



Sample Paper: P000288

NCFE Functional Skills Qualification in ICT at Level 1 – (600/0030/2)

This mark scheme gives you:

- examples and criteria of the types of response expected from a learner
- an idea of how individual marks are to be awarded
- the total mark for each question
- examples of responses that shouldn't receive any marks.

Notes for marker

All learners should receive the same treatment, and should be fairly marked. Markers must mark the first learner in exactly the same way as they mark the last.

Mark schemes should be applied positively. Learners must be rewarded for what they've shown they can do rather than penalised for things they haven't done.

Markers should always award full marks if deserved (ie if the answer matches the mark scheme). Markers should also be prepared to award zero marks if the learner's response is not worthy of credit according to the mark scheme.

The award of each mark is clearly stated in the 'mark' column. Half marks mustn't be used. Where partial achievement of a question can be made, fewer marks should be awarded.

| | Question | Task description | Marks | Suggested Time (minutes) | Total Time (minutes) |
|---------------|-----------------|---|--------------|---------------------------------|-----------------------------|
| Part A | 1 | Activity A: Receive email | 3 | 10 | 30 |
| | | Activity B: Find information from the Internet | 8 | 20 | |
| Part B | 2 | Work on financial data | 20 | 45 | 90 |
| | 3 | Create a flyer | 14 | 30 | |
| | 4 | Answer written questions | 5 | 15 | |
| | | | 50 | 120 | 120 |

| Part A – Question 1 Activity A: Receive email | Max Mark Using | Max Mark Finding | Max Mark Dev. | *C & R | Total Marks |
|---|----------------|------------------|---------------|--------------------|-------------|
| Email application used - 1 mark | | | 1 | d3.1(1) | 3 |
| Email processed: 2 marks <ul style="list-style-type: none"> - correct email opened (subject: "My Business) - 1 mark - attachment (Website guide.docx) saved to computer - 1 mark (Do not allow mark for saving if filename changed - ignore spaces) | 1 | | 1 | u3.1(1) d3.1(1) | |
| Activity B: Find information from the Internet | | | | | |
| File created/edited to hold search results - 1 mark | 1 | | | u3.1(1) | 8 |
| Required information found: 0 - 4 marks Key features of web/website hosting: <ul style="list-style-type: none"> - <i>A type of Internet hosting service</i> - 1 mark - <i>Provides space on the Internet for websites</i> - 1 mark - <i>Allows the website to be on the WWW/Internet</i> - 1 mark - <i>Allows people to view/find your website [on the Internet]</i> - 1 mark Any of the above or similar to a maximum of 2 marks. The full (at least www.) website address of a company who offer a web hosting service - 1 mark How much the company charge for web hosting - 1 mark | | 4 | | f2.1(4) | |
| Appropriate search queries: 0 - 2 marks Must be identified as search terms, not a title. Use of <i>appropriate keywords</i> : <ul style="list-style-type: none"> - <i>what is web hosting</i> - 2 marks - <i>web hosting</i> - 1 mark only | | | 2 | f1.1(2) | |
| Full webpage address recorded: 1 mark <ul style="list-style-type: none"> - e.g. <i>http://en.wikipedia.org/wiki/Web_hosting_service</i> - 1 mark - <i>URL incomplete</i> - 0 marks | | | 1 | f1.1(1) | |

| Part B Question 2: Work on financial data | Max Mark Using | Max Mark Finding | Max Mark Dev. | *C & R | Total Marks |
|--|----------------|------------------|---------------|--------------------|-------------|
| <p>a. Error in data corrected: 1 mark</p> <p>The number of customers for December changed from 2285 to 285 - 1 mark</p> | | | 1 | d1.1(1) | |
| <p>b. Totals calculated: 0 - 7 marks</p> <p><u>Total business costs calculations - 3 marks</u></p> <ul style="list-style-type: none"> - SUM formula with correct range used to calculate totals for at least one month - 2 marks - SUM formula with incorrect range used to calculate totals for at least one month - 1 mark - Formula (incl formula without range) correctly replicated across all months - 1 mark <p>(Do not award formula marks if C5+C6+C7 etc but award for replication. Do not award for values rather than refs.)</p> <p><u>Business income calculations - 2 marks</u></p> <ul style="list-style-type: none"> - formula used to calculate income for at least one month - 1 mark - formula correctly replicated across all months - 1 mark <p>Max 1 mark if used =sum(a1*b1) etc. Must use references, not values.</p> <p><u>Total business costs and total business income for the year - 2 marks</u></p> <ul style="list-style-type: none"> - Total business costs calculated using SUM formula - 1 mark - Total business income calculated using SUM formula - 1 mark <p>(Do not award if C5+C6+C7 etc, or values rather than refs.)</p> <p>See "Exemplar" in this mark scheme.</p> | 2 | | 5 | u2.2(2) d2.1(5) | 20 |
| <p>c. Information title and column titles emphasised appropriately: 0 - 4 marks eg larger, bold, shaded, etc.</p> <ul style="list-style-type: none"> - Main title - 1 mark - Column headings and 'Business costs, Business income' titles - 1 mark - All £ values formatted as currency to 0 or 2 dp - 1 mark - Titles and data values shown fully, e.g. by increasing column width - 1 mark <p>See "Exemplar" in this mark scheme.</p> | 1 | | 3 | u2.2(1) d1.1(3) | |

| | | | | | |
|--|---|--|---|--------------------|--|
| <p>d. Correct month highlighted: 1 mark <i>Highlight or other means to identify February (1st month when income is more than costs (cell or column identified) - 1 mark</i></p> | | | 1 | d1.1(1) | |
| <p>e. Column or other appropriate chart produced showing business income each month: 0 - 7 marks</p> <p>Business income only data plotted for 12 months: 3 marks</p> <ul style="list-style-type: none"> - <i>business income only plotted but not for all months - 2 marks</i> - <i>wrong, incomplete, additional data/all plotted - 1 mark</i> - <i>pie chart - 0 marks</i> <p>Chart correctly formatted: 4 marks</p> <ul style="list-style-type: none"> - <i>x-axis data labels shown (Jan to Dec) - 1 mark</i> - <i>appropriate chart title shown - 1 mark</i> - <i>appropriate axes titles shown - 1 mark per title</i> <p><i>Give credit for a pie chart with labels/titles.</i></p> <p>See " Exemplar" in this mark scheme.</p> | 1 | | 6 | u2.2(1) d2.2(6) | |

| Question 3: Create a flyer | Max Mark Using | Max Mark Finding | Max Mark Dev. | *C & R | Total Marks |
|--|----------------|------------------|---------------|--|-------------|
| <p>Flyer content: 0 - 6 marks</p> <p>Includes price of window clean, with currency symbol (£15) - 1 mark</p> <p>Includes Company contact details and website address: 4 marks</p> <ul style="list-style-type: none"> - <i>Cleaner Windows Ltd.</i> - 1 mark - <i>Telephone: 07189 6615243</i> - 1 mark - <i>Email: mike@mikecleanswindows.co.uk</i> - 1 mark - <i>www.mikecleanswindows.co.uk</i> - 1 mark <p>No spelling errors - 1 mark</p> <p>See " Exemplar" in this mark scheme.</p> | 2 | | 4 | u1.1(1) u2.1(1) d4.1(2) d4.2(2) | 14 |
| <p>Flyer format: 0 - 6 marks</p> <p><i>One page</i> - 1 mark</p> <p>Document is fit for purpose as a flyer 0 - 5 marks</p> <ul style="list-style-type: none"> - <i>appropriately laid out (as a flyer), incl white space</i> - 0 - 2 marks - <i>fonts/colours appropriate to a flyer (i.e. attention grabbing, clear/bold)</i> - 0 - 2 marks - <i>appropriate use of image (i.e. large & prominent, appropriately positioned - to get this mark candidates must have resized (in proportion) the image provided to them in the document)</i> - 1 mark <p>See " Exemplar" in this mark scheme.</p> | 2 | | 4 | u2.2(2) d1.1(2) d5.1(2) | |
| <p>Correct footer text entered: 0 - 2 marks</p> <ul style="list-style-type: none"> - <i>Document has footer</i> - 1 mark - <i>Footer contains name and candidate number</i> - 1 mark | 1 | | 1 | u2.2(1) d1.1(1) | |

| Question 4: Answer written questions | Max Mark Using | Max Mark Finding | Max Mark Dev. | *C & R | Total Marks |
|---|----------------|------------------|---------------|---------|-------------|
| <p>a. Telephone field should be text/alphanumeric, and appropriate reason why: 2 marks</p> <ul style="list-style-type: none"> - <i>telephone field should be text/alphanumeric - 1 mark</i> - <i>reason 1 : can hold numbers / telephone number contains numbers / digits, stops 0 disappearing - 1 mark</i> - <i>reason 2 : can also hold non-numeric characters (i.e. spaces, but the question also shows a dash) / telephone number may contain non-numeric characters - 1 mark</i> <p>Any of the above or other appropriate answer up to a maximum of 2 marks.</p> | | | 2 | d2.3(2) | |
| <p>b. Explanation that this is a scam warning which came from the web site, and that you should ignore it: 3 marks</p> <ul style="list-style-type: none"> - <i>ignore the warning / do nothing / click on cancel / close the dialog/window / leave the website / close the browser - 1 mark</i> - <i>it is a scam / hoax / false warning / not real / is trying to trick you / comes from the webpage or website / is a browser pop-up / does not come from Windows / does not come from your operating system - 1 mark</i> - <i>if you run it / click next then malware may get installed / onto your computer - 1 mark</i> - <i>ask for technician help - 1 mark</i> - <i>run virus scan in case any threat remains - 1 mark</i> <p>Any of the above or other appropriate answer up to a maximum of 3 marks.</p> <p><i>Any answer which indicates that you should heed the warning / run the wizard / click on next - 0 marks</i></p> | 3 | | | U4.2(3) | 5 |

| | |
|-------------------------------|-----------|
| Total marks available: | 50 |
| Pass mark: | 35 |

Question 2: Work on financial data (Exemplar)

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O |
|----|--|--------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|-----------------|
| 1 | Window cleaning business financial forecast | | | | | | | | | | | | | | |
| 2 | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | Total |
| 3 | Business costs | | | | | | | | | | | | | | |
| 4 | | Lease van | £ 150 | £ 150 | £ 150 | £ 150 | £ 150 | £ 150 | £ 150 | £ 150 | £ 150 | £ 150 | £ 150 | £ 150 | £ 150 |
| 5 | | Diesel | £ 180 | £ 180 | £ 200 | £ 200 | £ 200 | £ 210 | £ 210 | £ 210 | £ 230 | £ 230 | £ 230 | £ 230 | £ 230 |
| 6 | | Materials | £ 225 | £ 20 | £ 25 | £ 30 | £ 35 | £ 40 | £ 45 | £ 50 | £ 55 | £ 60 | £ 65 | £ 70 | |
| 7 | | Advertising | £ 100 | £ 50 | £ 100 | £ 50 | £ 100 | £ 50 | £ 100 | £ 50 | £ 100 | £ 50 | £ 100 | £ 50 | |
| 8 | | Wages | £ 1,200 | £ 1,200 | £ 1,200 | £ 1,200 | £ 1,200 | £ 1,200 | £ 1,200 | £ 1,200 | £ 1,200 | £ 1,200 | £ 1,200 | £ 1,500 | |
| 9 | | Total | £ 1,855 | £ 1,600 | £ 1,675 | £ 1,630 | £ 1,685 | £ 1,650 | £ 1,705 | £ 1,660 | £ 1,735 | £ 1,690 | £ 1,745 | £ 2,000 | £ 20,630 |
| 10 | | | | | | | | | | | | | | | |
| 11 | Business income | | | | | | | | | | | | | | |
| 12 | | Number of customers | 100 | 110 | 121 | 133 | 146 | 161 | 177 | 195 | 214 | 236 | 259 | 285 | |
| 13 | | Average cost of a window clean | £ 15 | £ 15 | £ 15 | £ 15 | £ 16 | £ 16 | £ 16 | £ 16 | £ 17 | £ 17 | £ 17 | £ 17 | |
| 14 | | | | | | | | | | | | | | | |
| 15 | | Total | £ 1,500 | £ 1,650 | £ 1,815 | £ 1,997 | £ 2,343 | £ 2,577 | £ 2,834 | £ 3,118 | £ 3,537 | £ 3,891 | £ 4,280 | £ 4,708 | £ 34,248 |
| 16 | | | | | | | | | | | | | | | |
| 17 | | | | | | | | | | | | | | | |
| 18 | | | | | | | | | | | | | | | |
| 19 | | | | | | | | | | | | | | | |
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| 32 | | | | | | | | | | | | | | | |
| 33 | | | | | | | | | | | | | | | |
| 34 | | | | | | | | | | | | | | | |
| 35 | | | | | | | | | | | | | | | |

| Month | Income |
|-------|--------|
| Jan | 1500 |
| Feb | 1650 |
| Mar | 1815 |
| Apr | 1997 |
| May | 2343 |
| Jun | 2577 |
| Jul | 2834 |
| Aug | 3118 |
| Sep | 3537 |
| Oct | 3891 |
| Nov | 4280 |
| Dec | 4708 |

Note for markers
 Exemplar work is given only for guidance. It should not be viewed as indicating the only correct solution. A candidate's work may differ significantly from the example, particularly where judgement is required, e.g. appropriate formatting and layout, but be worthy of full marks.

Question 3: Create a flyer (Exemplar)

Professional window cleaning



Note for markers

Exemplar work is given only for guidance. It should not be viewed as indicating the only correct solution. A candidate's work may differ significantly from the example, particularly where judgement is required, e.g. appropriate formatting and layout, but be worthy of full marks.

Only £15.00!

Cleaner Windows Ltd.
Telephone: 07189 6615243
Email: mike@mikecleanswindows.co.uk
www.mikecleanswindows.co.uk

Functional Skills Criteria for ICT – Level 1

Key: u= Using f= Finding d=Developing

| Skills standards | | | |
|--|-------------|-----------------------------|-----------------------------|
| Using ICT | Code | Assessment weighting | |
| identify the ICT requirements of a straightforward task. | u1 | | |
| interact with and use ICT systems to meet requirements of a straightforward task in a familiar context | u2 | | |
| manage information storage. | u3 | | |
| follow and demonstrate understand the need for safety and security practices. | u4 | | |
| Coverage and range | | | |
| use ICT to plan and organise work. | u1.1 | 20-30% | |
| select and use software applications to meet needs and solve straightforward problems | u2.1 | | |
| select and use interface features effectively to meet needs | u2.2 | | |
| adjust system settings as appropriate to individual needs | u2.3 | | |
| work with files, folders and other media to access, organise, store, label and retrieve information | u3.1 | | |
| demonstrate how to create, use and maintain secure passwords – replaces 'keep information secure' | u4.1 | | |
| demonstrate how to minimise the risk of computer viruses | u4.2 | | |
| Finding and selecting information | Code | | Assessment weighting |
| use search techniques to locate and select relevant information | f1 | 10-20% | |
| select information from a variety of ICT sources for a straightforward task | f2 | | |
| Coverage and range | | | |
| search engines, query | f1.1 | | |
| recognise and take account of currency, relevance, bias and copyright when selecting and using information | f2.1 | | |

| Developing, presenting and communicating information | Code | Assessment weighting |
|--|------|----------------------|
| enter, develop and refine information using appropriate software to meet the requirements of straightforward tasks | d1 | 50-70% |
| use appropriate software to meet requirements of straightforward data-handling tasks | d2 | |
| use communications software to meet requirements of a straightforward task | d3 | |
| combine information within a publication for a familiar audience and purpose | d4 | |
| evaluate own use of ICT tools | d5 | |
| Coverage and range | | |
| apply editing, formatting and layout techniques to meet needs, including text, tables, graphics, records, numbers, charts, graphs or other digital content | d1.1 | 50-70% |
| process numerical data | d2.1 | |
| display numerical data in a graphical format | d2.2 | |
| use field names and data types to organise information | d2.3 | |
| enter, search, sort and edit records | d2.4 | |
| read, send and receive electronic messages with attachments | d3.1 | |
| demonstrate understanding of the need to stay safe and to respect others when using ICT-based communication | d3.2 | |
| for print and for viewing on screen | d4.1 | |
| check for accuracy and meaning | d4.2 | |
| at each stage of task and at the task's completion | d5.1 | |