



ASSESSMENT and
QUALIFICATIONS
ALLIANCE

Mark scheme

June 2003

GCSE

Information and Communication Technology A

Full Course 3521 Higher

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1. Answers to DTP question

(a)

- Picture/clipart/image/graphic/logo added
- Title/font/text made bigger
- (Title/font/text) made bold/underline/italic (max 2)
- (Text) centred
- Bullet points /indent/tab made
- Text font changed/Wordart used
- Border/borderart added

WRITING NOT GIVEN**Any 5 for 1 mark each****Total 5 marks**

(b)

- Change font **name ie Times Roman** (if not above)
- Coloured text/font/title could be used
- Coloured/shaded background could be used
- Coloured border (max 2 for colour)
- Text right/fully justify
- Change the line spacing
- Use numbering instead of bullet points
- Layering/watermark
- Add table
- Change orientation

NOT more of ie add more pictures**NO REPEATS of the changes already made.****Not just move things around.****Any 2 for 1 mark each (2)****Total 7 marks****2. Answers to applications software question**

(a)	Communications	Correct answer only	(1)
(b)	Mail-merging	Correct answer only	(1)
(c)	Word processing	Correct answer only	(1)
(d)	Spreadsheet	Correct answer only	(1)
(e)	Data Logging	Correct answer only	(1)
(f)	Database	Correct answer only	(1)
(g)	Desk top publishing	Correct answer only	(1)

Total 7 marks

3. Answers to data capture form question

Membership Number or equivalent	at least 5
Title	at least 3 (or coded)
Surname	at least 10
First name	at least 10
Name (for one mark)	at least 20
Sex	at least 6 (or coded)
DOB (not age)	at least 8 (or coded)
Number (house)	at least 3
Street - Address line 1	at least 10
Town/Area/County -Address line 2	at least 10
(address – instead of above – 1 mark)	at least 20/memo/or 2×10

NOTE MAX TWO FOR ADDRESS LINES ABOVE

Postcode at least 7 (3 space 3)

If Address 1 and street are mixed up – usually gains one mark

Telephone number (day) at least 11

Telephone number (evening) at least 11

Contact tel. number at least 11

Mobile tel. number at least 11

Emergency tel. number at least 11

NOTE MAX TWO TELEPHONE NUMBERS

Emergency contact name at least 14

Fax number at least 11

E-mail address at least 20 (sensible splits)

Photo box to fit

Medical conditions/allergies at least 20/memo

Classes attended at least 10

Date of membership/expiry of membership at least 8(2-2-2/4)

Type

NB – could use the date at end of form

Fee paid/subs – 1 only for subs at least 6

NOT NI - Not doctor, not doctor's address/next of kin

Boxes only unless memo specified

[] – open boxes are OK – boxes with small vertical lines are OK but dashes are NOT.

Memo = lines/boxes/dashes

IGNORE FILLING IN

Mark only the first 5 fields

Ignore correct duplicate fields eg. 3rd telephone number – these do not count in the FIVE

Tick correct field name – do not penalise lack of capitals

Tick correct number of boxes/memo for corresponding field name.

Count ticks - divide by 2 - round down

If code is a list that is “open” then “others” needed.

Total 5 marks

4. Answers to Data Protection Act question**MUST BE USER**

- Right to see/access the data about themselves/be given a copy
- Right to have wrong data (about themselves) corrected/deleted
- Right to seek compensation for damage caused (to them) by (the use of) inaccurate data
- Prevent processing (of their) if it is likely to cause them damage or distress
- Prevent data being used for direct marketing
- Prevent automatic decisions being made on the basis of data held
- Make a request to the Data Protection commissioner if Act contravened

Allow the word “access” in the answers until it is clear that they think they are “pressing the keys”.

Any 4 × 1 mark per answer

Total 4 marks

5. Answers to database questions

- (a) (i) Collection of (related) fields
Part of a file (or made up of a number of fields) (1)
Information relating to one car/thing
A row (of a database) **Any one point × 1 mark**
- (ii) Part of a record (1)
Containing one data item
An individual box in the table
Field name/column label/contents
Any one point (both not needed)
- (b) (i) Registration number (ignore capitals/spelling) CAO (1)
(ii) Unique/identifying field (or similar) (1)
- (c)(i) Vauxhall (1st mark for Vauxhall) Correct answer only (1)
Volkswagen Correct answer only (1)
(2nd mark for Volkswagen on new line, no separators) Must be in this order
- (ii) Mondeo M673 FRD (, ok between) Correct answer only (1)
218S M12 GHR (, ok between) Correct answer only (1)
(2nd mark for 218S M12 GHR on new line, no separators)
- (d) (i) List Model For Correct answer only (1)
Additional feature Equals Full service history Correct answer only (1)
Ignore full stop at end and capitals
- (ii) List Make, Model For Correct answer only (1)
Price Greater than £2999/3000 Correct answer only (1)
And Price Less than £5000/5001 Correct answer only (1)
**Allow greater than or equals to and less than or equals to.
Allow either order**

Total 13 marks

6. Answer to the data validation question

- | | | | |
|--------|------------------------------------------------------------------------------------------------------|---------------------|-----|
| (a)(i) | input | Correct answer only | (1) |
| (ii) | software | Correct answer only | (1) |
| (iii) | it is reasonable | Correct answer only | (1) |
| (b)(i) | Makes sure a field/cell is not left blank/empty
(this answer could be given in the next part) | | (1) |
| | Nothing put into a field where an entry is essential | | (1) |
| (ii) | Checks the data entered is the type specified
ie if number specified only number will be accepted | | (1) |
| | If text is put into a field set to be number (or equivalent) | | (1) |
| (c) | Range check
Check digit
Field length check
Batch/hash/control totals
Directory check | | (1) |

Any one × 1 mark

Total 8 marks

7. Answers to data logging/data capture question

- | | | |
|-----------------|---------------------|-----|
| data logging | Correct answer only | (1) |
| MICR | Correct answer only | (1) |
| magnetic strips | Correct answer only | (1) |
| feedback | Correct answer only | (1) |
| OCR | Correct answer only | (1) |
| calibration | Correct answer only | (1) |

Ignore capitals and poor spelling

Total 6 marks

8. Answers to user interface software question

- | | | | |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|----------------------------------------|
| (a) | Menu (driven)
Graphical interface/GUI | Any 2 × 1 mark | (2) |
| (b) | A consistency of layout
A consistency of text style
The use of sound | Correct answer only
Correct answer only
Correct answer only | (1)
(1)
(1) |
| (c) | (i) text/image/word/sentence which provides links to other pages (in an information store) | | (1) |
| | (ii) An area (look for as the mouse moves) which displays further information or provides links to other pages (in an information store) | | (1) |

Total 7 marks**9. Answers to operating system question**

- | | | | |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|----------------------------------------|
| (a) | Group of programs/program that control the overall operation of of a computer | Any 2 × 1 mark | (2) |
| (b) | Software | Correct answer only | (1) |
| (c) | Manages system resources including memory
Manages the allocation of CPU time
Manages the system security | Correct answer only
Correct answer only
Correct answer only | (1)
(1)
(1) |
| (d) | Multi-user
Multi-programming/tasking
Real time
Batch Processing
Transaction processing
Windows/Unix/DOS (max 1 mark)
NOT network | Any 2 × 1 mark | (2) |

Total marks 8

10. Answers to the library system question

- (a) Name/Title of book
Number of copies held
Name of author
Date due in/Date taken out
ISBN number (book number OK)/reference code
Dewey classification
Fiction or non fiction
Genre/theme of book/topic
Library issue number/copy number
Branch location

Any 3 × 1 mark

(3)

- (b) See if a book is in the library/currently available
Reserve a book/order over internet to collect later
To find books on a particular subject/keyword/genre/theme
To find out what topics are covered by a particular book
To find out where the book is in the library
To find books by a particular author
NOT sorting/Type in

Any 3 × 1 mark

(3)

- (c) Can check quickly if a book is in or on loan/overdue
More than one member of staff can access the information at a time
Less time spent on answering questions/showing people where books are
Not expected to remember about all the books
Saves space – don't need lots of filing cabinets
NOT easier to search/update

Any 2 × 1 mark

(2)

- (d) More expensive/cost of installing
Have to wait for it to be ready
Training will always be needed
Not tried and tested
Cannot share the expertise of others using the same software

Any 2 × 1 mark

(2)

Total 10 marks

11. Answer to the essay question – NB it MUST be clear

1. The candidates are talking about those who work at the supermarket (checkout staff, shelf packers/general assistants, department managers, THE manager, even allow the general “the supermarket”) or their customers.
2. The candidates are telling you if the point being made is an advantage or a disadvantage (could be implied but don't be a mind reader)

If both of these are met look for the point made on the mark scheme.

Staff Advantages (SA)

- (Faster) access to selling figures/stats
- More accurate POS saves staff embarrassment/having to do sums.
- Bar code scanners reduce mistakes
- (Faster/more accurate) computerised ordering
- (Faster/cheaper/auto) stock control
- (Faster to) spot selling trends
- Quicker to change the prices
- Automated (low level) decisions taken based on computer information
- Increased profits for the “boss”
- Gain new skills/jobs (ie ICT training)
- Customer profiling (points cards)
- More secure – handle less cash
- More staff security using CTV/helps prevent shop lifting
- Price modelling to show
- Managers have faster access to employee information
- Calculate staff wages accurately/automatically /quickly/electronic transfer to bank

Staff Disadvantages(SD)

- Less personal/less contact with the customer
- Less job satisfaction – less responsibility
- Hardware failure leads to Stock not being ordered/stats not available etc.
- Some jobs will go
- Require training to use them effectively
- Hacking/virus issues (max 1- anywhere)
- Equipment is expensive so some “stores” cannot compete

Customers Advantages(CA)

- (Quicker) – shorter queues/speeds up shopping for the customer.
- Customers can scan their own goods.
- More info available – itemised till receipt/saves customer embarrassment
- Shop from home/online shopping
- E-mail from home
- Increased payment options/cash back
- Automatic door (using sensors) for trolleys/disabled
- Personalised letters sent to customers
- CTV helps prevent crime/ increases security (1 max)
- Goods MORE available on shelves

NOT cheaper

Customers Disadvantages(CD)

- Less personal service
- Customer profiling (points cards)
- Junk e-mail from shops
- Hackers could gain credit card information
- Security tags not removed could cause embarrassment/arrest
- Prices not changed/not the same as those on display could lead to overcharging
- Delays due to typing in bar codes can cause delays

Any 1 × 10 . Min of 1 from each section. Ie could be 7,1,1,1 for 10

Total 10 marks