

Mark Scheme

Understand Customers (F/506/2131) Practice Paper (CS-2-08)

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General Marking Guidance

- The total marks for this paper is 20 marks.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question Number	Answer	Knowledge Area	Total Mark
1	D	1.2	(1)
2	A	2.1	(1)
3	C	2.5	(1)
4	A, A	1.4	(1)
5	D	1.1	(1)
6	B	2.4	(1)
7	D	2.2	(1)
8	A	1.2	(1)
9	C	2.5	(1)
10	A	2.3	(1)
11	D	2.4	(1)
12	B	1.1	(1)
13	A	2.3	(1)
14	B	2.1	(1)
15	C	1.3	(1)
16	D	2.5	(1)
17	C	1.4	(1)
18	B	2.3	(1)
19	B	1.3	(1)
20	C	2.3	(1)

Total = 20 Marks