

Mark Scheme (Results)

Summer 2012

Information Technology (IT302/01)

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## General Marking Guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question Number	Answer	Mark
1(a)	The trustees May name trustees, ie 6 Family trustees and/or 3 names of 4 new trustees.	(1)

Question Number	Answer	Mark
1(b)	<ul style="list-style-type: none"> <li>• Promotion of skills in garment making/embroidery</li> <li>• Increase/retain membership</li> </ul>	(1)

Question Number	Answer	Mark
1(c)	<p>1 mark for advantage. 1 mark for extension Maximum 2 marks</p> <ul style="list-style-type: none"> <li>• <b>Tax relief</b>; many types of tax do not have to be paid/paid at reduced rate/may be reclaimed eg income tax</li> <li>• <b>Anonymity of donor</b>; a donor keep identity secret - avoid publicity</li> <li>• <b>Safeguard assets</b>; assets may be free from death duties</li> <li>• <b>Get more money in donations</b></li> </ul> <p>1 mark for disadvantage. 1 mark for extension Maximum 2 marks</p> <ul style="list-style-type: none"> <li>• <b>Failure</b>; a small trust may fail - assets lost</li> <li>• <b>Conflict of interest</b>; trustees may not agree how awards made</li> <li>• <b>Reversibility</b>; once a trust is set up it is difficult to use funds for any other purpose</li> <li>• <b>Limited business opportunities</b>; charity laws imposed which limit scope for income generation</li> </ul>	(4)

Question Number	Answer	Mark
1(d)	Hierarchical/tall	(1)

Question Number	Answer	Mark
2(a)	<p>One mark</p> <ul style="list-style-type: none"> <li>• Build up a members profile</li> <li>• Increase/retain members</li> <li>• Increase funds</li> <li>• Establish peoples views and opinions about Stichgild</li> <li>• Test out their new ideas</li> </ul>	(1)

Question Number	Answer	Mark
2(b)	<p>One mark for identify, one mark for expansion or for method</p> <ul style="list-style-type: none"> <li>• <b>Collecting data directly from customers/public (1) for specific task/product (1);</b> using methods such as: interviews; questionnaires; telephone; purchase records; focus groups (1)</li> <li>• <b>Allow marks if description of primary research eg interviewing</b></li> </ul>	(2)

Question Number	Answer	Mark
2(c)	<p>One mark for identify, one mark for expansion or for example</p> <ul style="list-style-type: none"> <li>• <b>Collected indirectly from customers/uses published information (1) using primary research carried out by others (1);</b> examples of sources: census, electoral rolls; yellow pages/yell.com; newspaper reports, competitors websites (1) <b>Not Internet alone</b></li> <li>• <b>Allow marks if description of secondary research eg using newspaper reports</b></li> </ul>	(2)

Question Number	Answer	Mark
2(d)(i)	<p>One mark for identifying method Expected method is <b>email or online survey/survey monkey</b></p>	(1)

Question Number	Answer	Mark
2(d)(ii)	<p>Up to two marks for expansion (of (d)(i)):</p> <ul style="list-style-type: none"> <li>• <b>Access wide range of customers;</b> Different views from parts of country , tailor product to suit needs</li> <li>• <b>Survey programs available on web;</b> will allow easy set up and analysis of data</li> <li>• <b>Customer need only tick boxes;</b> preferable to being stopped in street</li> <li>• <b>Available to all;</b> potential customers can answer if they choose to</li> <li>• <b>Online data collection/Use of drop box;</b> upload information and easy access</li> </ul>	(2)

Question Number	Indicative Content	Mark
3(a)(i)	Two marks for each - point identified (1) plus extension <b>Requisition form</b> <ul style="list-style-type: none"> <li>• <b>Official order/purchase document</b>; lists requirements; authorises supplier to provide goods</li> <li>• <b>Request for an order</b></li> </ul>	(2)

Question Number	Indicative Content	Mark
3(a)(ii)	Two marks for each - point identified (1) plus extension <b>Invoice</b> <ul style="list-style-type: none"> <li>• <b>The bill/account</b>; for goods /services provided</li> <li>• <b>Amount owing</b>;</li> </ul>	(2)

Question Number	Indicative Content	Mark
3(a)(iii)	Two marks for point identified (1) plus extension <b>Order form</b> <ul style="list-style-type: none"> <li>• <b>Confirm details of order</b>; specific quantity, time, date, special requirements</li> </ul>	(2)

Question Number	Indicative Content	Mark
3(a)(iv)	Two marks for point identified (1) plus extension <b>Delivery note</b> <ul style="list-style-type: none"> <li>• <b>Itemised account of goods delivered</b> confirmation of goods delivered</li> </ul>	(2)

Question Number	Answer	Mark
3(b)	One mark for each (i) Introduction (ii) Growth (iii) Maturity (iv) Decline Accept suitable replacement terms	(4)

Question Number	Answer	Mark
4(a)	This should relate to pre release material but own knowledge is acceptable One mark for each <ul style="list-style-type: none"> <li>• <b>Legacy systems</b>; no transfer/update data</li> <li>• <b>Volunteer/inexperienced staff</b></li> <li>• <b>Different databases/database structures</b></li> <li>• <b>Lack of networked facilities</b></li> </ul>	(2)

Question Number	Answer	Mark
4(b)	One mark for identification, one mark for expansion <ul style="list-style-type: none"> <li>• <b>Website; Social Website; Email to multiple recipients(1)</b> within a specific region</li> </ul>	(2)

Question Number	Indicative Content	
4(c)	<ul style="list-style-type: none"> <li>• <b>FAQ</b>; people can ask questions on line</li> <li>• <b>Promote customer satisfaction</b>; customer will return / good word-of-mouth</li> <li>• <b>Feedback on events</b>; Head office advise regional offices of events which are successful</li> <li>• <b>Sales</b>; Sales of StichGild products may increase</li> <li>• <b>Retain membership</b>; satisfied members more likely to renew subscriptions</li> </ul>	
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Candidates state 1 or 2 benefits
2	3-4	Candidates describe 2 benefits or explain 1 benefit in detail
3	5-6	Candidates explain 2 benefits in detail.

Question Number	Answer	Mark
4(d)(i)	One mark for each valid point <ul style="list-style-type: none"> <li>• Email address</li> <li>• Mobile phone number</li> </ul>	(2)

Question Number	Indicative Content	
4(d)(ii)	<p>Examples may be used as expansion points</p> <ul style="list-style-type: none"> <li>• <b>Legacy systems</b>; will not read data from modern machines,</li> <li>• <b>Incompatibility</b>; different structures; Office 2010/Office 2003</li> <li>• <b>Branches designed own database</b>; does not match head office; was designed to meet local needs</li> <li>• or any other relevant problem an associated expansion.</li> </ul> <p>NOTE: Credit good extensions; eg If candidates state 1 problem and 2 extensions award level 2 (3) or 2 problems with 1 having 2 extensions , award level 3 (5)</p>	
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Candidates states 1 or 2 problems
2	3-4	Candidates briefly describe 1 or 2 problems
3	5-6	Candidates describe 2 problems in detail.

Question Number		Indicative Content
5		<ul style="list-style-type: none"> <li>• Analysis: confirm user needs and requirements</li> <li>• Design: finalise appearance, contents and interaction</li> <li>• Develop: prototypes produced</li> <li>• Testing: Alpha/Beta testing</li> <li>• Review: Modify/Perfect the product</li> <li>• Launch / Support / Training: promote and produce supporting documents/materials</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material
1	1-3	Candidates state 1 or 2 stages of production process
2	4-6	Candidates describe some stages of production process
3	7-9	Candidates comprehensively describe the main stages of production process

Question Number	Answer	Mark					
6(a)	5 marks, one for each correct answer If any errors, allow subsequent answers Accept (-) for minus figure  Net Cash Flow <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td>£19,500</td><td>-£15,000</td></tr></table>  Opening Bank Balance            £100,000 <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td>£119,500</td></tr></table>  Closing Bank Balance <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td>£119,500</td></tr></table> <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td>£104,500</td></tr></table>	£19,500	-£15,000	£119,500	£119,500	£104,500	(5)
£19,500	-£15,000						
£119,500							
£119,500							
£104,500							

Question Number		Indicative Content
6(b)		Examples may be used as expansion points <ul style="list-style-type: none"> <li>• <b>Negative cashflow in February;</b> might lead to financial concerns, unable to meet cost of events, terms of status,</li> <li>• <b>Events costing more than earning;</b> might lead to events being cancelled</li> <li>• <b>Low profit overall in first two months of years:</b> affect how much money StichGild can distribute to education etc</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material
1	1-2	Candidates state 1 or 2 points
2	3-4	Candidates discuss 1 or 2 points, covering both inflow and outflow
3	5-6	Candidates discuss the financial position, and the impact/ consequences of negative cashflow.

Question Number	Answer	Mark
6(c)	One mark <ul style="list-style-type: none"> <li>• <b>Permanent possessions</b>; e.g. buildings fixtures &amp; fittings</li> </ul>	(1)

Question Number	Answer	Mark
7(a)	Two marks <ul style="list-style-type: none"> <li>• <b>Protect personal data (1) by keeping it secure and private (1)</b></li> </ul>	(2)

Question Number	Answer	Mark
7(b)(i)	Two marks Identify risk 1 mark <ul style="list-style-type: none"> <li>• <b>Unauthorised access by family members/</b> access to personal data which can changed, deleted,</li> <li>• <b>Spyware/access to data from outside.</b></li> <li>• <b>Virus/worms/introduced through internet can harm data</b></li> </ul>	(2)

Question Number	Answer	Mark
7(b)(ii)	Two marks Identify solution 1 mark <ul style="list-style-type: none"> <li>• <b>Unauthorised access by family members - password protect</b></li> <li>• <b>Spyware - Firewall</b></li> <li>• <b>Virus/worms - anti virus software</b></li> <li>• <b>Personal data change/deleted - backup</b></li> </ul>	(2)

Question Number	Answer	Mark
7(c)	One mark for identifying benefits, one mark for an associated expansion. <ul style="list-style-type: none"> <li>• <b>Can learn in time to suit you</b>; training always available for demand</li> <li>• <b>Learn at own pace</b>; no pressures</li> <li>• <b>Contact learning provider</b>; if problem help available via website or email</li> <li>• <b>Contextual</b>; Only learn what need to know</li> <li>• <b>Better understanding</b>: can revisit to clarify points</li> </ul>	(6)

Question Number		Indicative Content
8		<ul style="list-style-type: none"> <li>• People can intercept the data - hacking</li> <li>- passwords, limited access to data, encryption</li> <li>• Data may be corrupted in transfer</li> <li>- backup whole system first, validate received data, error checking</li> <li>• Problems with encryption and decryption</li> <li>- backup whole system first, validate received data, error checking, matching decryption protocols, test the transfer process</li> </ul>
Level	Mark	Descriptor
	0	No rewardable material
1	1-4	Candidates state problems and give simple solutions
2	5-8	Candidates demonstrate understanding of some problems arising from the transmission of data and provide some relevant solutions
3	9-12	Candidates demonstrate technical understanding of problems arising from the transmission of data and explain several possible solutions

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