MARK SCHEME for the May/June 2009 question paper
for the guidance of teachers

9713 APPLIED INFORMATION AND COMMUNICATION

9713/02 Paper 2 (Practical Test A), maximum raw mark 120

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 May/June 2009 question papers for most IGCSE, GCE Advanced Level and Advanced Subsidiary Level syllabuses and some Ordinary Level syllabuses.
Step 3
Candidate name, Centre number and candidate number

No marks to be awarded for any printout not containing the candidate name, candidate number and Centre number.
Step 5
Candidate name, Centre number and candidate number
Step 8

Candidate name, Centre number and candidate number

**Hotels containing the word Lodge**

<table>
<thead>
<tr>
<th>Resort</th>
<th>Days</th>
<th>Hotel</th>
<th>ODate</th>
<th>HDate</th>
</tr>
</thead>
<tbody>
<tr>
<td>DisneyWorld</td>
<td>21</td>
<td>Animal Kingdom Lodge</td>
<td>10/05/2010 09:45:00</td>
<td>31/05/2010 11:55:00</td>
</tr>
<tr>
<td>DisneyWorld</td>
<td>14</td>
<td>Wilderness Lodge</td>
<td>10/05/2010 09:45:00</td>
<td>24/05/2010 11:55:00</td>
</tr>
<tr>
<td>DisneyWorld</td>
<td>14</td>
<td>Wilderness Lodge</td>
<td>10/05/2010 09:45:00</td>
<td>24/05/2010 11:55:00</td>
</tr>
<tr>
<td>DisneyWorld</td>
<td>7</td>
<td>Animal Kingdom Lodge</td>
<td>24/05/2010 09:45:00</td>
<td>31/05/2010 11:55:00</td>
</tr>
<tr>
<td>Geneva</td>
<td>9</td>
<td>Lakeside Lodge</td>
<td>15/08/2010 12:00:00</td>
<td>25/08/2010 07:35:00</td>
</tr>
<tr>
<td>Lomas Del Faro</td>
<td>8</td>
<td>Occidental Lodge</td>
<td>11/07/2010 12:00:00</td>
<td>18/07/2010 08:05:00</td>
</tr>
<tr>
<td>Madrid</td>
<td>8</td>
<td>Grande Lodge</td>
<td>30/12/2010 11:15:00</td>
<td>05/11/2010 17:20:00</td>
</tr>
</tbody>
</table>

- Wildcard search on Lodge: 2 marks
  - No marks unless correct wildcard search
- Sorted ascending on Resort: 1 mark
  - Then descending on Days: 1 mark
- Resort, Hotel, ODate, HDate fields – fully visible: 1 mark
- Days Field: Present 1 mark
  - Calculation correct: 2 marks
  - Integer value: 1 mark
Step 11

Candidate name, Centre number and candidate number

Title 100% correct      1 mark
In header

<table>
<thead>
<tr>
<th>Selection criteria</th>
<th>Marks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of holidays &gt;1</td>
<td>2</td>
</tr>
<tr>
<td>Fields</td>
<td></td>
</tr>
<tr>
<td>Only these 2 fields &amp; 2 summaries</td>
<td>1</td>
</tr>
<tr>
<td>Summary data</td>
<td></td>
</tr>
<tr>
<td>Average cost of holidays / customer</td>
<td>2</td>
</tr>
<tr>
<td>Count of holidays / customer</td>
<td>2</td>
</tr>
<tr>
<td>Grouping</td>
<td></td>
</tr>
<tr>
<td>Number of holidays</td>
<td>2</td>
</tr>
<tr>
<td>Sorting within groups</td>
<td></td>
</tr>
<tr>
<td>Ascending Surname</td>
<td>1</td>
</tr>
<tr>
<td>then ascending Forename</td>
<td>1</td>
</tr>
<tr>
<td>Group footer – correct subtotal</td>
<td>2</td>
</tr>
<tr>
<td>Currency</td>
<td>1</td>
</tr>
<tr>
<td>2 dp</td>
<td>1</td>
</tr>
<tr>
<td>Correct count</td>
<td>2</td>
</tr>
<tr>
<td>Single page</td>
<td>1</td>
</tr>
<tr>
<td>All data &amp; labels visible</td>
<td>1</td>
</tr>
</tbody>
</table>

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Step 14

Candidate name, Centre number and candidate number

**Holidays with an August Flight**

**Customer details**
- **Holiday reference number**
- **Name**

**Holiday details**
- **Resort**
- **Date**
- **Holiday type**

**Outbound flight**
- **Flight Number**
- **Date Time**
- **From**
- **To**

**Return flight**
- **Flight Number**
- **Date Time**
- **From**
- **To**

**Payment details**
- **Cost of holiday**
- **Deposit paid**
- **Balance due**

Search criteria give these 5 results 4 marks
- Each record on a new page 1 mark

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### Step 28

<table>
<thead>
<tr>
<th>HolRef</th>
<th>Type</th>
<th>Cost</th>
<th>Paid</th>
<th>Discount Percentage</th>
<th>Discount Value</th>
<th>Balance Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>SH0004</td>
<td>Full Board</td>
<td>£6,240.00</td>
<td>£1,240.00</td>
<td>3.0%</td>
<td>£187.20</td>
<td>£4,812.80</td>
</tr>
<tr>
<td>SH0006</td>
<td>All Inclusive</td>
<td>£7,008.00</td>
<td>£1,400.00</td>
<td>4.0%</td>
<td>£280.32</td>
<td>£5,327.68</td>
</tr>
<tr>
<td>SH0013</td>
<td>Full Board</td>
<td>£5,605.00</td>
<td>£1,120.00</td>
<td>3.0%</td>
<td>£168.15</td>
<td>£4,316.85</td>
</tr>
<tr>
<td>SH0018</td>
<td>All Inclusive</td>
<td>£6,200.00</td>
<td>£1,240.00</td>
<td>4.0%</td>
<td>£248.00</td>
<td>£4,712.00</td>
</tr>
<tr>
<td>SH0022</td>
<td>Full Board</td>
<td>£6,200.00</td>
<td>£1,240.00</td>
<td>3.0%</td>
<td>£186.00</td>
<td>£4,774.00</td>
</tr>
<tr>
<td>SH0023</td>
<td>Room Only</td>
<td>£7,274.00</td>
<td>£1,450.00</td>
<td>0.0%</td>
<td>£0.00</td>
<td>£5,824.00</td>
</tr>
<tr>
<td>SH0027</td>
<td>All Inclusive</td>
<td>£6,350.00</td>
<td>£1,270.00</td>
<td>4.0%</td>
<td>£254.00</td>
<td>£4,826.00</td>
</tr>
<tr>
<td>SH0028</td>
<td>Bed and Breakfast</td>
<td>£5,200.00</td>
<td>£1,040.00</td>
<td>1.5%</td>
<td>£78.00</td>
<td>£4,082.00</td>
</tr>
<tr>
<td>SH0047</td>
<td>Half Board</td>
<td>£6,207.00</td>
<td>£1,240.00</td>
<td>2.5%</td>
<td>£155.18</td>
<td>£4,811.83</td>
</tr>
<tr>
<td>SH0049</td>
<td>Full Board</td>
<td>£6,214.00</td>
<td>£1,240.00</td>
<td>3.0%</td>
<td>£186.42</td>
<td>£4,787.58</td>
</tr>
</tbody>
</table>

**Discount A F H B R**

4.00% 3.00% 2.50% 1.50% 0.00%

**Discount Percentage as % with 1dp and Cost, Paid, Disc Value & Bal Due in £ 2dp**

1 mark

**Insert 3 blank rows**

1 mark

**Delete columns CustRef, Resort, Hotel, Out and Home**

1 mark

**Row 2 Format – % with 2dp**

1 mark

**Discount table 100% correct**

1 mark

**Search**

Balance Due > 4000 and < 6000

2 marks

**Format**

Discount Percentage as % with 1dp and Cost, Paid, Disc Value & Bal Due in £ 2dp

1 mark

**In footer**

1 mark

**Candidate name, Centre number and candidate number**
<table>
<thead>
<tr>
<th>HolRef</th>
<th>Type</th>
<th>Cost</th>
<th>Paid</th>
<th>Discount Percentage</th>
<th>Discount Value</th>
<th>Balance Due</th>
</tr>
</thead>
<tbody>
<tr>
<td>SH0004</td>
<td>Full Board</td>
<td>6240</td>
<td>1240</td>
<td>=HLOOKUP(LEFT(B8,1),$B$1:$F$2,2, FALSE)</td>
<td>=C8*E8</td>
<td>=C8-F8-D8</td>
</tr>
<tr>
<td>SH0006</td>
<td>All Inclusive</td>
<td>7008</td>
<td>1400</td>
<td>=HLOOKUP(LEFT(B10,1),$B$1:$F$2,2, FALSE)</td>
<td>=C10*E10</td>
<td>=C10-F10-D10</td>
</tr>
<tr>
<td>SH0013</td>
<td>Full Board</td>
<td>5605</td>
<td>1120</td>
<td>=HLOOKUP(LEFT(B17,1),$B$1:$F$2,2, FALSE)</td>
<td>=C17*E17</td>
<td>=C17-F17-D17</td>
</tr>
<tr>
<td>SH0018</td>
<td>All Inclusive</td>
<td>6200</td>
<td>1240</td>
<td>=HLOOKUP(LEFT(B22,1),$B$1:$F$2,2, FALSE)</td>
<td>=C22*E22</td>
<td>=C22-F22-D22</td>
</tr>
<tr>
<td>SH0022</td>
<td>Full Board</td>
<td>6200</td>
<td>1240</td>
<td>=HLOOKUP(LEFT(B26,1),$B$1:$F$2,2, FALSE)</td>
<td>=C26*E26</td>
<td>=C26-F26-D26</td>
</tr>
<tr>
<td>SH0023</td>
<td>Room Only</td>
<td>7274</td>
<td>1450</td>
<td>=HLOOKUP(LEFT(B27,1),$B$1:$F$2,2, FALSE)</td>
<td>=C27*E27</td>
<td>=C27-F27-D27</td>
</tr>
<tr>
<td>SH0027</td>
<td>All Inclusive</td>
<td>6350</td>
<td>1270</td>
<td>=HLOOKUP(LEFT(B31,1),$B$1:$F$2,2, FALSE)</td>
<td>=C31*E31</td>
<td>=C31-F31-D31</td>
</tr>
<tr>
<td>SH0028</td>
<td>Bed and Breakfast</td>
<td>5200</td>
<td>1040</td>
<td>=HLOOKUP(LEFT(B31,1),$B$1:$F$2,2, FALSE)</td>
<td>=C32*E32</td>
<td>=C32-F32-D32</td>
</tr>
<tr>
<td>SH0047</td>
<td>Half Board</td>
<td>6207</td>
<td>1240</td>
<td>=HLOOKUP(LEFT(B51,1),$B$1:$F$2,2, FALSE)</td>
<td>=C51*E51</td>
<td>=C51-F51-D51</td>
</tr>
<tr>
<td>SH0049</td>
<td>Full Board</td>
<td>6214</td>
<td>1240</td>
<td>=HLOOKUP(LEFT(B53,1),$B$1:$F$2,2, FALSE)</td>
<td>=C53*E53</td>
<td>=C53-F53-D53</td>
</tr>
</tbody>
</table>

Discount Percentage
- Lookup function used: 1 mark
- LEFT or MID extraction: 1 mark
- Correct range: 1 mark
- Correct return column & FALSE: 1 mark

Discount Value
- Discount % * Cost: 1 mark

Balance Due
- Cost – Disc value – Paid: 1 mark

Candidate name, Centre number and candidate number

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Step 30

Content – Maximum 12 marks

What is it:
- way of recognising the company
- trade mark/symbol/branding/unique style [Max 2]

Can include:
- logo
- colour scheme
- font style
- paragraph style
- page layout
- page formatting
- pre-defined styles for bullets
- pre-defined styles for numbering [Max 6]

How used:
- letter heads
- business cards
- advertising
- websites/web pages
- company vehicles
- fax/email
- packaging
- uniforms
- applied to all paperwork [Max 4]

Applied to company:
- any two methods relating to the holiday business [Max 2]

[Maximum 12]

Practical skills – Maximum 8 marks

These practical skills will only be awarded marks if there are more than 100 words present.

Word processed document with:
- consistent line/paragraph spacing
- appropriate margins
- suitable font styles
- suitable font sizes (>10 and <15)
- correct spelling, punctuation and grammar
- <300 words
- single page
- appropriate title

1 mark for each item – [Max 8]