

GCSE BUSINESS AND COMMUNICATION SYSTEMS

413009 - Unit 9 Using ICT in Business Mark Scheme

4130 June 2014

Version/Stage: 0.1 Final

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Evidence that students may pick out from the data presented in tasks 1 - 3:

	Café	Karts	Arts
Information		ERE FOR YOUNG PEOPLE TO GO	
		N WILL BE ABLE TO GO WITHOUT A	
		OPLE FROM OUTSIDE STOWHAM V	
		ortunities for young people to develop onsible adults will supervise all the act	
		EOPLE OF ALL AGES WILL WORK T	
		roung people coming to town to buy th	
		an interest in keeping the old school be	uilding in good condition.
	TEENAGERS WILL LIKE TO USE	Boys will love the Karting birthday	Performing Arts is always popular.
	THE MODERN COMPUTERS.	parties.	
	Safety rules will be followed to keep	children safe in the karts and on the	We have several talented dancers
	Inter	rnet.	and singers who are keen to run
	The Cyber Café will be a good	These karts will not use any	the Performing Arts.
	place to do homework.	smelly fuel; they are electric.	
	Anyone could visit the cyber café		
	for a drink and a chat. You		
	wouldn't have to use the		
	computers.		
	The CYBER CAFÉ will make use		
	of the super-fast Internet		
	connection.		
Spreadsheet	Highest sales	Middle sales	Lowest sales
	£25066	£1680	£16505
	Highest monthly running costs	Middle monthly running costs	Lowest monthly running costs
	£2300	£14386	£11790
	Lowest set-up costs	Middle set-up costs	Highest set-up costs
	£30990	£56142	£65250
	Lowest monthly profit	Middle monthly profit	Highest monthly profit
	£1956	£2544	£4715
	Lowest loss after – set-up costs	Greatest loss after – set-up costs	Middle loss after – set-up costs
	£-6198	£-25614	£-8670
	Middle time to repay set-up costs	Longest time to repay set-up costs	Shortest time to repay set-up
	from profits	from profits	costs from profits
Database	1.32 years	1.84 years Middle popular - 12	1.15 years Most popular - 24
Dalang26	Least popular - 4 Supporters have 8 children	Supporters have 25 children	Supporters have 45 children
		Supporters have 25 children	Most frequent users

1 (a) The spreadsheet requires the following changes:

- The monthly Phone and Internet cost for the café is not right. It should be £135. Correct the figure.
- Use **two** formatting tools to make the heading in cell A1 clearer.

[3 marks]

AO1 B13 (Phone and Internet for Café) = 135 (1)

AO1 Two formatting tools used (2)

not bold (already used), shading, borders, other character formatting (italics, colour), centre alignment, merge cells A1:D1.

Stowham Community Centre Proposal					
Monthly income	Café	Karts	Arts		
Sales	25066	16820	16505		
Monthly running costs	Café	Karts	Arts		
Advertising	110	110	110		
Rent	1305	1305	1305		
Gas & electricity	500	576	500		
Stock	4550	670	860		
Insurance	410	890	490		
Wages	16100	10700	8500		
Phone and Internet	135	25	25		
Set-up costs	Café	Karts	Arts		
Equipment	8990	10410	6550		
Stock	2000	1732	1200		
Building work	20000	44000	57500		
Total Set-up costs	30990	56142	65250		

1 (b) Hannah needs to calculate the total monthly running costs for each option.

- Insert a row below Row 13.
- Add a suitable label for the new row.
- Insert a formula in B14 to show the total running costs for the café for a month.
- Replicate the formula to show the total running costs for the other two options.

[4 marks]

- AO1 Row inserted below Row 13 (1)
- AO2 Appropriate label inserted into B14 (1) includes "Total"
- AO2 Formula calculates Total Monthly Running Costs (1) working formula, eg Sum (B7:B13)

AO1 Formula is copied to C14 and D14 (1)

Stowham Community Centre Proposal						
Monthly income	Café	Karts	Arts			
Sales	25066	16820	16505			
Monthly running costs	Café	Karts	Arts			
Advertising	110	110	110			
Rent	1305	1305	1305			
Gas & electricity	500	576	500			
Stock	4550	670	860			
Insurance	410	890	490			
Wages	16100	10700	8500			
Phone and Internet	135	25	25			
Total Running Costs	=SUM(B7:B13)	=SUM(C7:C13)	=SUM(D7:D13)			
Set-up costs	Café	Karts	Arts			
Equipment	8990	10410	6550			
Stock	2000	1732	1200			
Building work	20000	44000	57500			
Total Set-up costs	=SUM(B16:B18)	=SUM(C16:C18)	=SUM(D16:D18)			

- 1 (d) Use the spreadsheet you saved in 1(c) to produce the following two charts:
 a chart to show the Set-up costs for the three options
 - a chart to compare the likely success of three options.

[6 marks]

Chart 1 – Set Up Costs

- AO1 Chart is produced showing >1 data item (1)
- AO2 Chart uses data from B19:D19 or B16:D18but not both (1) Café 30990, Karts 56142, Arts 65250





Chart 2 - Income / Costs

- AO1 Chart title (1)
- AO2 Suitable chart (1) data is clear (y-axis labels show options)
- AO3 Data relates to profit or costs and income (running costs or total costs) (1)
- AO3 Text ensures that data is understandable (1) titles, axes titles and legend clarify content (currency symbol is not essential)



1 (g) Using the information from the spreadsheet **FINANCE** and your **two** charts, write a short report recommending which option you think is the best. Give reasons for your recommendations.

[9 marks]

Content:

Identifies one piece of numerical or calculated data from the spreadsheet (this may be achieved by pasting chart or spreadsheet row) (1); uses information to compare options (1). Identifies one calculated piece of information (total set-up costs, monthly running costs, annual running costs, profit or other suitable) (1); uses information to compare options (1).

Stowham Community	v Centre	Propos	sal
Monthly income	Café	Karts	Arts
Sales	25066	16820	16505
Monthly running costs	Café	Karts	Arts
Advertising	110	110	110
Rent	1305	1305	1305
Gas & electricity	500	576	500
Stock	4550	670	860
Insurance	410	890	490
Wages	16100	10700	8500
Phone and Internet	135	25	25
Total Monthly Running Costs	23110	14276	11790
Set-up costs	Café	Karts	Arts
Equipment	8990	10410	6550
Stock	2000	1732	1200
Building work	20000	44000	57500
Total Set-up costs	30990	56142	65250
Monthly profit	Café	Karts	Arts
Monthly profit	1956	2544	4715
Annual profit	23472	30528	56580
First year profit after set up	Café	Karts	Arts
First year profit after set up	-7518	-25614	-8670
	23472	30528	56580
Time to repay Set-up costs	Café	Karts	Arts

In addition, separately award marks for evaluation using the grid below.

Note: AO3 also assesses students' quality of written communication. When deciding on the **AO3** level to be awarded, consider the degree to which the student orders and communicates their ideas.

Level	Descriptor	Marks	Assessment Objective
2	Offers judgement with some justification based on processing of data. Ideas are communicated with some structure and use of technical terms. There are occasional errors in accepted convention.	5–3	AO3 and Quality of
1	Offers limited judgement. Ideas are communicated in a simplistic way with limited use of technical terms. Errors in accepted conventions are noticeable.	2–1	Written Communication
0	No valid response.	0	

Level 2 justification could be demonstrated in responses that:

- explain why the chosen data item is important
- consider the relative importance of the data items
- consider relative strengths of the three options based on more than one data item
- consider relative weaknesses of the three options based on more than one data item
- include the second chart and explains the significance of the information.

Level 1 responses will focus on the nature of the options rather than on the financial data.

2 (a)	The file needs to be updated.
	• There is an error in Lucinda Leese's data. Her oldest child is 13. Correct the error.
	• Mrs Linda Wood has sent in a completed questionnaire. Enter the following data as a new record at the end of the file. She has 2 children, aged 13 and 14, would be most interested in the performing arts option, but would probably only use it once a month. She would be willing to be interviewed; her phone number is 07032 874388.
	 Mr Eaton and his family have moved away and he has asked to be removed from the database. Delete his record from the database. [4 marks]

AO1 Database entry changed from U18 to 13 as shown below (1)

33 MS LEESE LUCINDA Y 07272 607051 1 13	Р	Р	P			1		Y	LUCINDA	LEEJE	Ms	33
---	---	---	---	--	--	---	--	---	---------	-------	----	----

AO2 Data entered as new record (1); completely accurate – including case and telephone number spacing (1)

41 Mrs WOOD LINDA Y 07032 87438	2 14	13	Р	М
---------------------------------	------	----	---	---

AO1 Mr Eaton's record has been deleted **(1)** Data deleted – leaving an empty row – 0 mark 2 (c) Hannah would like to find out about why the cyber café is not popular with the parents of the oldest children.
Add a field to the database to record whether a parent has or has not been interviewed. Give the field an appropriate fieldname.
Search the database to create a single list of parents who are willing to be interviewed and who have at least one child over the age of 12. Present the list in a suitable order so that Hannah has the information she needs by showing:

surname
first name
the field you have added and
two other fields required to carry out interviews.

AO1 Field is added (1)

AO2 Additional fieldname appropriate (1) examples could include "Interviewed", "Called" or similar.

				Preferred	
Title	Surname	First Name	Telephone	Use	Interviewed

- A01 Further Contact search correct includes only Y values (1)
- AO2 Oldest child >12 (1)
 - Query may include Preferred Use = C (7 records), or Preferred Use Not= C (5 records)
- AO3 Records (>2) are sorted by Surname, Number of Children, Preferred Use or Frequency of Use (1)
- AO3 Add 2 appropriate fields to printout (1) Telephone and Title Shows the 4 required fields (Surname, First Name, Preferred Use, the additional field + Telephone and Title

Correct search reveals 5 records as shown below

Title	Surname	First Name	Telephone	Preferred Use	Interviewed
Ms	CARR	EMILY	07364 212462	P	
Mrs	LEECH	OLIVIA	01783 580171	Р	
Ms	LEESE	LUCINDA	07272 607051	Р	
Mrs	THOMAS	HANNAH	07228 505758	К	
Mrs	WOOD	LINDA	07032 874388	Р	
Mr	PETE	DIMOND	07278 610334	С	
Mr	SAM	MOULD	07335 739344	С	

Further Contact =N
RUSSELL
CHAN
BRADBURY
STUBBS
MASSEY
LOVE
HANSEN
KHAN
COSGROVE

2 (f) Prepare an email to Hannah explaining which option Young Stowham should choose as the best one for the old primary school. Use the information about the views of parents in the database **RESULTS** to help you make your recommendation.

[9 marks]

Content:

 AO1 Use of email – subject added to email (1)
 AO2 Identifies accurate data from database (1) Interrogates or interprets data (1)
 Uses data as evidence to support chosen option (1)

Possible search results on following page

In addition, separately award marks for evaluation using the grid below.

Note: AO3 also assesses students' quality of written communication. When deciding on the **AO3** level to be awarded, consider the degree to which the student orders and communicates their ideas.

Level	Descriptor	Marks	Assessment Objective
2	Offers judgement for one option based on interpreting the database. Ideas are communicated with some structure and use of technical terms. There are occasional errors in accepted convention.	5–3	AO3 and Quality
1	Offers limited judgement for one option based on scenario. Ideas are communicated in a simplistic way with limited use of technical terms. Errors in accepted conventions are noticeable.	2–1	of Written Communication
0	No valid response.	0	

Possible indicators for E2

Clear chain of argument Links between fields

relent	ed Choi	ice			
Preferred Use	Frequency of Use	Title	Surname	First Name	Number of Childrer
с	D	Mr	MOULD	SAM	2
_		Mrs	COSGROVE	ELIZABETH	1
с	w	Mr	DIMOND	PETE	3
		Mrs	KHAN	AKILA	2
к	D	Mrs	YATES	RACHEL	3
		Mr	LLEWELLYN	JOSH	1
к	м	Miss	WHITTINGHAM	LUCY	3
		Mr	YATES	JACK	2
к	w	Mr	HOLFORD	MIKE	2
		Mr	WHITE	JACK	2
		Mrs Miss	THOMAS	HANNAH KAREN	3
		Miss	HOLDCROFT	LYDIA	2
		Mrs	TURNER	CHARLOTTE	2
		Mr	STANWAY	JA CK	2
		Mr	CHAN	ADAM	2
P	D	Mr	GREATBATCH	MATT	2
		Mr	STUBBS	DOMINIC	2
		Ms	MASSEY	JESSICA	2
		Mr	LOVE	MATTHEW	1
		Mr	P OD MORE	MATTHEW	1
		Mrs	HEATH	BETH	2
		Miss	RUSHTON	FRANCES	1
		Mrs	HUNT	CHLOE	2
		Mrs	MONKS	BETHAN	2
		Mr	HANSEN	RICHARD	з
		Ms	LEE SE	LUCINDA	1
		Mr	RUSSELL	BEN	2
P	М	Mr	DUROSE	WILL	2
		Mr	HANLEY	LUKE	3
		Mr	WILLIAMS	GRANT	2
		Mrs	TAYLOR	SARAH	1
		Mrs	WOOD	LINDA	2
		Mrs	LEES	LAURA	2
		Ms	MANSELL	EMMA	2
P	w	Mr	BRADBURY	OLIVER	2
		Mr	BAGGULEY	KY LE	2
		Mrs	LEECH	OLIVIA	1
		Ms	CARR	EMILY	1

requen	cy of I	معا			
Frequency		Title	Surname	First Name	Number
ofUse	Use				of Children
					children .
D	с	Mrs	COSGROVE	ELIZABETH	1
D	с	Mr	MOULD	SAM	2
D	к	Mr	LLEWELLYN	JOSH	1
D	к	Mrs	YATES	RACHEL	3
D	P	Mr	LOVE	MATTHEW	1
D	Р	Mr	STUBBS	DOMINIC	2
D	P	Ms	MASSEY	JESSICA	2
D	P	Mr	PODMORE	MATTHEW	1
D	P	Mr	GREATBATCH	MATT	2
D	P	Mr	RUSSELL	BEN	2
D	P	Mrs	HUNT	CHLOE	2
D	P	Mr	HANSEN	RICHARD	3
D	P	Miss	RUSHTON	FRANCES	1
D	P	Mrs	MONKS	BETHAN	2
D	P	Mrs	HEATH	BETH	2
D	Р	Ms	LEESE	LUCINDA	1
м	к	Mr	YATES	JACK	2
M	к		WHITTINGHAM	LUCY	3
M	P	Mr	WILLIAMS	GRANT	2
M	P	Mrs	TAYLOR	SARAH	1
M	P	Mr	DUROSE	WILL	2
м	Р	Mrs	WOOD	LINDA	2
M	P		LEES	LAURA	2
м	P	Mr	HANLEY	LUKE	3
M	P	Ms	MANSELL	EMMA	2
W	с	Mr	DIMOND	PETE	3
w	с	Mrs	KHAN	AKILA	2
W	к	Mrs	TURNER	CHARLOTTE	2
w	к	Mr	WHITE	JACK	2
w	к	Mr	STANWAY	JACK	2
w	к		HAYES	KAREN	1
w	к		THOMAS	HANNAH	3
W	к		HOLFORD	MIKE	2
w	к	Mr	CHAN	ADAM	2
W	к	Miss	HOLDCROFT	LYDIA	2
	P	Ms	CARR	EMILY	1
w	-	Mrs	LEECH	OLIVIA	1
w	P				
w w	P	Mr	BRADBURY	OLIVER	2
w			BRADBURY BAGGULEY MASON	OLIVER KYLE RYAN	2 2 2

3 (a) Make changes to the style of the slides so that they:

- represent Young Stowham more effectively
- present a professional impression
- communicate the information clearly.

[4 marks]

Level	Descriptor	Marks	Assessment Objective
3	Appropriate changes made to text and object formatting show an awareness of audience and/or purpose.	4–3	AO2
2	Changes made to text and object formatting.	2	AO1
1	Change(s) made to text or object formatting.	1	AO1
0	No valid response.	0	

Possible indicators would include:

- AO1 Text formatting
 - Character font, font style, font size, case
 - Paragraph alignment, indentation, bullet Object formatting
 - Background, borders, shading, layout
- A02 Consistent styling across all slides Logo to slides and/or Young Stowham added to slides following title slide. Fonts improve clarity of communication and are professional. Formatting reflects "Young" while retaining professional styling. Image no longer obscures text.

3 (d) Using the file **INFORMATION** complete the presentation by adding **two** slides. You may also use information from **Task One** and **Task Two**. The final presentation should:

- give information about the proposal
- persuade the people of Stowham to support the combined proposal.

[6 marks]

Level	Descriptor	Marks	Assessment Objective
3	Slide content communicates effectively with adult audience; fit for purpose – persuasive and informative.	6–5	AO3
2	Information added is used to support the proposal	4–3	AO2
1	Slide(s) added; some information about the proposal is included. Slides are printed as a handout on one page.	2–1	AO1
0	No valid response.	0	

Possible indicators could include:

Level 1 At least one slide added; information is added, but it may not support the combined proposal.

Whole statements may have been taken from the **INFORMATION** file.

- Level 2 Relevant information has been included text, may include appropriate images. Information supports elements of the proposal. Statements in support of the Performing Arts group have not been included. Support for part of the combined proposal – max 3 marks. Sentences are not used in full Slides are printed as a handout on one page.
- Level 3 Purpose of slides is clear to inform and to persuade adults to support proposal. Slides contain separate "ideas". Text and image(s) are appropriate in size and quantity – statements have been amended so that they are suitable for inclusion on the slides. Additional information may be included – suitable for audience and purpose. Slides are suitable for the adult audience – language, layout etc.

3 (f) Add speaker notes to **two** of the slides. You may choose which **two** slides, but at least **one** must be one of the new slides that you added in **3**(d).

[9 marks]

Notes:

- the speaker notes may be produced as a verbatim script, or as a series of prompts that contain additional detail
- information from elsewhere in the paper may be included (background, tasks 1 and 2)
- students may add appropriate information to support the proposals.

Level	Descriptor	Marks	Assessment Objective
3	Speaker notes develop reasoning in support of the points on the slides.	4–3	AO2
2	Speaker notes provide additional detail for at least one slide.	2	AO2
1	Student has added speaker notes to at least one slide.	1	AO1
0	No valid response.	0	AUT

Possible indicators would include:

- Level 1 Relevant information is added to the notes section on at least one slide.
- Level 2 Speaker notes contain some additional detail text that does not appear on the slide. Sentences may be from the **INFORMATION** file.
- **Level 3** Each item of the information on the slide(s) is developed in the speaker notes. The additional text explains the points on the slide.

The notes develop logical reasoning.

In addition, separately award marks for evaluation using the grid below. **Note: AO3** also assesses students' quality of written communication. When deciding on the **AO3** level to be awarded, consider the degree to which the student orders and communicates their ideas.

Level	Descriptor	Marks	Assessment Objective	
2	Student offers judgement by developing speaker notes that provide logical reasoning that would persuade local people to support the proposal. Ideas are communicated with some structure and use of technical terms. There are occasional errors in accepted convention.	5–3	AO3 and	
1	Student produces speaker notes that describe the proposal. Ideas are communicated in a simplistic way with limited use of technical terms. Errors in accepted conventions are noticeable.	2–1	Quality of Written Communication	
0	No valid response.	0		

413009 2014 Assessment Grid

	AO1	AO2	AO3	Part total	Question Total
1a	3			3	
1b	2	2		4	
1d	2	2	2	6	
1g	1	3	5	9	22
2a	2	2		4	
2c	2	2	2	6	
2f	1	3	5	9	19
За	2	2		4	
3d	2	2	2	6	
3f	1	3	5	9	19
	18	21	21	60	60