GCE

Applied ICT

Advanced Subsidiary GCE

Unit **G041:** How Organisations Use ICT

Mark Scheme for June 2013

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support, which keep pace with the changing needs of today's society.

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.

OCR will not enter into any discussion or correspondence in connection with this mark scheme.

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 *just* given enough to be awarded a mark.
NR	Response is not relevant to task set.

1.   **Subject-specific Marking Instructions**

Marking tasks

- indicate clearly with a tick (✓) where each mark is awarded – if appropriate
- count the number of ticks and enter the number in the Tasks boxes on the front of the question paper.
- graded response tasks -indicate clearly how a mark band has been achieved
- AO4 + 1/2/3 – identifies mark for evaluation (1-3 marks)
- CS – response has been applied to case study
- P/E/+/- - identifies points/expansions, positive and negative points
- H/M/L + mark – identifies mark band and mark for content
- add AO4 and H/M/L mark together to get total mark for the task and enter in the Tasks boxes on the front of the question paper
- indicate that each page has been looked at by putting a diagonal line across the bottom right-hand corner of any page where no marks are awarded.

Marking the questions
Only answers to questions written on the Question Paper should be marked.

Indicate clearly with a tick **exactly** where each mark is awarded. The number of ticks must equal the number of marks.

Write the number of marks from the question paper in the right-hand margin level with the bottom of the lines/space for the answer.

Make sure you do not give marks twice for the same points or exceed the number of marks available. Write **Max** next to the last tick to indicate where the mark limit for the question/part question has been met, especially if there are further points worthy of credit.

Total the marks for the whole question (**not** part questions) and write this in a circle, in the right-hand margin of the question paper, at the end of the question. There should be a circled mark for each question.

Mark any answer that is clearly wrong with a cross (✗).

Draw a line on the right-hand side of any answer that does not contain any points worthy of credit and/or use the abbreviations provided. It must be clear that you have read **all** the answers given.
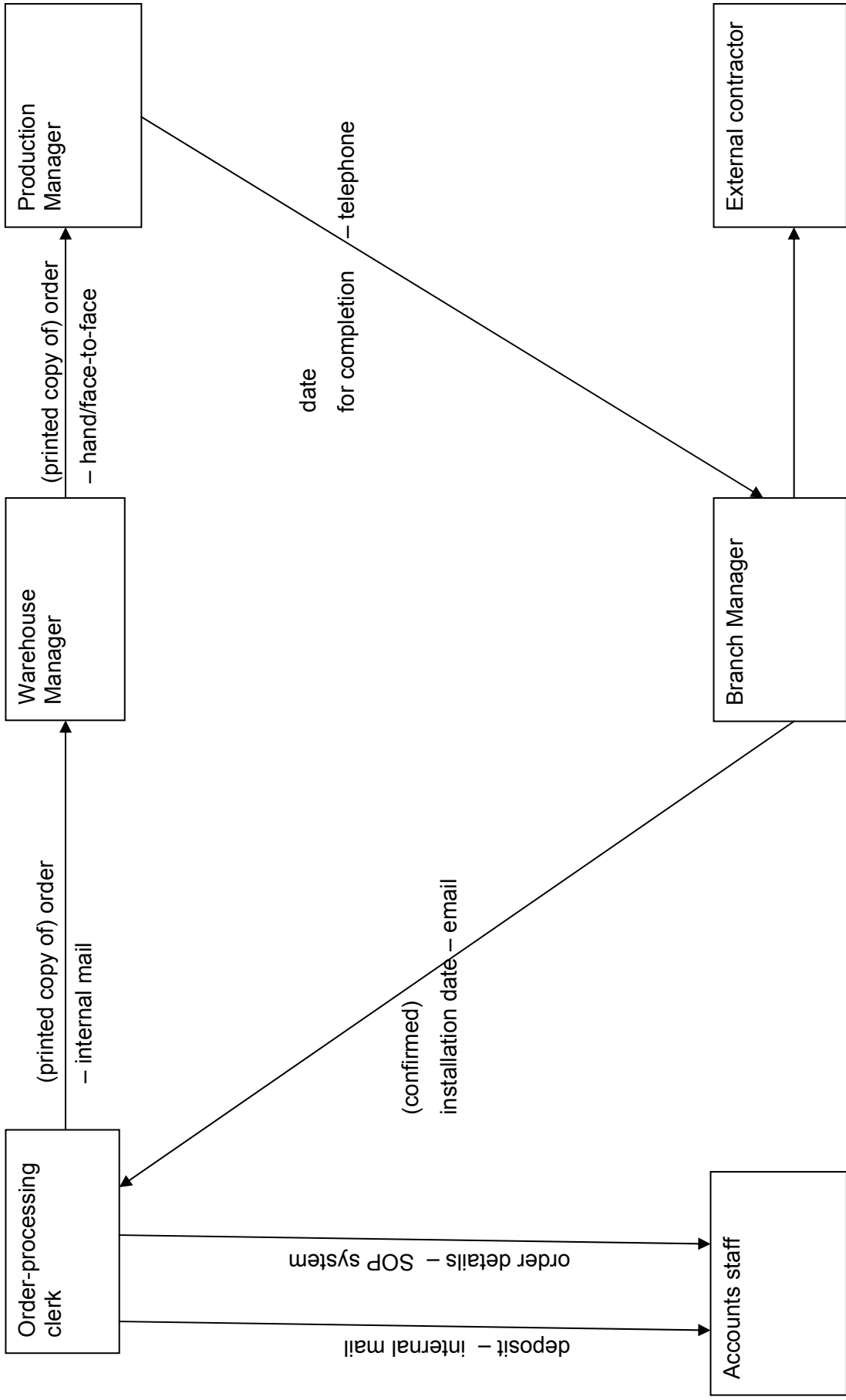
Do not write anything on the question paper or pre-released tasks other than the approved abbreviations given above.

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

Task	Answer	Marks	Guidance
2	Refer to Diagram example 1 mark each for box labelled: • Order-processing clerk • Warehouse Manager • Production Manager • Branch Manager • External contractor • Accounts staff. plus labelled arrows to show the following information flows (1 mark each) and methods (1 mark each) Max 15 marks.	15	• 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.

Mark Scheme

Task 2 Diagram example

| Warehouse Manager | Production Manager |

Branch Manager

External contractor

Order-processing clerk

Accounts staff

(printed copy of) order – hand/face-to-face

(printed copy of) order – internal mail

date for completion – telephone

(confirmed) installation date – email

order details – SOP system

deposit – internal mail

Task	Answer	Marks
3	To include consideration of – **examples/explanations must relate to specific personnel and activities within Progress Blinds**:	15
	• in relation to computer equipment Progress Blinds needs to:	
	– analyse work stations to assess and reduce risk	
	– ensure workstations meet minimum requirements	
	– plan employees' work so that there are breaks or changes in activity	
	– arrange eye tests on request and provide spectacles if special ones are needed	
	– provide health and safety training and information.	
	• positive effect on staff:	
	– know they are working in a safe environment	
	– will be provided with equipment needed	
	– will be provided with necessary training	
	– can request free eye tests if working with VDU	
	– may have legal redress if breach of H&S rules causes injury.	
	• negative effect on staff:	
	– must be aware of H&S rules and follow them	
	– may have to use protective equipment they don't want to eg screen guards	
	– following H&S rules may make tasks take longer/more complex.	
	Credit may be given for points relating to HASAW Act (1974) providing these clearly relate to ICT.	

AO4 Marks	Guidance
3	A strength and a weakness in the method(s) used identified or suggestions for improving own performance.
2	A strength or a weakness in the method(s) used identified.
1	Some comment made on the method(s) used.

Coded	Marks	Guidance
H	9–12	Candidates will show a clear understanding of the task and include **detailed** explanations of the implications of complying with the Health and Safety at Work Act (1974) and subsequent Health and Safety Regulations in relation to ICT, and both positive and negative effects on staff.
		Examples are clearly applied to Progress Blinds.
		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.

Task	Answer	Marks		Guidance
	Annotation: • I – implication • S+ – positive impact on staff • S- – negative impact on staff • CS – specific example from case study	M	5–8	Candidates will show some understanding of the task and may include **some** explanations of the implications of complying with the Health and Safety at Work Act (1974) and subsequent Health and Safety Regulations in relation to ICT, and positive and negative effect(s) on staff. Their evaluation may be unbalanced. **Some** examples are applied to Progress Blinds. The information will be presented in a structured format. There may be occasional errors in spelling, grammar and punctuation. Any technical terms will be mainly correct.
		L	0–4	Candidates will demonstrate a limited understanding of the task. Information may be a list of points, with **little** explanations or application to Progress Blinds. Information will be poorly expressed and there will be limited, if any, use of technical terms. Errors of grammar, punctuation and spelling may be intrusive.

No marks will be awarded for points made which do not relate to ICT.

Question	Answer	Marks	Guidance

1	Any **one** of:
	
	• accounts (1) plus **four** of:
	  – keep records of all financial transactions **or** example, eg income received from sales
	  – arrange payments using on-line banking
	  – receive deposits
	  – access order details on SOP system
	  – enter amount of deposit
	  – print invoices <u>and</u> post (to customer)
	  – notify HR when final payment received (from customers).
	
	• HR (1) plus **four** of:
	  – advertising vacancies
	  – sending out and receiving application forms
	  – arranging interviews
	  – drawing up contracts for successful applicants
	  – keeping staff records
	  – ensuring staff get correct wages/commission/leave entitlement
	  – ensuring pension contributions/other benefits made and recorded
	  – arrange for staff to attend training courses
	  – keep records of training courses attended/qualifications gained.
		5	If job title given, eg accounts staff, mark as TV but award marks for correct tasks
			
			1 mark for job function plus 1 mark per point to max 4 for matching tasks

Question	Answer	Marks	Guidance
2	A description that includes: • oversees marketing/order processing functions/showrooms • responsible for commercial sales/negotiating price for bulk orders/liaising with Operations Director/arranging for contract to be drawn up • visits trade fairs to find latest trends/materials • (twice a year) decides which materials should be discontinued/new materials added • informs Operations Director of decisions.	5	1 mark per point to max of 5
3	Any **two** of: • Warehouse Manager re-orders stock • purchase order posted <u>monthly</u> • <u>emergency</u> orders made by fax.	2	1 mark per point to max 2

4	(a)	(i)	• barcode on each roll/item/packaging • barcode scanned • product code used to look up record in stock database.	3	1 mark each up to a max of 3
		(ii)	<u>value</u> • quantity. <u>input method</u> • keyboard.	2	1 mark each up to a max of 2 Method can be awarded if value incorrect.
	(b)	(i)	A description that includes: • 100 added to quantity_in_stock field (1st) for each roll received (1) • length in metres cut from roll subtracted from quantity_in_stock field (1st) when material used to make blind (1) **OR** length in metres left on roll subtracted from quantity_in_stock field (1st) when insufficient left to make blind/when roll removed from stock (1).	4	Mark better answer if both given.
		(ii)	• displayed on screen.	1	

5			
	(i)	**One** of: • desktop computer (1st) linked to showroom LAN (1) with broadband internet access (1) • networked/laser printer (1st) provides printing facilities (1).	2
	(ii)	**One** of: • diary software (1st) used to keep a single diary for all salespeople in showroom (1) • standard office software (1st) accessed from server (1).	2
	(iii)	• customer's name/contact details (1st) entered against salesperson's name (1) for chosen date and time (1).	2
	(iv)	• sorts following day's appointments (1st) by salesperson (1).	2
	(v)	• separate lists of next day's appointments (1st) for each salesperson (1) emailed to relevant salesperson (1).	2

6	(a)	Any **two** of eg: • connecting head office, warehouse, factory and showrooms in a wide area network (WAN) (using leased lines) (1) so that data can be shared (securely) (1) • provide warehouse and factory with broadband access to the internet (1) so that they can communicate with other sites electronically (1) • set up a virtual private network (VPN) (1) so that salespeople can access network remotely (1).	4	Up to 2 marks each to max of 4 Do not accept answers relating to communicating with suppliers/customers, such as website. Do not accept intranet, as needs infrastructure to run it.
	(b)	The answer may include and must be applied to Progress Blinds: <u>benefits</u> • all sites can access head office server remotely • details of customers' requirements can be entered on SOP system from showroom • reduces duplication of data entry and data entry errors • salesperson can check details of stock and warn customer of possible delays • Warehouse Manager can access orders on server • ordering process quicker as less delays waiting for post/internal mail • greater flexibility for staff/some staff could work from home. <u>limitations</u> • greater risk of unauthorised access/viruses • cost of leased lines • increased network management may be required • may require upgrading of head office server, which will cost money • some staff may need training to use the system.	6	

Coded	Marks	Guidance
H	5–6	Candidates will show a clear understanding of the question and include a detailed and balanced discussion of both benefits and limitations of improvements to the company's ICT systems to improve communications.
M	3–4	Candidates will show some understanding of the question and include a discussion of benefit(s) and limitation(s) of improvements to the company's ICT systems to improve communications. Their discussion lacks detail and may be unbalanced.
L	0–2	Candidates will show limited understanding of the question and include a description of some impacts of improvements to the company's ICT systems to improve communications.

7	(a)	Any **two** possible changes identified and explained eg • salespeople may be able to work from home (1) because they can access the server via the internet (1) • order processing clerks may need to cover longer operating times / work shifts or flexitime (1) to deal with web sales (1) • production staff may be given short-term contracts (1) to cope with changes in demand (1).	4	Up to 2 marks each to max 4 Accept any relevant job role but not generic answers.
	(b)	Any **two** possible impacts suggested and explained eg • salespeople working mainly from home may be less motivated (1) because they are not supervised directly by the Branch Manager (1) • salespeople/administration assistants/Branch Managers may lose their jobs (1) because less showrooms may be needed (1) • production staff will have less job security (1) due to short-term contracts (1) • salespeople may have less social interaction with colleagues (1) but more interaction with family (1) if working from home/remotely (1).	4	Up to 2 marks each to max 4 Accept any relevant job role but not generic answers.

8	(a)	•	to facilitate electronic data storage (1).	1	
	(b)	•	e-commerce (1).	1	
	(c)	Any **two** of:		4	Up to 2 marks each to max 4
		•	people need to feel secure that electronic documents/contracts (1) are as genuine/legally binding as those on paper (1)		
		•	businesses need to be confident that documents/orders/invoices submitted electronically (1) are genuine and have not been altered in any way (1)		
		•	people need to feel secure that confidential/personal information transmitted electronically (1) cannot be accessed by others (1).		

9	(a)	Any **two** of eg: • information about required holiday (1) such as destination/type of accommodation/dates (1) • information about people in party (1) such as number of adults/number and ages of children/special requirements, eg wheelchair assistance (1) • financial information (1) such as method of payment/credit card details (1)	4	Up to 2 marks each to max 4 Do not accept bank details.
	(b)	Any **two** of eg: • face-to-face (1) when a customer visits the travel agency in person (1) • from a paper booking form (1) which the customer obtains from a brochure (1) and posts/faxes to the tour operator (1) • from an online booking form (1) when a customer visits the travel agency's website (1)	4	Up to 2 marks each to max 4

10	The answer may include:	6

- employees need to constantly update their skills
- cost to employers of keeping hardware/software up-to-date/in line with competitors
- training costs to maintain skills of workforce
- employees can easily become de-skilled
- may not have the skills/may need training to gain a similar job after a period of unemployment/career break
- some employees may be resistant to change
- employees may suffer stress
- incompatibility issues between software versions.

Annotation

P – point
E – expansion
E+ – further expansion

Coded	Marks	Guidance
H	5–6	Candidates will show a clear understanding of the question and include a detailed explanation of the impacts of the fast-changing pace of ICT developments in the workplace.
M	3–4	Candidates will show some understanding of the question and include a limited explanation of the impact(s) of the fast-changing pace of ICT developments in the workplace.
L	0–2	Candidates will show limited understanding of the question and include a description of some impact(s) of the fast-changing pace of ICT developments in the workplace.