

GCE

Applied ICT

Unit **G041**: How Organisations Use ICT

Advanced Subsidiary GCE

Mark Scheme for June 2016

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This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by examiners. It does not indicate the details of the discussions which took place at an examiners' meeting before marking commenced.

All examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

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

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Annotation	Meaning
^	Something vital to the mark point has been omitted.
BOD	Benefit of the doubt given.
NBOD	Benefit of the doubt not given.
CON	Candidate contradicts him/herself.
NAQ	Candidate has not answered the question as set.
MTP	Candidate has missed the point of the question.
W	Candidate is working towards a mark but has not given enough to receive credit at this point.
NE	Not enough for the candidate to receive credit.
TV	Answer is too vague to receive credit.
FTC	Follow-through credit. When an earlier wrong answer has been penalised, this may be used to show that credit can now be given to a part of the script which depends on that earlier wrong answer. This avoids penalising a candidate twice for the same error, but should only be used where specified by the PE.
MAX	Shows that the maximum number of marks for a part-question or question has been awarded (even though the answer may contain further correct points).
R	The point repeats one already awarded credit.
JE	Candidate has <i>just</i> given enough to be awarded a mark.

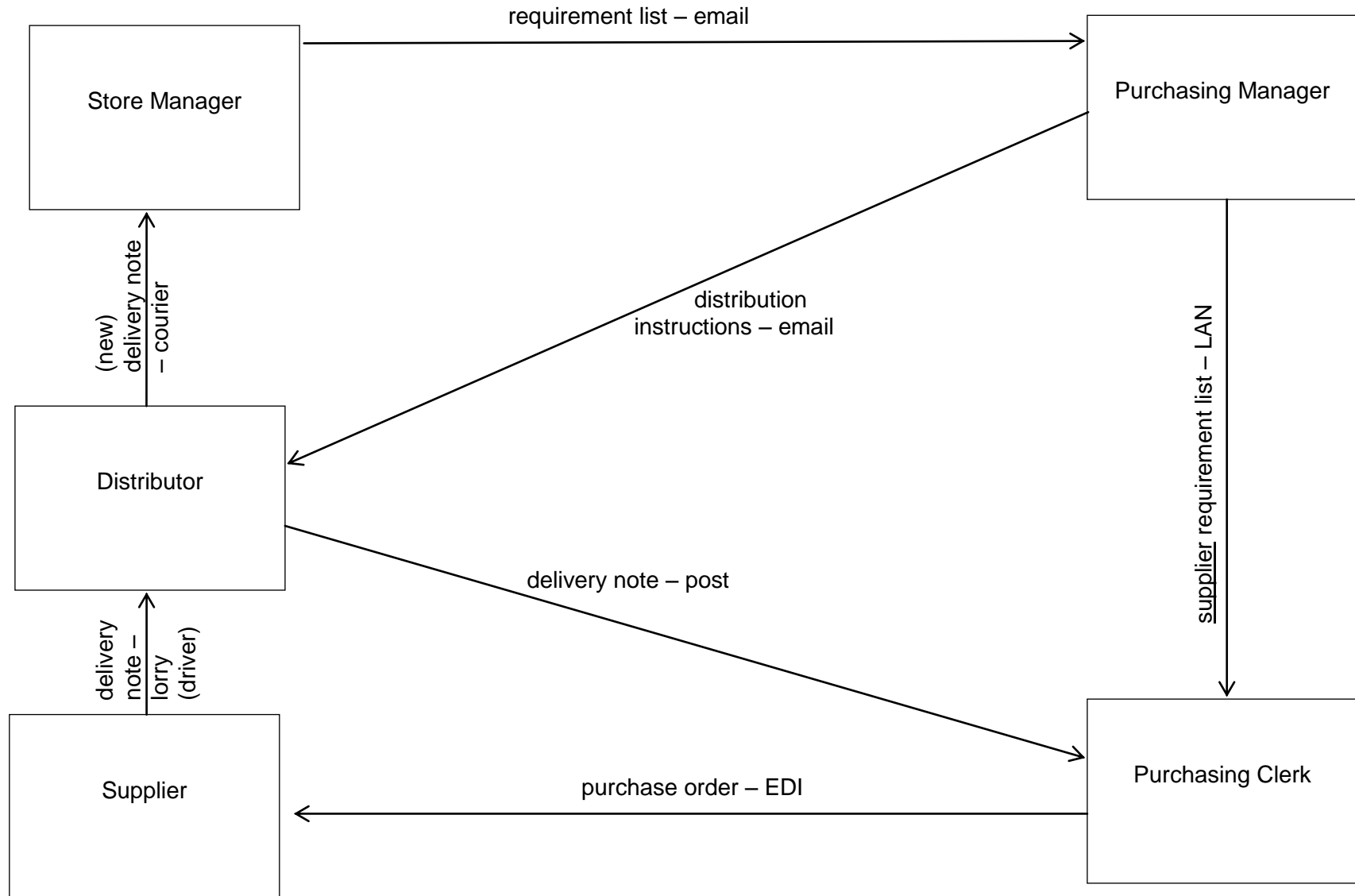
There are 100 marks available for this test. They are allocated as follows:

- Tasks 2 and 3 30
- Section A of the test paper 50
- Section B of the test paper 20

PVMS = Progress Vinyl Music Stores

Task 2	Answer	Mark	Guidance
	<p>1 mark each for boxes labelled</p> <ul style="list-style-type: none"> • Store Manager • Purchasing <u>Manager</u> • Purchasing <u>Clerk</u> • Supplier • Distributor <p>plus labelled arrows to show the information flows (1 mark each) and methods (1 mark each) indicated in the diagram on the next page. Max 15 marks.</p>	15	<p>Note:</p> <ul style="list-style-type: none"> • Arrows should only be awarded points if they are drawn to and from the correct boxes. • Marks may be awarded for unconventional diagrams provided they isolate the senders and receivers of information. • Do not award marks for flow diagrams or series of text boxes linked by arrows. • Marks cannot be awarded for 'How' if the information is not identified/is incorrect but can be awarded if information is essentially correct but vague or incomplete. • Labels should not be awarded marks if they are contained within the description of a process. • If lines cross, mark labels as long as it is clear where each arrow goes. • Marks should only be awarded for labels that can be unambiguously linked to a single arrow.

Task 2			Answer				Mark	Guidance



Task 3	Answer	Marks	Guidance									
			Content	Levels of response								
	<p>AO4 is assessed through this task.</p> <table border="1" data-bbox="293 347 958 660"> <thead> <tr> <th data-bbox="293 347 488 379">AO4 Marks</th> <th data-bbox="488 347 958 379">Guidance</th> </tr> </thead> <tbody> <tr> <td data-bbox="293 379 488 523">3</td> <td data-bbox="488 379 958 523">A strength and a weakness in the method(s) used identified or a strength and suggestion for improving own performance.</td> </tr> <tr> <td data-bbox="293 523 488 587">2</td> <td data-bbox="488 523 958 587">A strength <u>or</u> a weakness in the method(s) used identified.</td> </tr> <tr> <td data-bbox="293 587 488 660">1</td> <td data-bbox="488 587 958 660">Some comment made on the method(s) used.</td> </tr> </tbody> </table> <p>The quality of written communication is assessed through this task.</p> <p>Answers may include:</p> <p>Improvements</p> <ul style="list-style-type: none"> • connect all stores with head office in a wide area network (WAN) using leased lines • set up a virtual private network (VPN) for stores to access head office network via the Internet • combine all store databases into a single system on the head office server • provide access to the stock database via network (WAN or VPN) from all stores <p>Accept answers relating to cloud technology.</p> <p>positive impacts on PVMS</p> <ul style="list-style-type: none"> • centralised systems make it easier to monitor stock • improved customer service eg quicker location of required item when locally out of stock 	AO4 Marks	Guidance	3	A strength and a weakness in the method(s) used identified or a strength and suggestion for improving own performance.	2	A strength <u>or</u> a weakness in the method(s) used identified.	1	Some comment made on the method(s) used.	15		<p>Tiered response based on:</p> <p>H 9-12 Candidates will show a clear understanding of the task and include a detailed explanation of how improvements could be made to network communications and how stock records could be centralised plus a detailed evaluation that includes both positive and negative impacts of these improvements.</p> <p>Examples are clearly applied to PVMS and its staff.</p> <p>The information will be presented in a structured and coherent form. There will be few if any errors in spelling, grammar and punctuation. Any technical terms will be used appropriately and correctly.</p> <p>M 5-8 Candidates will show some understanding of the task and include some explanation of how improvements could be made and some evaluation that includes positive and negative impacts of these improvements. Their evaluation may be one-sided.</p> <p>Some examples are applied to PVMS and its staff.</p> <p>The information will be presented in a structured format. There may be occasional errors in</p>
AO4 Marks	Guidance											
3	A strength and a weakness in the method(s) used identified or a strength and suggestion for improving own performance.											
2	A strength <u>or</u> a weakness in the method(s) used identified.											
1	Some comment made on the method(s) used.											

Task 3	Answer	Marks	Guidance	
			Content	Levels of response
	<ul style="list-style-type: none"> • details of stock available could be directly linked to website • Purchasing Manager can see what items need re-stocking in each store <p>negative impacts on PVMS</p> <ul style="list-style-type: none"> • increased network management may be requires/ may need to employ ICT support staff • may still need a separate local system for pre-owned vinyl records/store managers may need to update details of pre-owned vinyl records remotely • greater risk of unauthorised access/viruses • cost of leased lines • may require upgrading of head office server which will cost money <p>positive impact on staff</p> <ul style="list-style-type: none"> • easier for marketing assistants to update details on website • easier access to all information required <p>negative impacts on staff</p> <ul style="list-style-type: none"> • staff may need training to use the system • store managers may feel under-valued because they have less control of what is ordered • sales cashiers may lose their job if systems are centralised 			<p>spelling, grammar and punctuation. Any technical terms will be mainly correct.</p> <p>L 1-4 Candidates will demonstrate a limited understanding of the task.</p> <p>Information may be a list of points, with little or no explanations or application to PVMS.</p> <p>Information will be poorly expressed and there will be limited, if any, use of technical terms.</p> <p>Errors of grammar, punctuation and spelling may be intrusive.</p> <p>0 – no points worthy of credit</p>

SECTION A

Question			Answer/Indicative content	Mark	Guidance
1			<ul style="list-style-type: none"> marketing (1) plus four from: <ul style="list-style-type: none"> write 'wanted' advertisement for classified advertisement columns/newspapers produce advertisements for specialist magazines negotiate purchase of advertising space collects/analyses sales data from stores keep company website up-to-date 	5	<p>If job title given, ie marketing assistant, mark as TV but award marks for correct tasks</p> <p>1 mark for job function plus 1 mark per point to max 4 for matching tasks.</p>
2			<ul style="list-style-type: none"> responsible for ordering all new records/hi-fi equipment <u>collates</u> requirement lists from all store managers <u>creates</u> requirement list for each supplier (and saves on head office server) <u>creates</u> distribution instructions (and emails to distributor) decides how many copies of new releases each store will sell/orders required number of new releases 	5	<p>1 mark per point to max of 5</p> <p>Must be what the Purchasing Manager does, not what the staff do.</p> <p>Do not accept new records for new releases unless it is clear from the context that the candidate is referring to new releases.</p>
3	a	i	<ul style="list-style-type: none"> Store Manager uses the summary sheet (of sales cashier's spreadsheet) (1) to calculate the total income (generated from sales of each type of goods) (1) 	2	
	a	ii	<ul style="list-style-type: none"> VAT element of each sales figure calculated (1st) and subtracted (1) 	2	
	b		<ul style="list-style-type: none"> supplier (invoices) 	1	
	c		<ul style="list-style-type: none"> total VAT charged (to customers) is calculated by adding all VAT values <u>in sales ledger</u> total VAT paid (to suppliers) is calculated by adding all VAT values <u>in purchase ledger</u> VAT paid is subtracted from VAT charged 	3	
	d		<ul style="list-style-type: none"> balance sheet/income statement (1) to determine how much company must pay in taxes (1) 	2	

Question		Answer/Indicative content	Mark	Guidance
4	i	One from: <ul style="list-style-type: none"> networked computer (1st) with black and white laser printer attached (1) chip and pin card reader (1st) that uses the wireless router to connect to the banking system via the Internet (1) 	2	
	ii	<ul style="list-style-type: none"> spreadsheet software(1st) stored on the server/with sales input screen (1) 	2	
	iii	One from: <ul style="list-style-type: none"> invoice number/value (1st) keyed in by sales cashier (1) (invoice) type (1st) selected from drop-down list (1) card number (1st) entered when card radio button selected (1) amount tendered (1st) entered when cash radio button selected (1) payment type (cash/card) (1st) selected using radio buttons (1) 	2	
	iv	One from: <ul style="list-style-type: none"> invoice values added (as they are entered) (1st) using a formula in Customer Total box (1) current date looked up (1st) using a function (1) payment processed (1st) when card inserted in card reader (1) Customer Total subtracted from Amount Tendered (1st) to calculate change due (1) all values except Amount tendered and Change due copied to summary sheet and form cleared (1st) when Submit button clicked (1) 	2	

Question			Answer/Indicative content	Mark	Guidance
		v	One from: <ul style="list-style-type: none">• two copies of card receipt (1st) printed by card reader/stapled to copies of invoice(s) (1)• Customer Total (1st) told to customer by sales cashier/displayed on screen (1)• Change due (1st) informs sales cashier how much change to give customer (1)	2	Do not accept the process used to create the output as a description.

Question		Answer/Indicative content	Mark	Guidance	
5	a	<p>Two from:</p> <p>eg:</p> <ul style="list-style-type: none"> store managers <u>search</u> WWW (1st) to find details of old vinyl records and their possible value (1) store managers use <u>email</u> (1st) to send sales figures/requirement lists to head office (1) company <u>runs/hosts</u> a website (1st) that promotes its listen before you buy message/ provides interactive maps/includes details of hi-fi equipment and new vinyl records (1) the sales cashier uses the internet to <u>access</u> the banking system (1st) to process card payments (1) 	4	Must be two different ways, ie not two searches or two uses of email	
	b	i	<p>One from:</p> <p>eg:</p> <ul style="list-style-type: none"> online chat (1st) to allow customers to ask questions and get answers instantly (1) cloud storage (1st) to allow the company to store data remotely (1) 	2	Accept social media, on-line banking, VPN Do not accept blogs, WAN, website
		ii	<p>A benefit explained that matches the service described in b(i)</p> <p>eg:</p> <ul style="list-style-type: none"> online chat – possible increase in sales (1) because customer service is improved (1) cloud storage – possible reduced hardware costs (1) because data is stored remotely (1) <p>A limitation explained that matches the service described in b(i)</p> <p>eg:</p> <ul style="list-style-type: none"> online chat – additional staff may be needed (1) because someone must be available to respond to customer questions (1) cloud storage – could lose access to data (1) because the Internet connection could fail (1) 	4	Up to 2 marks each to max of 4 Candidates must identify an appropriate internet service in b(i) to be awarded marks for b(ii). Must be benefit/limitation to PVMS, NOT customers.

Question		Answer/Indicative content	Mark	Guidance
6	a	<p>A weakness explained: eg:</p> <ul style="list-style-type: none"> store managers find discrepancies in the summary sheet (1) because invoice values must be re-entered (1) stores losing money (1) because of errors entering invoice values (1) 	2	
	b	i	6	<p>Up to 6 marks for any suitable explanation. Must include both details of equipment needed and how it would be used to gain maximum marks otherwise max. 4.</p> <p>Do not accept <u>just</u> centralised database.</p> <p>Answer must be about recording sales NOT stock management</p>
		ii	2	<p>Candidates must gain marks in b(i) before they can be awarded marks in (bii)</p> <p>Accept generic problems such as cost of training.</p>

Section B

Question	Answer	Mark	Guidance
7	<p>Any three actions described from:</p> <ul style="list-style-type: none"> • analyse workstations to assess and reduce risk (1st) includes equipment/furniture/working environment /job being done/individual needs of staff member (1) • ensure workstations meet minimum requirements (1st) includes provision of adjustable chairs /adjustable monitors/suitable lighting/sufficient workspace (1) • plan employees' work (1st) so there are breaks and changes in activity (1) • arrange eye tests on request (1st) and provide spectacles if special ones are needed (1) • provide health and safety training (1st) to ensure that employees can use their workstations safely (1) 	6	
8	<p>An explanation that includes: eg: The designs Quality Wallpapers create are protected (1) because they own the designs (1) others must request permission/pay a fee to use (images of) the designs legally/allowed to use (1) Quality Wallpapers can sue anyone using (images of) the designs illegally/without permission (1)</p>	4	Answers may focus on protecting own designs or using images/designs created by others or a mixture of both.

Question		Answer	Marks	Guidance	
9				Content	Levels of response
		<p>Answers may include consideration of</p> <ul style="list-style-type: none"> • company <ul style="list-style-type: none"> • faster than manual production • higher quality/consistency of product • reduction of waste • reduced production costs • lower wage bill • 24/7 production possible • cost of maintaining system • need to provide training for staff • staff <ul style="list-style-type: none"> • safer working environment • fewer jobs available • may need to learn new skills • may feel de-skilled • opportunities for more technical jobs at higher pay 	6		<p>H 5-6 Candidates will show a clear understanding of the question and provide a detailed discussion of the impacts on the company and its staff of using process control to make paper.</p> <p>M 3-4 Candidates will show some understanding of the question and provide some discussion of the impacts on the company and its staff of using process control to make paper. Their discussion may be one-sided.</p> <p>L 1-2 Candidates will demonstrate a limited understanding of the question. Their answer may be a list of points with little or no description.</p> <p>0 – no points worthy of credit</p>

Question		Answer	Mark	Guidance
10	a	Any two from eg <ul style="list-style-type: none"> • dates of training courses attended • subject of training courses attended • qualifications obtained • skills gained 	2	Must be information that would <u>only</u> be stored in training records.
	b	Any one from eg <ul style="list-style-type: none"> • to record training plans for employees (1) so their skills are kept up-to-date (1) • monitor records of courses attended and qualifications obtained (1) to see if further training is required/to ensure all employees get a fair share of training/to help make decisions about promotion or references for a new job (1) 	2	

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