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UNIVERSITY OF CAMBRIDGE INTERNATIONAL EXAMINATIONS

International General Certificate of Secondary Education

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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Screenshot of search/save page on web site

Screenshot	search web site and file saved	1 mark

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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

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Candidate name Centre numb

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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 we .

Header candidate name left 1 mark
Centre number centred 1 mark
candidate number right 1 mark
align to margins +/- 5 mm

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

Code	*Location*	
JGBEXL	Jersey	sior
ALMGPL	Almeria	n Lujo Playa
GCAPRG	Grand Cayman	aradise Retreat
MALTPG	Maldives	Paradise Golf
SEYNSG	Seychelles	Nine South Golf

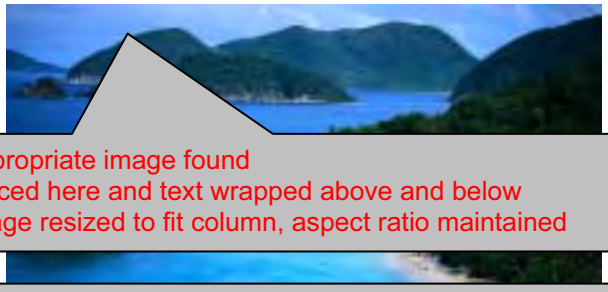
The Jersey hot and golf complex is well established and urite with our guests for short break ated Exc sior hotel on St Brelade's Bay. Its fine view and excellent golf facilities attract players and eir guests to return year after year. Alm is a favourite escape for the pro al in the cooler months at the end of the r in the New Year, but attracts boo year round.

Text moved here 1 mark

Spellings both corrected 1 mark

treat golf complex on Grand This is such a beautiful location with s offered to the highest standards and ve been delighted that it has become such a esirable 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.

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

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

First nam	*amily 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:

N9bookbookings summary		
Staff	Sum Of Number	Count Of N9book
AR	659	146
FD	229	51
FS	248	54
JP	482	105
LM	256	5
ME	105	
PB	354	
RD	447	
ST	30	

The n
membe

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

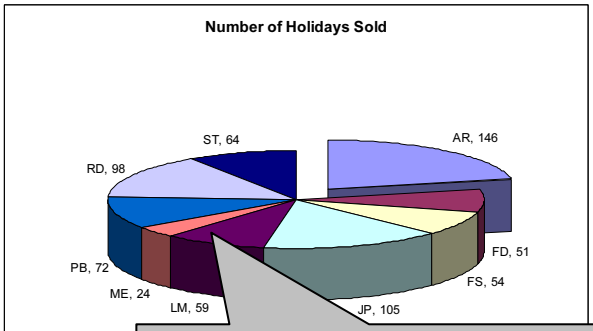


Chart Inserted in correct place with one blank line above and below with aspect ratio maintained within margins 1 mark
Chart correct data and type 1 mark
Segment pulled out or highlighted and correct 1 mark
Title correct 1 mark
Segment labels and values 1 mark
NO legend 1 mark

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 m

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

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

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.

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.

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.

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

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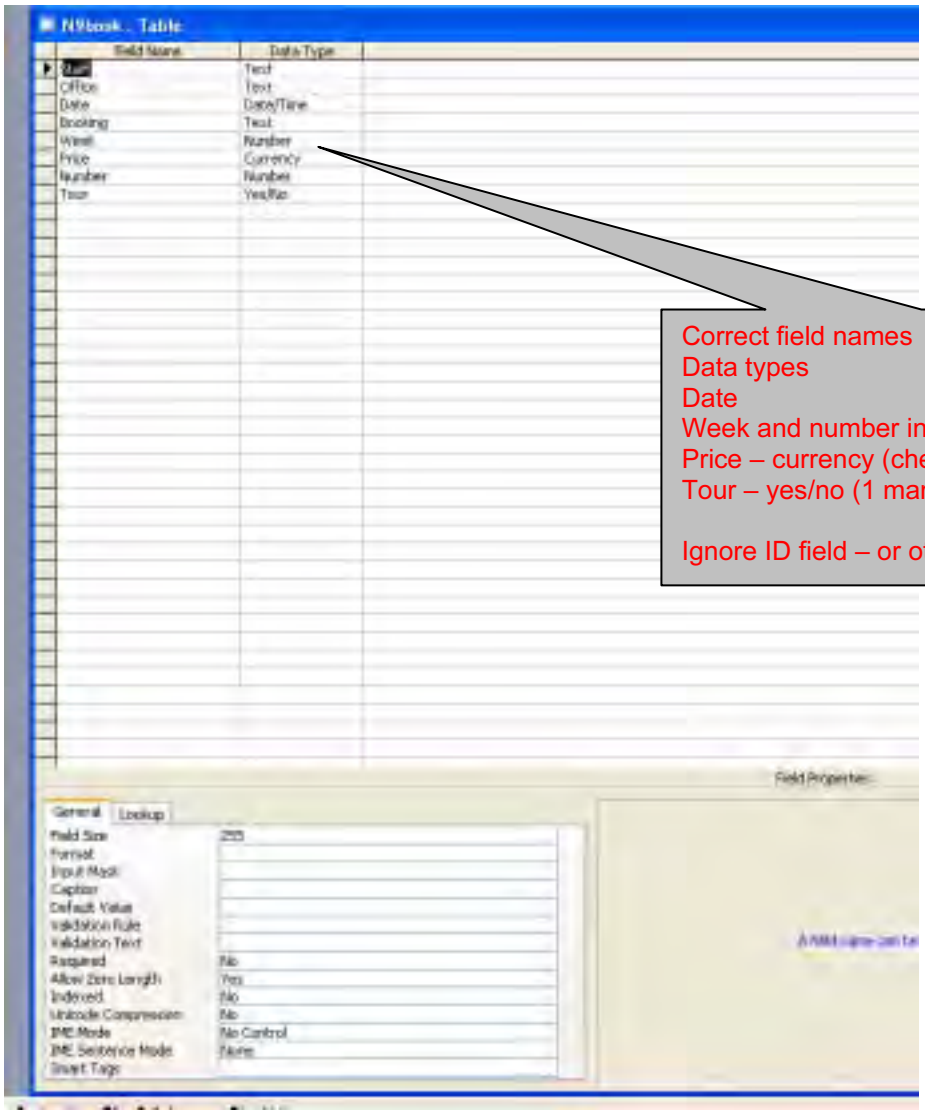

Correct field names	1 mark
Data types	
Date	1 mark
Week and number integer	1 mark
Price – currency (check printout too)	1 mark
Tour – yes/no (1 mark only if text)	2 marks

Ignore ID field – or other key fields

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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	N	1,365.00
RD	15/05/2009 JGBEXC	36	6		1,170.00
JP	21/05/2009 ALMGPL	36			£798.00
FS	29/05				
FS	01/06				
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
	fully visible for all fields and column headings 1 mark
Fits	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

06 Augu

Candidate details on left foot of page 1 mark

Total Income £51,957.00

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

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Heading	100% correct	
Page	orientation is portrait	
Search	week 35	
	Staff = AR	
	Booking = ALMGPL	1 m
	Tour = Yes	1 mar
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