

**MARK SCHEME for the October/November 2009 question paper
for the guidance of teachers**

0417 INFORMATION TECHNOLOGY

0417/02 Paper 2 (Practical Test A), maximum raw mark 100

This mark scheme is published as an aid to teachers and candidates, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began, which would have considered the acceptability of alternative answers.

Mark schemes must be read in conjunction with the question papers and the report on the examination.

- CIE will not enter into discussions or correspondence in connection with these mark schemes.

CIE is publishing the mark schemes for the October/November 2009 question papers for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.

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Candidate name

Centre number

Candidate

Screenshot of search/save page on web site

Screenshot	search web site and file saved	1 mark
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Candidate name

Centre number

Candidate

VSH Second Quarter Report

Report presented by a candidate

Heading	100% correct	1 mark
Font	sans-serif	1 mark
Size	24 points	1 mark
Alignment	centre	1 mark
Emphasis	italic and underlined these letters only	1 mark

Sub Heading	100% correct	1 mark
Font	sans-serif	1 mark
Size	18 points	1 mark
Alignment	right	1 mark

Page size	A4	1 mark
Page orientation	portrait	1 mark
Columns	single this page only	1 mark
Header footer	none on this page	1 mark
Break	inserted here	1 mark

www.PapaCambridge.com

Candidate name _____ Centre number _____

The **Header** candidate name left 1 mark
 sp **Centre number centred** 1 mark
 Eu **candidate number right** 1 mark
 Ma **align to margins +/- 5 mm**

Details (correct) copied into table
 Column 1 (staff codes) deleted
 Column (Office) deleted
 Header underscore, italics
 Top row shaded grey
 Font matches body text
 Text all visible not wrapped
 Table position still in correct place
 Borders visible when printed

Table text entered 100% accurately and matches body text, no text wrap 1 mark

information on the chosen locations, sales and the take up of mini tours. You will see that the new sales staff who were already performing

success. The locations were

Code	Location	
JGBEXL	Jersey	Excursion
ALMGPL	Almeria	in Lujo Playa
GCAPRG	Grand Cayman	Paradise Retreat
MALTPG	Maldives	Paradise Golf
SEYNSG	Seychelles	Nine South Golf

First name	Family name	Start date
Angel	Robles	13/11/2008
Frances	Stirland	18/07/2008
Joan	Peters	25/11/2008
Ricard	Dortmund	17/10/2008

The sales performance for the first half of the year is shown below as a summary of the number of sales made and how many guest tickets were sold. We also show separately the value of mini tours they sold. The sales summary for all staff is included here:

The Jersey hotel and golf complex is well established and we write with our guests for **short** break

Excursion hotel on St. Brelade's Bay, its fine view and excellent golf facilities attract players and their guests to return year after year. Almeria is a favourite escape for the professional in the cooler months at the end of the year or in the New Year, but attracts bookings year round.

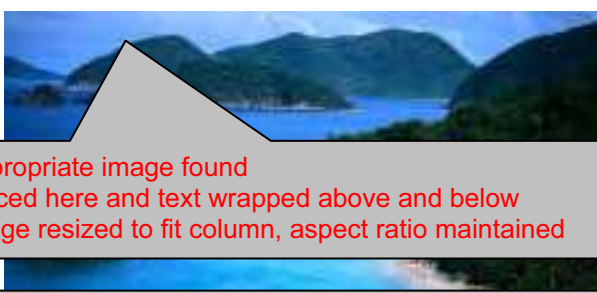
Staff	Sum Of Number	Count Of N9book
AR	659	146
FD	229	51
FS	248	54
JP	482	105
LM	256	59
ME	105	24
PB	354	72
RD	447	98
ST	300	64

Spellings both corrected 1 mark

Grand Cayman. This is such a beautiful location with services offered to the highest standards and we have been delighted that it has become such a desirable destination for our most discerning guests. With its success established, we have introduced another special holiday location for this season with yet one more under development.

Summary inserted correct place (blank line above and below) 1 mark
Sums correct 2 marks
Counts correct 2 marks

The mystery destination is revealed as the Maldives where a fabulous setting is awaiting our favoured guests who will be offered the chance to test this destination in the coming quarter. Here is a glimpse of what is on offer:



Appropriate image found 1 mark
Placed here and text wrapped above and below 1 mark
Image resized to fit column, aspect ratio maintained 1 mark

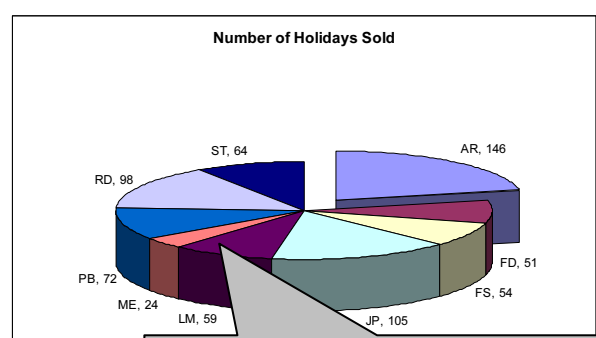


Chart Inserted in correct place with one blank line above and below with aspect ratio maintained within margins 1 mark
Chart correct data and type 1 mark
Segment pulled out or highlighted and correct 1 mark
Title correct 1 mark
Segment labels and values 1 mark
NO legend 1 mark

Page margins top and bottom 3 cm left and right 2 cm 1 mark
Columns 2 columns with 1 cm space 1 mark
Footer date on right 1 mark
 align to margin +/- 5 mm

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The views of the new staff on their training needs have been collected and analysed by the Human Resources Director and plans for training will be developed to include:

Bulleted list changed to numbered list 1 mark

1. Training needs analysis
2. Induction
3. On-the-Job training
4. Off-the-Job training

A full and detailed training plan will be put forward with our next report. The report will identify the training needs of all employees in respect of their life long learning as well as specific areas of expertise for their current jobs.

Body text	serif	1 mark
	10 point	1 mark
Alignment	fully justified	1 mark
Line spacing	single	1 mark

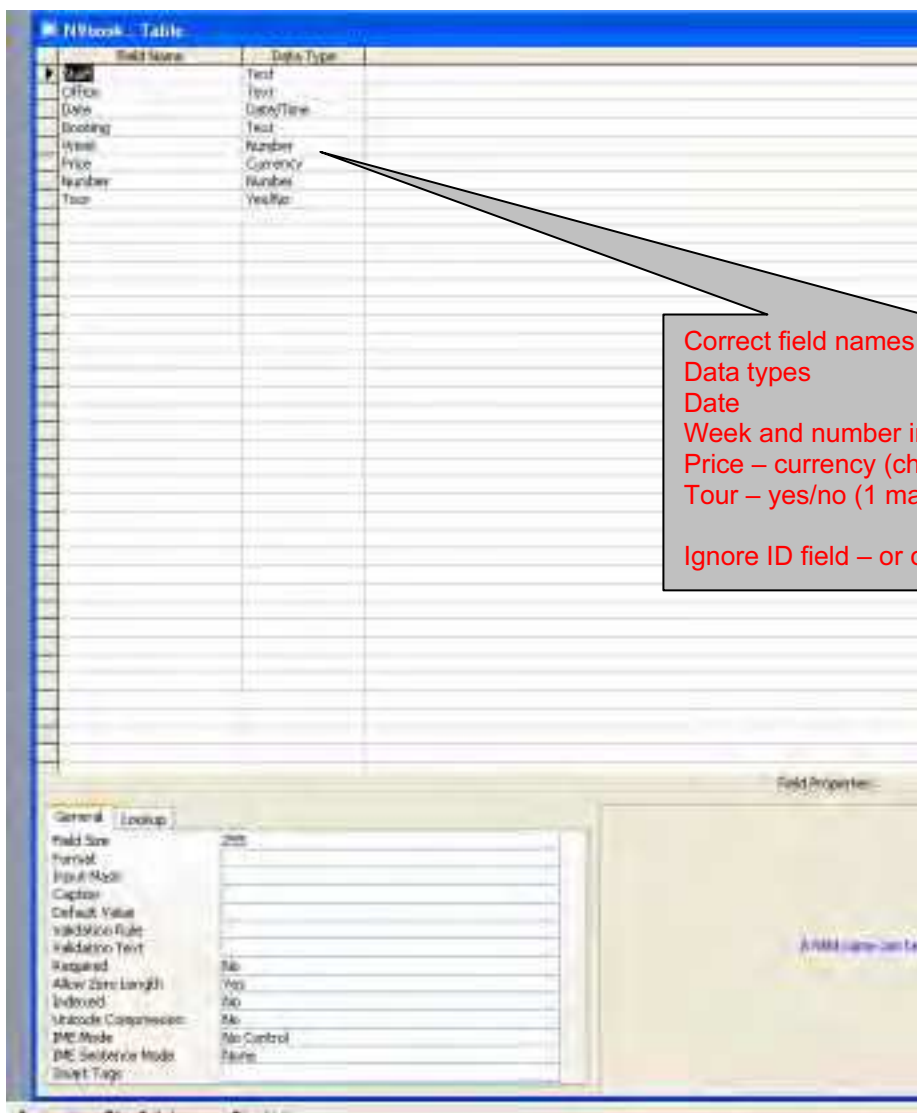
Induction will be identified to include familiarisation with the company and the work place including working policies, health and safety requirements and initial software training if needed.

No widows/orphans	1 mark
No split lists	1 mark
No split tables/charts	1 mark
Document complete/paragraphs intact	1 mark
No blank pages	1 mark

All trainees will be assigned to a mentor who will guide them in their work. This will be a companion worker who will help to develop familiarisation of the new worker with all aspects of day to day operations. The training will be at the employee's office and will take place on a continuous basis.

The company takes customer support very seriously and off the job training will include college courses in customer relations, as well as updating specific skills. This can be seen to be good for the employee and the company. Experience of the holiday locations may also be desirable to ensure employees can give realistic feedback to customers based on experience.

Candidate name _____ Centre number _____ Candidate number _____



Correct field names 1 mark
 Data types 1 mark
 Date 1 mark
 Week and number integer 1 mark
 Price – currency (check printout too) 1 mark
 Tour – yes/no (1 mark only if text) 2 marks

Ignore ID field – or other key fields

Week 36 for Strand

Staff	Date	Booking	Week	Number	Tour	Income
JP	03/04/2009	ALMGPL	36	4	Yes	£1,596.00
AR	06/04/2009	ALMGPL	36	5	Yes	£1,995.00
RD	15/04/2009	GCAPRG	36	7	No	£4,193.00
RD	19/04/2009	JGBEXC	36	3	No	£585.00
JP	22/04/2009	ALMGPL	36	4	No	£1,596.00
AR	25/04/2009	ALMGPL	36	3	Yes	£1,197.00
RD	25/04/2009	ALMGPL	36	5	Yes	£1,995.00
A					Yes	£2,394.00
F					Yes	£1,596.00
J					No	£3,594.00
J					Yes	£2,394.00
J					Yes	£2,394.00
J					Yes	£2,793.00
F					No	£2,394.00
JP	14/05/2009	ALMGPL	36	5	Yes	£1,995.00
AR	15/05/2009	JGBEXC	36	7	No	£1,365.00
RD	15/05/2009	JGBEXC	36	6	No	£1,170.00
JP	21/05/2009	ALMGPL	36			£798.00
FS	29/05/2009					
FS	01/06/2009					
RD	04/06/2009	JGBEXC	36	4	Yes	£780.00
AR	05/06/2009	ALMGPL	36	6	No	£2,394.00
FS	06/06/2009	ALMGPL	36	6	No	£2,394.00
FS	06/06/2009	ALMGPL	36	6	No	£2,394.00
AR	11/06/2009	GCAPRG	36	5	Yes	£2,995.00
AR	14/06/2009	ALMGPL	36	2	Yes	£798.00
JP	14/06/2009	JGBEXC	36	7	Yes	£1,365.00
JP	26/06/2009	ALMGPL	36	2	No	£798.00

Heading 100% correct 1 mark
Page orientation is portrait 1 mark
Search week = 36 1 mark
Strand (not displayed) 1 mark
between 01/04/2009 and 30/06/2009 2 marks
Sort ascending order of Date then staff ascending 2 marks
Fields only these (may be any order) 1 mark
Fits fully visible for all fields and column headings 1 mark
1 page wide 1 mark

Income field is calculated 2 marks
Income field displayed as currency, 2dp 1 mark

Candidate name, Centre no and candidate no **Total Income** £51,957.00

06 Augu

Sum of Income is calculated 2 marks
And displayed below Income column 1 mark
Total is displayed as currency 1 mark
Label Total Income 1 mark

Candidate details on left foot of page 1 mark

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IGCS	Heading 100% correct Page orientation is portrait Search week 35 Staff = AR Booking = ALMGPL Tour = Yes	1 mark 1 mark 1 mark 1 mark
	Sort ascending order of Date	1 mark
	Fields only these five fields and data fully visible	1 mark

AR tour bookings for week 35

Staff	Date	Booking	Price	Number
AR	06/01/2009	ALMGPL	£399.00	4
AR	02/02/2009	ALMGPL	£399.00	5
AR	12/02/2009	ALMGPL	£399.00	3
AR	23/02/2009	ALMGPL	£399.00	2
AR	01/03/2009	ALMGPL	£399.00	3
AR	20/03/2009	ALMGPL	£399.00	2
AR	24/03/2009	ALMGPL	£399.00	7
AR	26/03/2009	ALMGPL	£399.00	2
AR	26/03/2009	ALMGPL	£399.00	4
AR	30/03/2009	ALMGPL	£399.00	3
AR	02/04/2009	ALMGPL	£399.00	6
AR	03/04/2009	ALMGPL	£399.00	5
AR	11/04/2009	ALMGPL	£399.00	4
AR	16/04/2009	ALMGPL	£399.00	7
AR	23/05/2009	ALMGPL	£399.00	2
AR	06/06/2009	ALMGPL	£399.00	4
AR	06/06/2009	ALMGPL	£399.00	4
AR	06/06/2009	ALMGPL	£399.00	2
AR	27/06/2009	ALMGPL	£399.00	5

Candidate name, Centre number and candidate number

Candidate details on right at foot of page 1 mark

3 new records added 3 marks

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Printout of the second e-mail prepared and ready to send to the autoresponder

Address:	design.h@cie.org.uk	1 mark
CC	VSHsales@cie.org.uk VSHCEO@cie.org.uk	2 marks
Subject line	Sales update	1 mark
Message text	Here is the Sales report.	1 mark
Attachment present	final document (candidate's own file name)	1 mark