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Rewarding Learning

General Certificate of Secondary Education
2018

Business and Communication Systems

Unit 1: Use of ICT

[GBC11]

MONDAY 21 MAY – FRIDAY 25 MAY

MARK
SCHEME

General Marking Instructions

Introduction

Mark schemes are published to assist teachers and students in their preparation for examinations. Through the mark schemes teachers and students will be able to see what examiners are looking for in response to questions and exactly where the marks have been awarded. The publishing of the mark schemes may help to show that examiners are not concerned about finding out what a student does not know but rather with rewarding students for what they do know.

The Purpose of Mark Schemes

Examination papers are set and revised by teams of examiners and revisers appointed by the Council. The teams of examiners and revisers include experienced teachers who are familiar with the level and standards expected of students in schools and colleges.

The job of the examiners is to set the questions and the mark schemes; and the job of the revisers is to review the questions and mark schemes commenting on a large range of issues about which they must be satisfied before the question papers and mark schemes are finalised.

The questions and the mark schemes are developed in association with each other so that the issues of differentiation and positive achievement can be addressed right from the start. Mark schemes, therefore, are regarded as part of an integral process which begins with the setting of questions and ends with the marking of the examination.

The main purpose of the mark scheme is to provide a uniform basis for the marking process so that all the markers are following exactly the same instructions and making the same judgements in so far as this is possible. Before marking begins a standardising meeting is held where all the markers are briefed using the mark scheme and samples of the students' work in the form of scripts. Consideration is also given at this stage to any comments on the operational papers received from teachers and their organisations. During this meeting, and up to and including the end of the marking, there is provision for amendments to be made to the mark scheme. What is published represents this final form of the mark scheme.

It is important to recognise that in some cases there may well be other correct responses which are equally acceptable to those published: the mark scheme can only cover those responses which emerged in the examination. There may also be instances where certain judgements may have to be left to the experience of the examiner, for example, where there is no absolute correct response – all teachers will be familiar with making such judgements.

Task 1

(a) [1] for each piece of information included – Title, Forename, Surname, Address, Town, Postcode, Gender, Date of Birth, Contact Telephone Number, Email Address, Disability
Max. [5]
([5] if all included, [4] if some included)
(AO1 [5])   [5]

(b) Effective use of boxes/lines   [1]
Effective fonts   [1]
Effective use of tables   [1]
Effective style   [1] Max. [2]

Submit button   [1]

Overall quality of form

[0]
Answer not worthy of credit.

[1]
The candidate has demonstrated a satisfactory knowledge of form design. The candidate demonstrates a satisfactory level of accuracy in spelling, punctuation and grammar. The candidate makes satisfactory use of alignment and white space, and the organisation of the work is satisfactory.

[2]
The candidate has demonstrated a good knowledge of form design. The candidate demonstrates a good level of accuracy in spelling, punctuation and grammar. The candidate makes good use of alignment and white space, and the organisation of the work is good.
(AO1 [3])
(AO3 [2])   [5]

(c) Other appropriate information relating to the Lurgan Library, e.g. Telephone Number; Email Address;
Website Address; Any other relevant information
A4 printout
(AO1 [1])   [2]   12

Task 2 Part A

(a) Correct text in cells A1 [1]
Correct font size and text emboldened [1]
(AO2 [2]) [2]

(b) Correct text in cells B2; A3:Q3; A4:A6 and A9:A11
(Some cells correct [1])
(AO2 [2]) [2]

(c) Grey shading cells B2:M2 merged and centre aligned
Grey shading in cells A3:Q3
(AO2 [2]) [2]

(d) Cells O4:Q6 and B10:B11 correctly formatted – sterling, 2 decimal places
(Some cells correctly formatted [1])
(AO2 [2]) [2]

(e) Correct formula in N4, e.g. =SUM(B4:M4);
(AO1 [1])
(AO2 [1]) [2]

(f) Correct formula in O4, e.g. =N4*B10
(Correct formula without absolute cell referencing eg = N4*B10
Max [1])
(AO1 [1])
(AO2 [2]) [3]

(g) Correct formula in P4, e.g. = IF(N4>1200,500,0)
(Use of IF statement [1]
Correct condition (N4>1200) [1]
500 [1]
0 [1])
(AO1 [1])
(AO2 [3]) [4]

(h) Correct formula in Q4, e.g. =SUM(O4:P4)
(AO1 [1])
(AO2 [1]) [2]

(i) All replication correct
(Some replication [1])
(AO2 [2]) [2]

(j) Correct formula in B9, e.g. =SUM(N4:N6)
(AO1 [1])
(AO2 [1]) [2]

(k) Correct formula in B11, e.g. =(B9*B10)
(AO1 [1])
(AO2 [1]) [2]

(l) Correct text in footer
(AO2 [1]) [1]

(m) Data printout landscape [1]
Row and column headings and gridlines [1]
All data visible [1]
Data printout on one A4 page [1]
(AO2 [3])
(AO3 [1]) [4]

(n) Formula printout on one A4 page
(AO3 [1]) [1] 31

Task 2 Part B

(a) Bar chart produced [1]
Appropriate title e.g. 'Total Hours Worked' [1]
Appropriate X and Y labels e.g. 'Librarian'; 'Hours' [1]
Data values shown on each Bar [1]
Correct bars produced [2]
([1] for some correct bars)
(AO2 [6]) [6]

(b) Bar chart printed on A4 page
(AO3 [1]) [1] 7

Task 3

(a) Database structure amended – City changed to Town
(AO2 [1]) [1]

(b) Database structure amended – new field added [1]
Correct data entered – Number of Visits [1]
(AO2 [2]) [2]

(c) New customer added – Angela Ward [1]
Correct spelling etc. [1]
(AO2 [2]) [2]

(d) Correct customer deleted – Edward Black
(AO2 [1]) [1]

(e) Change made correctly – Paula Reid Favourite Interest changed to Crime
(AO2 [1]) [1]

(f) All of Steve Austin, Paula Reid and Angela Ward and no others. [1]
Sorted in Surname [1]
Correct fields only [1]
(AO2 [3]) [3]

(g) Results of search printed
(AO3 [1]) [1]

(h) All customers included – Favourite Interest; Title; Forename;
Surname; only displayed   [1]
Correct title- 'Member List'   [1]
Grouped by Favourite Interest   [1]
Surname ascending   [1]
Logo included   [1]
Professional appearance   [1]
(AO2 [6]) [6]

(i) Report printed
(AO3 [1]) [1]

(j) All of Paula Reid, Clare Jones and Angela Ward and no others [2]
Correct fields only [1]
(AO2 [3]) [3]

(k) Results of search printed
(AO3 [1]) [1]

(l)	Relevant information for each paragraph	[3]		**AVAILABLE MARKS**
	Three paragraphs	[1]		

Knowledge of letter design, e.g.
Salutation/Closure/Appropriate font/Appropriate style
Any other suitable feature [3]

Title field inserted [1]
Surname field inserted [1]
Address field inserted [1]
Town field inserted [1]
Postcode field inserted [1]
(AO1 [12]) [12]

(m) Quality of letter [4]

Level 0 ([0])
Answer not worthy of credit.

Level 1 ([1])
The candidate has demonstrated limited knowledge of standard letter layout. The candidate demonstrates a limited level of accuracy in spelling, punctuation and grammar. The meaning of the text is clear some of the time. The candidate displays a limited level of writing, form and style appropriate to the purpose of the question. The organisation of the work is limited.

Level 2 ([2]–[3])
The candidate has demonstrated satisfactory knowledge of standard letter layout. The candidate demonstrates a satisfactory level of accuracy in spelling, punctuation and grammar. The meaning of the text is clear most of the time. The candidate displays a satisfactory level of writing, form and style appropriate to the purpose of the question. The organisation of the work is satisfactory.

Level 3 ([4])
The candidate has demonstrated good knowledge of standard letter layout. The letter must have correct use of salutation and complimentary close and a date included. The candidate demonstrates a good level of accuracy in spelling, punctuation and grammar. The meaning of the text is clear all of the time. The candidate displays a good level of writing, form and style appropriate to the purpose of the question. The organisation of the work is good.
(AO3 [4])

Standard letter printed [1]
(AO2 [1]) [5]

(n) [1] for each of 3 letters for:
Paula Reid, Clare Jones and Angela Ward
(AO3 [3]) [3]   42

Task 4

		AVAILABLE MARKS

(a) Slide 1 Correct title included – 'Search and Replace' [1]
Appropriate explanation [2]
(AO3 [3])   [3]

(b) Slide 2 Correct Title included – 'Justification of Text' [1]
Appropriate explanation [2]
(AO3 [3])   [3]

(c) Both slides printed on one page
(AO2 [2])   [2]   8

Total   **100**