if heading is not enhanced.
Accept various headings eg Fair Florals, Discount Voucher, etc.
DNA 1G if graphic appears on any printout.
DNA 1P if logo not at top right but 1L can be awarded.
DNA 1P if 'Our Address is' has been deleted/not visible on the 'Where to Find Us' slide.

Task 9

Flowers to care for the heart and planet

14 Argyll Square
Oban
PA34 4AZ


07658743231
info@fairflorals.com
@fairflorals

PB/own initials

Date

«Business_Name» ✓
«Address_1» ✓
«Address_2» ✓
«Postcode» ✓

✓**Headed Paper**



Fair Florals

✓**Merge - business name**

✓**Merge - address block**

Flowers to care for the heart and planet

14 Argyll Square
Oban
PA34 4AZ

07658743231
info@fairflorals.com
@fairflorals

PB/own initials

Today's Date

McDade Accountants
Shore Road
Oban
PA34 4LQ

Dear Sir/Madam

SPECIAL OFFER

We are Fair Florals, the first eco-friendly, sustainable florist in Oban, opening on 1 June 2024. We offer a wide range of fresh, seasonal flowers. We are 100% plastic-free and aim for zero flower waste.

Flowers in the workplace can:

- improve employee productivity
- improve employee memory
- boost creativity
- improve employee wellbeing

Now is the time to buy. We have enclosed a discount voucher for you to use during the first 7 days of our opening. To see all we offer, check out our social media. You can order in-store or online. You can collect or we can deliver Monday to Saturday from 9 am to 5 pm.

We hope you will take advantage of this offer. We would love to support your business.

Yours faithfully

Paulette Bloom
Business Owner

Enc

✓**Ref/Date 1R**

✓**Subject Heading 1S**


✓**Borders - remove 1B**

✓**Complimentary Close 1CC**

✓**Keyboarding 1K**

✓**Enclosure 1E**

✓**Print 1P**



Fair Florals

	Marks
Headed paper inserted - must be identical to Task 1 including header	1H
Mail merge: business name	1M
Mail merge: address block	1M
Ref/Date - inserted accurately	1R
Subject heading - Special Offer - must be accurate	1S
Remove all borders from benefit list	1B
Complimentary close - Yours faithfully - must be accurate	1CC
Enc - must be accurate	1E
Keyboarding - Paulette Bloom, Owner	1K
Print and layout - merged fields/print merged letter	1P
TOTAL	10

Task 9
DNA 1H if:
<ul style="list-style-type: none"> ◆ slogan is not present in the header ◆ headed paper has different formatting to task 1
DNA 1M, 1M and 1P if the merge fields and merged printouts don't match.
Award the merge marks if merged fields are anywhere in the letter but DNA 1P for incorrect locations.
DNA 1R and 1P if reference or date are omitted.
DNA 1R if reference or date has a full stop.
DNA 1S and 1P if subject heading is omitted.
DNA 1CC and 1P if complimentary close is omitted.
Accept 'Fair Florals Owner' or 'Fair Florals' Owner' as the designation.
DNA 1B if:
<ul style="list-style-type: none"> ◆ bullet points are changed/omitted ◆ layout is changed
DNA 1CC if:
<ul style="list-style-type: none"> ◆ complimentary close has a comma ◆ faithfully has a capital
Accept Ms Paulette Bloom in complimentary close.
DNA 1E only if:
<ul style="list-style-type: none"> ◆ Enc is omitted ◆ there is a full stop after Enc
Accept Enc with an initial capital or with block capitals.
Accept 2-4 returns before Enc.
DNA 1P if:
<ul style="list-style-type: none"> ◆ inconsistent font, format and size is used throughout the task ◆ inconsistent or incorrect spacing ◆ merge field(s) in the wrong place ◆ extra merge field(s) ◆ spacing errors between merge fields ◆ ref and date in wrong order and/or wrong place/or omitted ◆ date and ref are included but spacing is incorrect ◆ subject heading is in wrong place/or not enhanced/or omitted ◆ insufficient space for signature (4-6 line spaces) ◆ designation is not below the name ◆ enc in wrong place ◆ discount voucher is within or on the same page as the letter ◆ the letter is on 2 pages - ignore if the second page is blank apart from the slogan in the header. Ignore if the discount voucher is on the second page.

Task 10

Monday

6	May Day Bank Holiday	✓ ₁	Print 1P
9	Supplier Meeting Glasgow		
10		✓ ₁	Meeting - change day and time 1M
11			
12			
13			
14			
15			
16	Meeting with Financial Consultant Online		

Calendar



Save

Discard



Ethical Business Conference



08/05/2024



All day

08/05/2024



Don't repeat



1 week before at 09:00



Reminder 1R



Inveraray Castle



Post letters with discount vouchers



Task 1T

Due Sat, May 4, 2024



Add

	Marks
Supplier Meeting - Glasgow - Mon - 0900-1015 hours	1M
Reminder - Ethical Business Conference - 1 week before	1R
Task - Post letters with discount vouchers due 4 May 2024	1T
Print - Mon 6 May 2024 - daily view	1P
TOTAL	4

Task 10
Ignore any extraneous entries.
DNA event mark if: <ul style="list-style-type: none"> ◆ event is truncated and no supplementary printout is provided ◆ supplementary printout does not match diary printout
DNA 1R if reminder function has not been used.
Accept task in sentence case, initial or block capitals.
DNA 1T if: <ul style="list-style-type: none"> ◆ 4 May 2024 is omitted ◆ task is 'Post Letters' only ◆ event instead of a task ◆ date due function is not used
DNA 1P if only an agenda is provided.
Accept the task with or without a full stop.
Watch for consequentiality with Task 4.

[END OF MARKING INSTRUCTIONS]