

**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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Candidate name

Centre number

Candidate number

# 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 |

Candidate name \_\_\_\_\_ Centre number \_\_\_\_\_

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

Details (correct) copied into table 1 mark  
 Column 1 (staff codes) deleted 1 mark  
 Column (Office) deleted 1 mark  
 Header underscore, italics 1 mark  
 Top row shaded grey 1 mark  
 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

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

| First name | Family name | Start date |
|------------|-------------|------------|
| Angel      | Robles      | 13/11/2008 |
| Frances    | Stirland    | 18/07/2008 |
| Joan       | Peters      | 25/11/2008 |
| Ricard     | Dortmund    | 17/10/2008 |

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

| Code   | Location     |                  |
|--------|--------------|------------------|
| JGBEXL | Jersey       | Senior           |
| ALMGPL | Almeria      | in Lujo Playa    |
| GCAPRG | Grand Cayman | Paradise Retreat |
| MALTPG | Maldives     | Paradise Golf    |
| SEYNSG | Seychelles   | Nine South Golf  |

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:

The Jersey hotel and golf complex is well established and we write with our guests for short break

Excelsior hotel on St. Brelade's Bay, its fine view and excellent golf facilities attract players and their guests to return year after year. Almeria is a favourite escape for the professional in the cooler months at the end of the year or in the New Year, but attracts bookings year round.

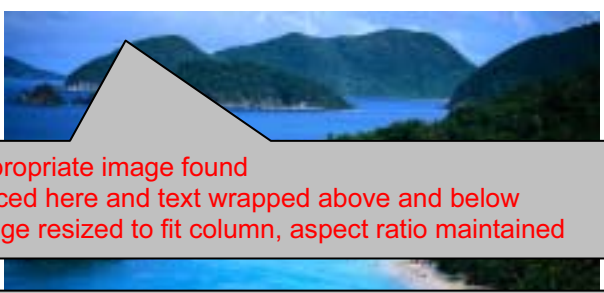
| Staff | Sum Of Number | Count Of N9book |
|-------|---------------|-----------------|
| AR    | 659           | 146             |
| FD    | 229           | 51              |
| FS    | 248           | 54              |
| JP    | 482           | 105             |
| LM    | 256           | 59              |
| ME    | 105           |                 |
| PB    | 354           |                 |
| RD    | 447           |                 |
| ST    | 30            |                 |

Spellings both corrected 1 mark

treat golf complex on Grand Cayman. This is such a beautiful location with services offered to the highest standards and we have been delighted that it has become such a desirable 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.

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

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

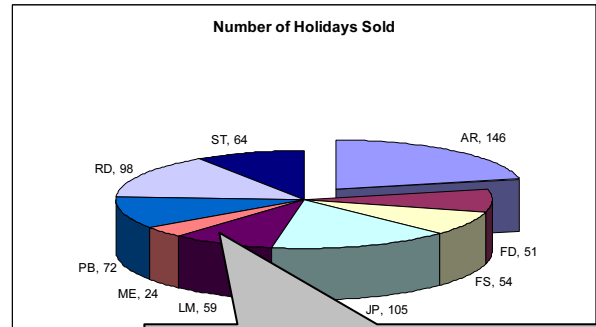


Chart Inserted in correct place with one blank line above and below with aspect ratio maintained within margins 1 mark  
 Chart correct data and type 1 mark  
 Segment pulled out or highlighted and correct 1 mark  
 Title correct 1 mark  
 Segment labels and values 1 mark  
 NO legend 1 mark

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 mark

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

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.

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

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.

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

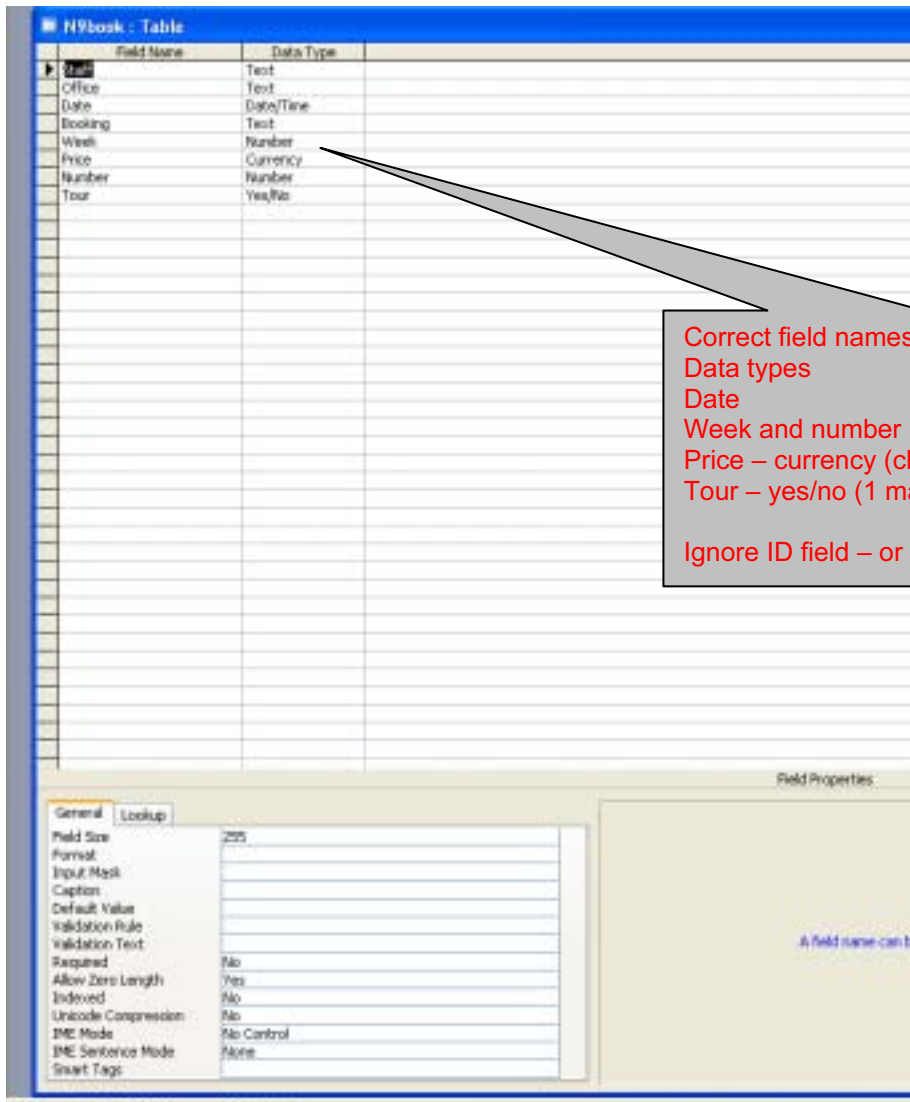
All trainees will be assigned to a mentor who will guide them in their work. This will be a companion worker who will help to develop familiarisation of the new worker with all aspects of day to day operations. The training will be at the employee's office and will take place on a continuous basis.

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.

Candidate name

Centre number

Candidate number



Correct field names 1 mark  
 Data types 1 mark  
 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

## 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      | No   | £1,365.00 |
| RD    | 15/05/2009 | JGBEXC  | 36   | 6      | No   | £1,170.00 |
| JP    | 21/05/2009 | ALMGPL  | 36   |        |      | £798.00   |
| FS    | 29/05/2009 |         |      |        |      |           |
| FS    | 01/06/2009 |         |      |        |      |           |
| 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  
Fits fully visible for all fields and column headings 1 mark  
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

Total Income

£51,957.00

06 Augu

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

Candidate details on left foot of page 1 mark

|               |                                       |   |                         |
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|               | <b>IGCS</b>                           | Heading                                       | 100% correct            |
|               |                                       | Page  | orientation is portrait |
|               |                                       | Search  | week 35                 |
|               |                                       |   | Staff = AR              |
|               |                                       |   | Booking = ALMGPL        |
|               |                                       |   | Tour = Yes              |
|               | Sort                                  | ascending order of Date                       | 1 mark                  |
|               | Fields                                | only these five fields and data fully visible | 1 mark                  |

## AR tour bookings for week 35

| <b>Staff</b> | <b>Date</b> | <b>Booking</b> | <b>Price</b> | <b>Number</b> |
|--------------|-------------|----------------|--------------|---------------|
| 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  |