

# **Business and Communication Systems**

General Certificate of Secondary Education **A267**

ICT skills for business communication systems

## **Mark Scheme for June 2010**

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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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Question Number		Max mark
Task 1	Marks will not be awarded if the candidate has input errors, eg spelling mistakes.	
(a)	(i) Dr Khan is no longer a member of the centre. <u>Delete</u> his record.  <u>One mark</u> to be awarded for the correct deletion of the record.  Mark <b>not</b> to be awarded if the words are simply deleted.	1
	(ii) Miss Ewer has moved to 76 Bute Street, Cardiff, CF12 8PA. <u>Edit</u> her details in the database.  <u>One mark</u> for the correct insertion of each of the three items.  (76 Bute Street), (Cardiff), (CF12 8PA).	3
	(iii) A new member has joined the centre. <u>Enter</u> a new record.  <b>Mr T Hallfield, 9 Terrace Road, Cardiff, CF16 8HY.</b>  He joined on 11 May 2010. He has chosen to be a Peak member and he is going to pay annually.  <u>One mark</u> for the correct insertion of each of the six items.  (Mr T Hallfield), (9 Terrace Road) (Cardiff), (CF16 8HY) (11/05/2010), (Peak, Annually).	6
(b)	(i) You need to <u>insert</u> a new field into your database so you can record members' telephone numbers. You must insert the new field TELEPHONE NUMBER between the POSTCODE and DATE JOINED fields.  <u>One mark</u> for the correct insertion of the field TELEPHONE NUMBER. <u>One mark</u> for putting the field in the correct place, ie between the POSTCODE and DATE JOINED fields. <u>One mark</u> for the correct data type used.	3
	(ii) The following people have already provided you with their telephone number.  <u>Add</u> the following data to the database:  Mr H Abbott – 01276 781928 Mr M Jones – 01276 839289 Mr H Cole – 01276 382920  <u>One mark</u> for the correct insertion of each of the three items.	3
	(iii) You would like to find the name of the member who was first to join the centre. <u>Sort</u> the database into ascending order by DATE JOINED.  <u>One mark</u> if the database is sorted on correct field in descending order.  <u>Two marks</u> if the database is sorted on the correct field and in ascending order.	2

Annotated exemplar screenshot for task 1 sub-task (a)

MEMBER ID	TITLE	INITIAL	SURNAME	ADDRESS 1	TOWN/CITY	POSTCODE	DATE JOINED	MEMBERSHIP TYPE	PAYMENT TYPE
1	Mr	L	Dhali	2 Tredegar Drive	Newport	NP1 7UY	09/10/2004	Peak	Annually
2	Mr	H	Kelleher	15 King Street	Newport	NP12 8NU	08/08/2008	Off Peak	Weekly
3	Mrs	C	Mason	Oakfield, Lower Road	Newport	NP2 8UJ	19/01/2006	Peak	Weekly
4	Ms	C	Jones	87 Hill Street	Cardiff	CF18 8UH	21/02/2007	Peak	Monthly
6	Mr	H	Abbott	109 Bow Road	Newport	NP9 2DI	03/07/2007	Peak	Monthly
7	Mr	I	Allen	28 Albert Street	Newport	NP1 2HB	30/08/2007	Peak	Annually
8	Mr	G	Morgan	78 Hereford Road	Cwmbran	NP8 6YA	06/12/2006	Peak	Annually
9	Mr	N	Palin	9 Bismark Street	Newport	NP18 7QW	22/11/2007	Off Peak	Weekly
10	Mrs	M	Mead	1 Bath Road	Newport	NP8 2XC	28/02/2006	Peak	Annually
11	Ms	D	Richards	8 Brecon Close	Cardiff	CF19 7PL	16/05/2005	Peak	Monthly
12	Miss	A	Ewer	76 Bute Street	Cardiff	CF12 8PA	19/09/2006	Peak	Monthly
13	Miss	L	Jackson	36 East Street	Risca	NP24 8VQ	11/06/2005	Peak	Weekly
14	Ms	Y	Caplin	87 Church Close	Rogerstone	NP23 7AP	30/01/2006	Off Peak	Annually
15	Mr	H	Cole	56 College Road	Newport	NP1 7HG	18/07/2007	Peak	Annually
16	Miss	A	Mukadam	12 Newport Road	Rogerstone	NP18 6LP	10/02/2008	Peak	Monthly
17	Mr	F	Cicccone	20 Holland Road	Cardiff	CF13 8HL	29/07/2007	Peak	Weekly
18	Mrs	V	Evans	6 New Bridge Street	Newport	NP8 9UJ	17/03/2006	Peak	Monthly
19	Mr	C	Rosatto	The Towers, Kent Road	Newport	NP9 3HZ	11/06/2005	Peak	Monthly
20	Mr	M	Jones	9 Melton Lane	Risca	NP18 8PQ	20/02/2005	Peak	Monthly
22	Mr	T	Hallfield	9 Terrace Road	Cardiff	CF16 8HY	11/05/2010	Peak	Annually

1 mark for **76 Bute Street**  
1 mark for **Cardiff**  
1 mark for **CF12 8PA**

1 mark if Dr Khan's record is deleted

1 mark for **Mr T Hallfield**  
1 mark for **9 Terrace Road**  
1 mark for **Cardiff**

1 mark for **CF16 8HY**  
1 mark for **11/05/2010**  
1 mark for **Peak and Annually**

Annotated exemplar screenshot for task 1 sub-task (b)

1 mark for insertion of new field **TELEPHONE NUMBER**  
 1 mark for inserting field between POSTCODE and DATE JOINED fields  
 1 mark for correct data type, can be established from 0 at the start of each telephone number inserted

1 mark for DATE JOINED field sorted  
 1 mark for sorting in ascending order

MEMBER ID	TITLE	INITIAL	SURNAME	ADDRESS 1	TOWN/CITY	POSTCODE	TELEPHONE NUMBER	DATE JOINED	MEMBERSHIP TYPE	PAYMENT TYPE
1	Mr	L	Dhali	2 Tredegar Drive	Newport	NP1 7UY		09/10/2004	Peak	Annually
20	Mr	M	Jones	9 Melton Lane	Risca	NP18 8PQ	01276 839289	20/02/2005	Peak	Monthly
11	Ms	D	Richards	8 Brecon Close	Cardiff	CF19 7PL		16/05/2005	Peak	Monthly
19	Mr	C	Rosatto	The Towers, Kent Road	Newport	NP9 3HZ		11/06/2005	Peak	Monthly
13	Miss	L	Jackson	36 East Street	Risca	NP24 8VQ		11/06/2005	Peak	Weekly
3	Mrs	C	Mason	Oakfield, Lower Road	Newport	NP2 8UJ		19/01/2006	Peak	Weekly
14	Ms	Y	Caplin	87 Church Close	Rogerstone	NP23 7AP		30/01/2006	Off Peak	Annually
10	Mrs	M	Mead	1 Bath Road	Newport	NP8 2XC		28/02/2006	Peak	Annually
18	Mrs	V	Evans	6 New Bridge Street	Newport	NP8 9UJ		17/03/2006	Peak	Monthly
12	Miss	A	Ewer	76 Bute Street	Cardiff	CF12 8PA		19/09/2006	Peak	Monthly
8	Mr	G	Morgan	78 Hereford Road	Cwmbran	NP8 6YA		06/12/2006	Peak	Annually
4	Ms	C	Jones	87 Hill Street	Cardiff	CF18 8UH		21/02/2007	Peak	Monthly
6	Mr	H	Abbott	109 Bow Road	Newport	NP9 2DI	01276 781928	03/07/2007	Peak	Monthly
15	Mr	H	Cole	56 College Road	Newport	NP1 7HG	01276 382920	18/07/2007	Peak	Annually
17	Mr	F	Cicccone	20 Holland Road	Cardiff	CF13 8HL		29/07/2007	Peak	Weekly
7	Mr	I	Allen	28 Albert Street	Newport	NP1 2HB		30/08/2007	Peak	Annually
9	Mr	N	Palin	9 Bismark Street	Newport	NP18 7QW		22/11/2007	Off Peak	Weekly
16	Miss	A	Mukadam	12 Newport Road	Rogerstone	NP18 6LP		10/02/2008	Peak	Monthly
2	Mr	H	Kelleher	15 King Street	Newport	NP12 8NU		08/08/2008	Off Peak	Weekly
22	Mr	T	Hallfield	9 Terrace Road	Cardiff	CF16 8HY		11/05/2010	Peak	Annually

1 mark for **01276 839289** for Mr M Jones  
 1 mark for **01276 781928** for Mr H Abbott  
 1 mark for **01276 382920** for Mr H Cole

Question Number		Max mark
(c) (i)	<p>Create a <u>query</u> to find the <b>TITLE, INITIAL and SURNAME</b> of those members who pay <b>ANNUALLY</b>. The query is to be called <b>ANNUAL_PAYMENT</b>.</p> <p>She would like the query to be displayed in ascending order by <b>SURNAME</b>.</p> <p><u>One mark</u> for use of title, initial, surname and payment type in the query  <u>One mark</u> for correct search criteria used, i.e Annually.  <u>One mark</u> for query sorted in ascending order</p> <p>Please note if it is obvious that the criteria has been hidden award marks for use of correct fields and correct search criteria.</p>	3
(ii)	<p>Create a <u>report</u> of the query <b>ANNUAL_PAYMENT</b> displaying a <b>suitable title</b>.</p> <p><u>One mark</u> for creating a report of the correct information.  <u>One mark</u> for a suitable title in a report (even if incorrect data is included).</p> <p>Please note a mark is not lost if not sorted.</p>	2

Annotated exemplar screenshot for task 1 sub-task (c) (i)

TITLE	INITIAL	SURNAME	PAYMENT TYPE
Mr	I	Allen	Annually
Ms	Y	Caplin	Annually
Mr	H	Cole	Annually
Mr	L	Dhali	Annually
Mr	T	Hallfield	Annually
Mrs	M	Mead	Annually
Mr	G	Morgan	Annually

1 mark for use of TITLE, INITIAL, SURNAME and PAYMENT TYPE

1 mark for sorted in correct order

1 mark for correct criteria - Annually

Annotated exemplar screenshot for task 1 sub-task (c) (ii)

ANNUAL_PAYMENT			
TITLE	INITIAL	SURNAME	PAYMENT TYPE
Mr	I	Allen	Annually
Ms	Y	Caplin	Annually
Mr	H	Cole	Annually
Mr	L	Dhali	Annually
Mr	T	Hallfield	Annually
Mrs	M	Mead	Annually
Mr	G	Morgan	Annually

1 mark for a suitable title in the report

1 mark for correct query shown in report

Question Number		Max mark
(d)	<p>The Centre Manager has decided to extend the opening hours for 'Off Peak' members. You must write a mail-merged letter using the query OFF_PEAK_MEMBERS to the 'Off Peak' members to tell them about the change. <u>Recall</u> the file <u>CENTRE LETTERHEAD.doc</u>. Using this document, write the letter using the fully blocked style and open punctuation. The letter will be sent today from the Centre Manager.</p> <p>The letter must include the following details:</p> <ul style="list-style-type: none"> <li>• remind members that at the moment 'Off Peak' members are allowed to attend the gym between 9.00 am and 4.00 pm;</li> <li>• the hours are being extended to be between 8.00 am and 5.00 pm;</li> <li>• this will start from 21/09/2010;</li> <li>• there will be no extra cost to members;</li> <li>• if they would like to discuss this matter further, they should contact reception.</li> </ul> <p><u>One mark</u> for each of the following:</p> <ul style="list-style-type: none"> <li>• Use of the letterhead template</li> <li>• Fully blocked style</li> <li>• Open punctuation</li> <li>• Correct date in correct format (no 'th' used)</li> <li>• Correct salutation and correct complimentary close</li> <li>• Remind members that at the moment 'Off peak' members are allowed to attend the gym between 9.00 am and 4.00 pm</li> <li>• She would like to extend this to 8.00 am and 5.00 pm</li> <li>• This will start from 21/09/2010</li> <li>• There will be no extra cost</li> <li>• If they would like to discuss it further to contact reception</li> <li>• Evidence that mail merge was used, ie printed unmerged letter</li> <li>• Evidence that letter was merged from a query, ie all letters to relevant people.</li> </ul> <p><b>Two marks</b> to be awarded for fully appropriate tone and style, including opening and closing sentence, and letter uses a professional manner.</p> <p><b>One mark</b> to be awarded for general good style, it may have a few errors that do not effect the professionalism of the letter.</p> <p><b>No marks</b> for a list of points reproduced.</p>	14



Question Number		Max mark
Task 2	Some of the staff at Fitness Area find it difficult to use the members' database. They are often found recording customer details on paper or into a spreadsheet.	
(a)	<p>The Centre Manager has asked you to prepare a word processed document for staff entitled Database Software. This document is to help staff understand more about databases.</p> <p>You must include each of the following points in your document:</p> <p>(i) Why do businesses store information electronically rather than on paper</p> <p>Level 1: 1–3 marks (simple, no justification)</p> <p>Level 2: 4–6 marks (evaluates how it could impact on the business or describes how it could be helpful)</p> <ul style="list-style-type: none"> <li>• Takes up less space... no large filing cabinets are needed... office is more comfortable</li> <li>• Can be kept secure... by the use of passwords... follow the Data Protection Act</li> <li>• Efficient/quick way to store data... staff can quickly enter data... staff can spend time doing more important things.</li> <li>• Easy to search for data... much quicker than searching through a manual database... staff become more efficient</li> <li>• Easy to sort data...won't have to do it manually... that can take valuable time</li> <li>• Back ups can be easily produced... can be kept safe from fire/floods... prevents data loss... which could be catastrophic for a business</li> <li>• Less chance of losing information...as it can be backed up...less time wasted reproducing information</li> <li>• Quicker to enter data...save staff time...this time can be spent more productively in the business</li> <li>• Information can be easily transported...using removable media...allows staff to work more efficiently</li> <li>• Easy to edit data...no need to reproduce information....makes staff/business more efficient</li> <li>• Saves time (if qualified – as staff can spend less time entering data)...allows the business to run more efficiently</li> <li>• Saves paper (if qualified as less printing is needed)...allows the business to become more environmentally friendly</li> <li>• You can mail merge...which allows the business to produce letters more quickly,, ,and makes the business look more professional.</li> <li>• Data can be accessed by several people at the same time..so staff do not have to waste time...which allows staff/business to work more efficiently</li> </ul> <p>Please note that this list is not exhaustive, other possible answers may be acceptable.</p>	6

Question Number		Max mark
(ii)	<p data-bbox="343 257 1300 324"><b>Evaluate the extent to which a database rather than a spreadsheet would be more helpful to Fitness Area in storing information</b></p> <p data-bbox="343 358 917 392">Level 1: 1–4 marks (simple, no justification)</p> <p data-bbox="343 425 1300 492">Level 2: 5–8 marks (compares application’s features/how this will impact on the staff/task)</p> <p data-bbox="343 526 1244 560">Level 3: 9–12 marks (evaluates how it could impact on the business)</p> <ul data-bbox="343 593 1300 1579" style="list-style-type: none"> <li>• There are various <b>data types</b> to help stop mistakes eg number, currency... these are not available in a spreadsheet... mistakes could cost the business time/money, make them look unprofessional</li> <li>• Data can be <b>sorted</b> into ascending or descending order or an example is clearly explained... this can be done in a spreadsheet but is not as simple and the wrong data can be sorted ... could produce incorrect results... mistakes could impact on the business</li> <li>• <b>Searches/queries</b> are when the computer looks for data meeting certain criteria or an example is clearly explained... cannot be done in a spreadsheet... staff may have to waste time looking for things that meet a certain criteria... this time could be better spent on other tasks</li> <li>• Report is the result of a search or a query or an example is clearly explained ... these cannot be created in a spreadsheet/data may look confusing... so data cannot be displayed professionally... may not look professional in meetings</li> <li>• <b>Validations</b> are rules set up by the user to stop mistakes being input or an example is clearly explained... although can be created in a spreadsheet they are not simple to create/not as many validations available... can lead to mistakes which could produce garbage... cause problems for the business/cost the business time/money.</li> <li>• <b>Primary key</b> can be created...which allows the record to be unique...this can prevent duplication of records...which could make the business look unprofessional</li> <li>• Easier to <b>mail merge</b> (accept)... merge can be created from queries...so letters can be sent to individuals or groups...this can save the business time.</li> </ul> <p data-bbox="343 1612 1276 1680">Please note that this list is not exhaustive, other possible answers may be acceptable.</p>	12

Question Number		Max mark
(b)	<p>The Centre Manager, Amelia Jordan, is pleased with your evaluation and wants it to be circulated to other Centre Managers. <b>Recall the file <u>FITNESS MEMO.dot</u>. Write a memo from your Centre Manager addressed to all Centre Managers which will be used to circulate the evaluation.</b></p> <p>The memo must include a:</p> <ul style="list-style-type: none"> <li>• reference to the evaluation;</li> <li>• request to read it;</li> <li>• reference to the fact that it will be discussed at the next Centre Managers' meeting.</li> </ul> <p><u>One mark</u> for each of the following:</p> <ul style="list-style-type: none"> <li>• To: Centre Managers</li> <li>• From: Amelia Jordan or except Centre Manager</li> <li>• Subject: relevant subject type eg Databases.</li> </ul> <p><b>Two marks</b> to be awarded for correct tone and style used in content of memo and where <b>all</b> specified items are included.</p> <p><b>One mark</b> for simply copying the information in bullets, if there are transcribing mistakes or tone and style is not good.</p> <p><b>No marks</b> if only a little of the specified items are included or tone and style is inappropriate.</p>	5

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