Unit:  
Office Solutions Development

Assignment title:  
The Build and Repair Hire Company

Sample Marking Scheme

Markers are advised that, unless a task specifies that an answer be provided in a particular form, then an answer that is correct (factually or in practical terms) must be given the available marks. If there is doubt as to the correctness of an answer, the relevant NCC Education materials should be the first authority.

This marking scheme has been prepared as a guide only to markers and there will frequently be many alternative responses which will provide a valid answer.

Each candidate’s script must be fully annotated with the marker’s comments (where applicable) and the marks allocated for each part of the tasks.

Throughout the marking, please credit any valid alternative point.

Where markers award half marks in any part of a task, they should ensure that the total mark recorded for the task is rounded up to a whole mark.

Marker’s comments:

Moderator’s comments:

Mark:  

Moderated mark:  

Final mark:

Penalties applied for academic malpractice:
<table>
<thead>
<tr>
<th>Task</th>
<th>Guide</th>
<th>Maximum Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Valid points regarding the differences between database software and spreadsheet software include the following. Award 1 mark for each feature of database software to a maximum of 5 marks. Award 1 mark for each feature of spreadsheet software to a maximum of 5 marks. The total number of marks to be awarded for this section of the report for Task 1 is 10.</td>
<td>10</td>
</tr>
</tbody>
</table>

**Database software**
- Used for data management
- Used for large amounts of data that could become unmanageable if stored in a spreadsheet form
- Used if records need to be maintained for everyday use
- Used if data is subject to many changes
- Used if reports based on the data are needed
- Data input can be supported, e.g. data input forms
- An efficient way to enter data, store data, and generate information for invoices, sales by product, sales by customer, etc.
- Multiple user access to data can be allowed without issues (this can be more problematic in spreadsheets)
- Data integrity and data validation are robust
- Used more for large volumes of data storage
- Facilitates data duplication/redundancy
- Data from spreadsheets can be imported into databases
- Databases offer stronger security
- Alternative accurate answers

**Spreadsheet software**
- Used for data analysis
- Used for forecasting
- Data from databases can be imported into worksheets
- Used to display data in forms such as graphs, PivotTables, etc.
- Used more for analysis, forecasting, etc.
- Alternative accurate answers

Valid points regarding e-commerce business functions that should be included in the design for the new website include the following. Award 2 marks for each point with a description up to 8 marks. The total number of marks to be awarded for this section of the report for Task 1 is 8.

- The hire order/s made by a customer
- The hire order/s added to the shopping cart

Task 1 continues on the next page
### Task Guide

<table>
<thead>
<tr>
<th>Task</th>
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<th>Maximum Marks</th>
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</thead>
</table>
| 1    | • Payment charged to the customer/customer card  
• The hire order is processed  
• The customer is notified that the hire order has been processed  
• Details of the hire order are received at the warehouse  
• The hire equipment is despatched from the warehouse  
• The hire equipment is returned to the warehouse  
• Security considerations, for example, use of the Transport layer Security (TLS) encryption protocol  
• Ensure that customer data is secure, private and lawful as required by the Customer data General Data Protection Regulation (GDPR)  
• Alternative accurate answers  

Valid points regarding how computer aided design software could assist the design of the new warehouse for The Build and Repair Hire Company include the following. Award 1 mark for each point. The total number of marks to be awarded for this section of the report for Task 1 is 7.  

• Simulation would enable virtual designs to be viewed  
• Validation/verification would enable designs to be checked against design specifications  
• Editing/manipulation could be used to achieve as much design accuracy as possible  
• Selection of materials which could be used to select the appropriate materials to use for various aspects of the design  
• Constraints could be determined to establish any potential problems/issues in any aspect of the design  
• Testing the strength of materials could be used to check for tolerances, safety  
• Rotation which could be used to view an object from any angle  
• 2D representation which could be used to design curves, figures  
• 3D representation could be used to design models of solids and surfaces  
• Alternative accurate answers  |
| 2    | Valid points regarding how the company could benefit if an IT competent member of staff develops the company’s software interface include the following. Award 1 mark for each point and 1 mark for an explanation of the benefit. The total number of marks to be awarded for this section of the report for Task 2 is 10.  

Task 2 continues on the next page  | 10 |
Valid points regarding the success criteria that the member of staff developing the software should refer to include the following. Award 1 mark for each point and 1 mark for an explanation of why it is important to meet the criteria. The total number of marks to be awarded for this section of the report for Task 2 is 8.

- Whether or not the user interface specification has been met
- Whether or not the results of user analysis have been addressed
- Whether or not the results of task analysis have been addressed
- Whether or not the functional requirements have been met
- Whether or not the user requirements have been met
- Whether or not the accessibility requirements/issues been met
- Whether or not identified problems been solved
- Whether or not appropriate design elements been included

Valid points regarding indicators of a user friendly interface include the following. Award 1 mark for each point. The total number of marks to be awarded for this section of the report for Task 2 is 7.
<table>
<thead>
<tr>
<th>Task</th>
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<th>Maximum Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>3a</td>
<td>Valid points regarding why it is advantageous to use the mail merge feature in word processing software to produce letters include the following. Award 1 mark for each point. The total number of marks to be awarded for this section of the report for Task 3 is 6.</td>
<td>6</td>
</tr>
</tbody>
</table>
|      | • It is time-saving  
• It facilitates communication with minimum effort  
• It facilitates large volumes of letters to be produced with minimum effort  
• It is easier to make changes – once rather than many times  
• It facilitates letters to have identical layout/formatting/graphics.  
• It facilitates specific sections of letters to be personalised  
• It facilitates proof reading to be undertaken easily  
• It reduces the risk of errors in letters as one data source is used/checked | 25 |
| 3b   | Valid points regarding how collaboration tools could benefit staff include the following. Award 1 mark for each point. The total number of marks to be awarded for this section of the report for Task 3 is 7. | 7 |
|      | • Enables a team of people to collaborate/work together on a document  
• It provides feedback to other people who work on the document  
• Working in different locations/working from home  
• Facilitates review of documents  
• Facilitates changes in documents to be tracked  
• Dates and times of changes are documented | 25 |

Task 3 continues on the next page
**Task Guide**

<table>
<thead>
<tr>
<th>Task</th>
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<th>Maximum Marks</th>
</tr>
</thead>
</table>
| 3c   | • Facilitates versions of documents to be compared  
• Facilitates revisions to be combined  
• Facilitates documents to be protected  
• Facilitates ink annotations to be made  
• Facilitates documents to be shared  
• Facilitates collaborators to be managed  
• Facilitates permissions to be shared  
• Facilitates documents to be merged  
• Facilitates changes to be accepted or rejected | 12 |
|      | The maximum number of marks to be awarded for **Task 3 c) mail merge** is 12. | |
|      | • Award 1 mark if a customer's address is displayed as set up for mail merge  
• Award 1 mark if a customer's email address is displayed as set up for mail merge  
• Award 1 mark if a customer's number is displayed as set up for the mail merge  
• Award 1 mark if a date is displayed as set up for mail merge  
• Award 1 mark if a customer's name in the greeting is displayed as set up for mail merge  
• Award 3 marks if the data of three customers is set up and linked to three letters  
• Award 1 mark if a name has been input for the Director  
• Award 3 marks if three printouts for three different customers are produced | 25 |
| 4a   | **Valid points regarding data validation methods that are supported by spreadsheet software and how each method assists data entry include the following.** Award 1 mark for each identification and 1 mark for each explanation. **The total number of marks to be awarded for this section of Task 4 is 12.** | 12 |
|      | • **Drop down list** – displays a list of values and a user selects a value from the list  
• **Error alerts/message alert** – if a user enters an invalid value into a cell an error alert or message is displayed  
• **Date restriction** – date values can be input/listed/start and end data ranges/formulae can be used to restrict date values/date picker/lock date format  
• **Time restriction** – drop down time list/time picker/start – end time range  
• **Number restriction** – limit input value/allow numbers only/customisation | |

Task 4 continues on the next page
### Task 4b)

- **Text restriction – custom formula/text length**

The maximum number of marks to be awarded for Task 4 b) is 13. The candidate is required to demonstrate their macro.

Award marks for each of the following responses:

- Award 1 mark if a message box is displayed
- Award 1 mark if a message is displayed in the message box that asks a member of staff to input the number of items hired
- Award 1 mark if a number is input in response to the above request
- Award 1 mark if the number is accepted

After a number is entered the following message box should be displayed:

![Microsoft Excel dialog box](image)

- Award 1 mark if a message box is displayed
- Award 1 mark if a button labelled Yes is displayed in the message box and is positioned as shown above
- Award 1 mark if the button labelled No is displayed in the message box and is positioned as shown above
- Award 1 mark if the following question is displayed in the message box: Have the item/s been hired for more than 2 days?
- Award 1 mark if the No button in the message box is selected and a message box is displayed as follows:

  Task 4 continues on next page
<table>
<thead>
<tr>
<th>Task</th>
<th>Guide</th>
<th>Maximum Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><img src="image.png" alt="Image" /></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Award 1 mark if a message box is displayed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Award 1 mark if the following statement is displayed in the message box: Select OK to input more details OR select Cancel</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Award 1 mark if a button labelled OK is displayed in the message box and if it is positioned as shown above</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Award 1 mark if a button labelled Cancel is displayed in the message box and if it is positioned as shown above</td>
<td></td>
</tr>
</tbody>
</table>

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Learning Outcomes matrix

<table>
<thead>
<tr>
<th>Task</th>
<th>Learning Outcomes assessed</th>
<th>Marker can differentiate between varying levels of achievement</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>2</td>
<td>1, 2, 3</td>
<td>Yes</td>
</tr>
<tr>
<td>3</td>
<td>1, 2, 3</td>
<td>Yes</td>
</tr>
<tr>
<td>4</td>
<td>2, 3</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Grade descriptors

<table>
<thead>
<tr>
<th>Learning Outcome</th>
<th>Pass</th>
<th>Merit</th>
<th>Distinction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understand how application software can support business processes</td>
<td>Demonstrate adequate level of understanding</td>
<td>Demonstrate robust level of understanding</td>
<td>Demonstrate highly comprehensive level of understanding</td>
</tr>
<tr>
<td>Be able to design and implement office solutions</td>
<td>Provide adequate design to address the specification</td>
<td>Provide detailed and appropriate design to address the specification</td>
<td>Provide wholly appropriate and innovative design that meets the specification</td>
</tr>
<tr>
<td>Be able to demonstrate that business processes have been enhanced/improved</td>
<td>Demonstrate ability to perform the task</td>
<td>Demonstrate ability to perform the task consistently well</td>
<td>Demonstrate ability to perform the task to the highest standard</td>
</tr>
</tbody>
</table>