

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.



Page 2	Mark Scheme: Teachers' version	Syllabus	Paper
	IGCSE – October/November 2009	0417	02

Candidate name

Centre number

Candidate number

Screenshot of search/save page on web site

Screenshot	search web site and file saved	1 mark
------------	--------------------------------	--------

Page 3	Mark Scheme: Teachers' version	Syllabus	Paper
	IGCSE – October/November 2009	0417	02

Candidate name

Centre number

Candidate number

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

Page 4	Mark Scheme: Teachers' version	Syllabus	Paper
	IGCSE – October/November 2009	0417	02

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

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

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

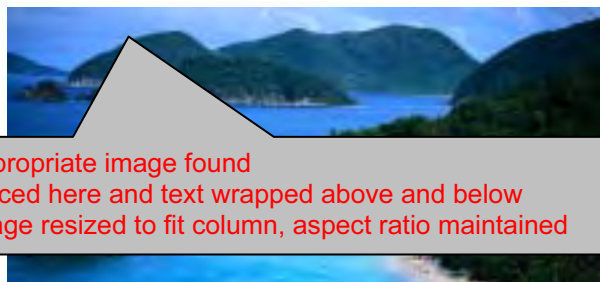
Code	Location
JGBEXL	Jersey
ALMGPL	Almeria
GCAPRG	Grand Cayman
MALTPG	Maldives
SEYNSG	Seychelles

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

Spellings both corrected 1 mark

treat golf complex on Grand Cayman. This is such a beautiful location with offers 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.

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

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

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

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

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	59
ME	105	24
PB	354	72
RD	447	98
ST	30	64

The number of members

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

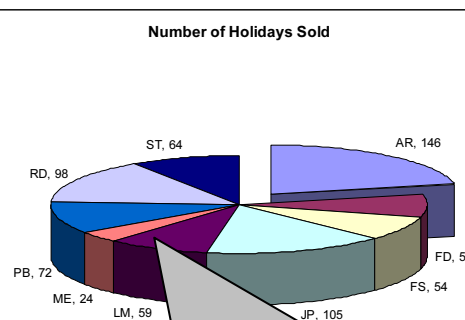


Chart Inserted in correct place with one blank line above and below with aspect ratio maintained within margins 1 mark
 Chart correct data and type 1 mark
 Segment pulled out or highlighted and correct 1 mark
 Title correct 1 mark
 Segment labels and values 1 mark
 NO legend 1 mark

Page 5	Mark Scheme: Teachers' version	Syllabus	Paper
	IGCSE – October/November 2009	0417	02

Candidate name

Centre number

Candidate number

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.

Page 6	Mark Scheme: Teachers' version	Syllabus	Paper
	IGCSE – October/November 2009	0417	02

Candidate name

Centre number

Candidate number

Field Name	Data Type
ID	Text
Office	Text
Date	Date/Time
Booking	Text
Week	Number
Price	Currency
Number	Number
Tour	Yes/No

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

Page 7	Mark Scheme: Teachers' version	Syllabus	Paper
	IGCSE – October/November 2009	0417	02

Week 36 for Strand

<i>Staff</i>	<i>Date</i>	<i>Booking</i>	<i>Week</i>	<i>Number</i>	<i>Tour</i>	<i>Income</i>
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
Page
Search

100% correct
orientation is portrait
week = 36
Strand (not displayed)
between 01/04/2009 and 30/06/2009
ascending order of Date then staff ascending
only these (may be any order)
fully visible for all fields and column headings
1 page wide

1 mark
1 mark
1 mark
1 mark
2 marks
2 marks
1 mark
1 mark
1 mark

Income field is calculated
Income field displayed as currency, 2dp

2 marks
1 mark

Candidate name, Centre no and candidate no

Total Income

£51,957.00

06 Aug

Sum of *Income* is calculated
And displayed below *Income* column
Total is displayed as currency
Label *Total Income*

2 marks
1 mark
1 mark

Candidate details on left foot of page

1 mark

Page 8	Mark Scheme: Teachers' version	Syllabus	Paper
	IGCS	Heading Page Search Sort Fields	100% correct orientation is portrait week 35 Staff = AR Booking = ALMGPL Tour = Yes ascending order of Date only these five fields and data fully visible
			1 mark 1 mark 1 mark 1 mark 1 mark 1 mark 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

Page 9	Mark Scheme: Teachers' version	Syllabus	Paper
	IGCSE – October/November 2009	0417	02

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