AQA

FUNCTIONAL SKILLS
ICT

Level 2
Mark scheme

Mark schemes are prepared by the Lead Assessment Writer and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation events which all associates participate in and is the scheme which was used by them in this examination. The standardisation process ensures that the mark scheme covers the students' responses to questions and that every associate understands and applies it in the same correct way. As preparation for standardisation each associate analyses a number of students' scripts. Alternative answers not already covered by the mark scheme are discussed and legislated for. If, after the standardisation process, associates encounter unusual answers which have not been raised they are required to refer these to the Lead Assessment Writer.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of students' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

Further copies of this mark scheme are available from aqa.org.uk

			Mark	Max Mark	Skill Standard
	Activity A				
1	**1 mark** if poster is produced using DTP/WP software		1	**3**	1=1
	1 mark if poster is single-sided AND portrait orientation AND A4 size		1		2=2
	1 mark if poster fills the page, has no significant unused space and is laid out fully on the page		1		
	Include relevant information: **NO MARKS** if text from data file is copied and pasted without significant amendment **1 mark** for each of: • Event: Hair Fashion Show at Snips • Location: (Snips) salon • Date: Friday 10 February (2017) • Start time: 7.00 pm		4	**8**	5=4
	1 mark for each piece of relevant information, **max 3:** • Four demonstrations • Men and women • Latest hairstyles • Commentary during demonstrations • Refreshments during interval • Tickets £5 • 10% discount on services and products (for those attending) • Finish time 9.30 pm		Any 3		5.2=2 6=1 6.1=1
	1 extra mark for no superfluous information (see document below – highlighted information is superfluous).		1		
	Include suitable picture: **1 mark** if poster contains at least one suitable picture **1 extra mark** if poster contains ONLY one suitable picture and no unsuitable pictures **1 extra mark** if the picture is a suitable size and in a suitable position relative to the text		3	**3**	9=1 9.1=2

	Use software features to make the poster attract people's attention and encourage them to attend the Hair Fashion Show: **1 mark** for each of the following features, **max 4**: • Use of bullets/numbering • Use of bold/italics/underline • At least two types of text alignment • At least two font sizes, not more than three • Use of lines/borders • Use of backgrounds/fill/patterns • Use of shapes • Use of word art	Any 4	**4**	6=2 2.1=2
	1 mark if poster contains no more than two spelling or punctuation errors (eg errant character spaces or full stops) **1 extra mark** if poster contains no spelling or punctuation errors	2	**2**	9.2=2
		Total	**20**	

Superfluous text highlighted in grey
Errors highlighted white on black

Snips Show

Thank you so much for agreeing to make the poster for me, it really is a great help; there is so much to do.

I thought it would be helpful if I gave you some details to put on the poster, so I am writing this quick note. I am doing it on my new laptop, so I'm sorry if I make a few spelling mistakes, but you can put them right for me when you do the poster.

I am writing down everything I can think of, I will leave it to you to select just the important bits of information for the poster.

The show is called the Hair Fashion Show at Snips and will take place in the salon on Friday evening, 10 Februuary 2017. We will start at 7.00 pm and go on until about 9.30. I thought perhaps we would have four demonstratiions, about twenty minutes each. Two will be on ladies and two on men. I will do a little commentary while the stylists are working, explaining what is going on. I thought the stylists who are not working can act as models for the others.
We will have an inteerval of about 20 minutes after the first two demonstrations. We will serve refreshments, just cups of tea and cofffee and biscuits. I thought of serving wine but I think that a lot of people will be driving so they won't want to drink.

Tikets will be £5 each. Only adults will be coming so we don't need to worry about reduced prices for children.

Obviously the main reason for holding the show is to get extra business for the salon, but we don't need to mention that on the poster! We will be offering a 10 per cent discount on all services and products to everyone who attends.

Unfortunately there is no car parking at the salon, so people will have to park in the town centre and walk to us. Probably best not to mention that on the poster either!

Thanks again for helping me with the poster. I am sure you will do a great job.
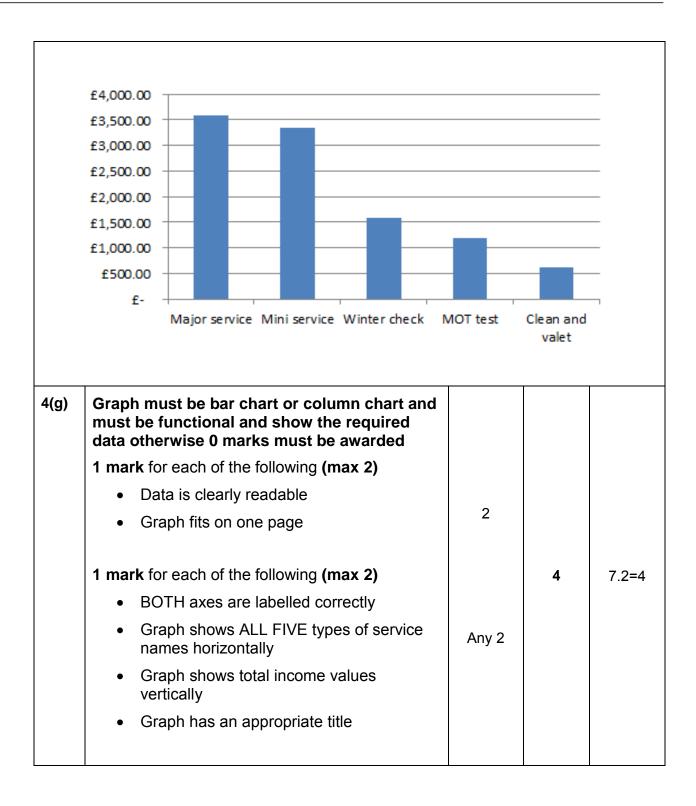
Sam

		Mark	Max Mark	Skill Standard
Activity B				
2(a)	**1 mark** if email is a reply.	1		8=1
	1 mark if To: is Anya Hope (AnyaH@MyInternet.co.uk)	1		8.2=1
	1 mark if Subject has been changed from 'What do you think?' **1 extra mark** if Subject has been changed to something appropriate	2	**6**	8.1=2
	1 mark for each piece of advice, **max 2**: • Only use factual websites • Use trustworthy/expert sources • Cross-check sources • Avoid sites featuring peoples' opinions/blogs	Any 2		5.1=2
2(b)	**1 mark** if mcole@devascare.co.uk is used **1 extra mark** if mcole@devascare.co.uk appears ONLY in cc line	2		8=1 8.2=1
	1 extra mark if Subject has been changed from 'Another one from me' to something appropriate	1		8.1=1
	1 mark for each physical risk, **max 2**: • Trailing wires could cause trip hazard • Poor lighting could cause eye/sight problems • Incorrect heating could make workers too hot or too cold/uncomfortable • Chair at unsuitable height could cause back problems • Monitor at an unsuitable distance could cause back/reach problems	Any 2	**7**	2.4=4
	• Too many computers could overload electrical sockets **1 extra mark** for a reasonable precaution for each	2		

		risk, **max 2**			
	3(a)	**1 mark** if a folder named 'Anya Hope' or similar is created within the inbox	1	**3**	3.1=1
		1 mark if the two emails from Anya Hope have been moved into the folder **1 extra mark** if no irrelevant emails have been moved into the folder	2		3=2
	3(b)	**1 mark** if 'Quarantine' folder has at least one email with the subject '----------virus attached---------' moved into it. **1 extra mark** if all three virus emails and no other non-virus emails are in the 'Quarantine' folder	2	**2**	2.5=2
	3(c)	**1 mark** if Junk folder has at least one appropriate spam email in it **1 extra mark** if there are at least three Junk emails and no Anya Hope, 'virus attached' or non-spam emails in the Junk folder.	2	**2**	3=2
			Total	**20**	

		Mark	Max Mark	Skill Standard

Activity C

	Price	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total weekly sales	Income
Major service	£ 199.00	3	3	5	2	3	2	18	£3,582.00
Mini service	£ 129.00	4	5	3	4	5	5	26	£3,354.00
Winter check	£ 59.00	2	3	4	4	6	8	27	£1,593.00
MOT test	£ 52.00	3	4	2	6	5	3	23	£1,196.00
Clean and valet	£ 10.00	8	9	8	10	12	16	63	£630.00
Total daily sales		20	24	22	26	31	34		

4(a)	**1 mark** if number of Major services carried out on Wednesday is changed from 15 to 5.	1	**1**	9.2=1
4(b)				
		20	24	22	26	31	34			

4(b)				
		20 | 24 | 22 | 26 | 31 | 34			
	1 mark if Total daily sales is correct for **one** day **1 extra mark** if Total daily sales is correct for **all six** days	2	**3**	7.1=2 7.3=1
	1 mark if the row of totals is at foot of column and is labelled appropriately, eg 'Total daily sales'	1		

4(c)	**1 mark** if a new column is inserted in an appropriate place with the heading 'Total weekly sales'	1			
				3	7=1 7.1=2

Major service	18
Mini service	26
Winter check	27
MOT test	23
Clean and valet	63

1 mark if 'Total weekly sales' value is correct for **any one** type of service

1 extra mark if 'Total weekly sales' value is correct for **all five** types of service

(value 2)

4(d)	**1 mark** if candidate has inserted a new column in an appropriate place with an appropriate heading, eg 'Income'	1		7=1
			2	7.1=1
	Major service	3582		
	Mini service	3354	1	
	Winter check	1593		
	MOT test	1196		
	Clean and valet	630		
	1 mark if Weekly income is correct for **all five** types of service			
	Note: mark is awarded for value, which may not be formatted as currency at this stage.			
4(e)	**1 mark** if types of service are listed in order **1 extra mark** if list is descending	2	**2**	7.4=2
4(f)	**1 mark** if **both** correct columns are formatted as currency	1	**1**	7.3=1

4(g)	**Graph must be bar chart or column chart and must be functional and show the required data otherwise 0 marks must be awarded**			
	1 mark for each of the following **(max 2)** • Data is clearly readable • Graph fits on one page	2	4	7.2=4
	1 mark for each of the following **(max 2)** • BOTH axes are labelled correctly • Graph shows ALL FIVE types of service names horizontally • Graph shows total income values vertically • Graph has an appropriate title	Any 2		

4(h)	**Formatting features:** **1 mark** for each of the following, **max 2**: • Appropriate use of background fill • Appropriate use of more than one font/size but not more than three • Appropriate use of bold/italic/underline for emphasis • Appropriate use of lines/borders	Any 2	**2**	6.1=2
4(i)	**Justifications:** **1 mark** for each valid justification for the use of a software feature, identifying where the feature has been used, **max 2** Each justification may only be credited once.	2	**2**	10=1 10.1=1
		Total	**20**	

		Mark	Max Mark	Skill Standard

Activity D

5(a) These runners should be selected: (8 runners)

First name	Surname	Category	Entry fee paid
Edwina	Wang	U18	No
Shane	Preston	U60	No
Madeleine	Yasin	U60	No
Philip	Armitage	U40	No
Helena	Jones	Elite	No
Alexander	Hayes	U40	No
Geraint	Darnell	U40	No
Helen	Edwards	U18	No

	Mark	Max Mark	Skill Standard
1 mark if any report produced	1		7=1
NO MARKS if all 7 fields are shown **1 mark** if report contains the 4 required fields: First name, Surname, Category, Entry fee paid **1 extra mark** if no other fields are shown	2	**5**	7.3=2
NO MARKS if all 50 runners are listed **1 mark** if **all 8 correct** runners are listed **1 extra mark** if no incorrect runners are listed	2		4.1=1 4=1

5(b)	These runners should be selected: (15 runners)						

First name	Surname	Category	Charity type
Martin	Brown	U18	Animal welfare
Tracey	Deloire	U60	Animal welfare
Maxine	Jenson	Mature	Animal welfare
Melanie	Khan	U60	Environmental
Timothy	Mann	U40	Environmental
Marie	McClaren	U40	Animal welfare
Eve	Moulton	U40	Animal welfare
Jessica	Percival	U60	Animal welfare
Jeremy	Robson	U18	Animal welfare
Lorraine	Rumney	U60	Animal welfare
Maria	Smith	U60	Animal welfare
Jhangir	Somerset	U60	Animal welfare
Holly	Stevens	U18	Environmental
Edwina	Wang	U18	Environmental
Laura	Washington	Mature	Animal welfare

NO MARKS if all 50 runners are listed **1 mark** if **EITHER** Animal welfare supporters (11) **OR** Environmental supporters (4) are listed **1 extra mark** if **EITHER** ONLY Animal welfare supporters (11) **OR** ONLY Environmental supporters (4) are listed **1 extra mark** if ONLY the **correct 15** runners are listed	3	**7**	4=1 4.1=2
1 mark if list is sorted by Surname **1 extra mark** if sort is ascending	2		7.4=2
NO MARKS if all 7 fields are shown **1 mark** if the four required fields are shown: First name, Surname, Category, Charity type **1 extra mark** if no other fields are shown	2		7.3=2

5(c)	These runners should be selected: (5 runners)				

First name	Surname	Category	Time
Edward	Campion	U40	1:19:22
Jessica	Percival	U60	1:19:42
Holly	Stevens	U18	1:21:16
Alexander	Hayes	U40	1:21:23
Danny	Finn	U60	1:29:18

	NO MARKS if all 50 runners are listed **1 mark** if **EITHER** non-Elite runners (44) **OR** runners with Time better than 1:30:00 (11) are listed **1 extra mark** if **EITHER** ONLY non-Elite runners (44) **OR** ONLY runners with Time better than 1:30:00 (11) are listed **1 extra mark** if ONLY the **correct 5** runners are listed	3	**6**	4=1 4.1=2
	1 mark if ONLY the four required fields are shown: First name, Surname, Category, Time	1		7.3=1
	1 mark if list is sorted by Time **1 extra mark** if sort is ascending	2		7.4=2
5(d)	**1 mark** if error is identified with runner ID 6, Terence Murphy **1 extra mark** for pointing out that Category cannot be U1	2	**2**	9.2=2
		Total	**20**	