



**General Certificate of Secondary Education
2023**

Business and Communication Systems

Unit 1: Software Applications for Business

[GSY11]

MONDAY 22 MAY – FRIDAY 26 MAY

MARK SCHEME

General Marking Instructions

Introduction

Mark schemes are intended to ensure that the GCSE examinations are marked consistently and fairly. The mark schemes provide markers with an indication of the nature and range of candidates' responses likely to be worthy of credit. They also set out the criteria which they should apply in allocating marks to candidates' responses.

Assessment Objectives

Below are the assessment objectives for Business and Communication Systems.

Candidates must:

- AO1** recall, select, and communicate their knowledge and understanding of concepts, issues and terminology;
- AO2** apply skills, knowledge and understanding in a variety of contexts and in planning and carrying out investigations and tasks; and
- AO3** analyse and evaluate products, make reasoned judgements and present appropriate conclusions.

Quality of candidate's responses

In marking the examination paper, examiners should be looking for quality of response reflecting the level of maturity which may reasonably be expected of a 16-year-old which is the age at which the majority of candidates sit their GCSE examinations.

Flexibility in marking

Mark schemes are not intended to be totally prescriptive. No mark scheme can cover all the responses which candidates may produce. In the event of unanticipated answers, examiners are expected to use their professional judgement to assess the validity of answers. If an answer is particularly problematic, then examiners should seek the guidance of the Supervising Examiner.

Positive marking

Examiners are encouraged to be positive in their marking, giving appropriate credit for what candidates know, understand and can do rather than penalising candidates for errors or omissions. Examiners should make use of the whole of the available mark range for any particular question and be prepared to award full marks for a response which is as good as might reasonably be expected of a 16-year-old GCSE candidate.

Awarding zero marks

Marks should only be awarded for valid responses and no marks should be awarded for an answer which is completely incorrect or inappropriate.

Marking calculations

In marking answers involving calculations, examiners should apply the 'own figure rule' so that candidates are not penalised more than once for a computational error.

Types of mark schemes

Mark schemes for tasks or questions which require candidates to respond in extended written form are marked on the basis of levels of response which take account of the quality of written communication.

Other questions which require only short answers are marked on a point for point basis with marks awarded for each valid piece of information provided.

Levels of response

Tasks and questions requiring candidates to respond in extended writing are marked in terms of levels of response. In deciding which level of response to award, examiners should look for the 'best fit' bearing in mind that weakness in one area may be compensated for by strength in another. In deciding which mark within a particular level to award to any response, examiners are expected to use their professional judgement. The following guidance is provided to assist examiners.

- **Threshold performance:** Response which just merits inclusion in the level and should be awarded a mark at or near the bottom of the range.
- **Intermediate performance:** Response which clearly merits inclusion in the level and should be awarded a mark at or near the middle of the range.
- **High performance:** Response which fully satisfies the level description and should be awarded a mark at or near the top of the range.

Quality of written communication

Quality of written communication is taken into account in assessing candidates' responses to all tasks and questions that require them to respond in extended written form. These tasks and questions are marked on the basis of levels of response. The description for each level of response includes reference to the quality of written communication.

For conciseness, quality of written communication is distinguished within levels of response as follows:

Level 1: Quality of written communication is limited.

Level 2: Quality of written communication is satisfactory.

Level 3: Quality of written communication is good.

In interpreting these level descriptions, examiners should refer to the more detailed guidance provided below:

Level 1 (Limited): Candidate demonstrates a limited level of accuracy in spelling, punctuation and grammar. The meaning of the text is clear some of the time. The candidate demonstrates a limited level of writing, form and style appropriate to the purpose of the question. The organisation of the work is limited.

Level 2 (Satisfactory): Candidate demonstrates a satisfactory level of accuracy in spelling, punctuation and grammar. The meaning of the text is clear most of the time. The candidate demonstrates a satisfactory level of writing, form and style appropriate to the purpose of the question. The organisation of the work is satisfactory.

Level 3 (High standard): Candidate demonstrates a good level of accuracy in spelling, punctuation and grammar. The meaning of the text is always clear. The candidate demonstrates a good level of writing, form and style appropriate to the purpose of the question. The organisation of the work is good.

Task 1

AVAILABLE MARKS

- (a) Information included – Title; Forename; Surname; Address; Town; Postcode; Date of Birth; Contact Telephone Number and Email Address.
Max. [4]
[4] if all 9 are included and correct
[3] if 1 or 2 are wrong
[2] if 3 to 5 are wrong
[1] if 6 to 9 are wrong
(AO1 [2])
(AO2 [2]) [4]
- (b) Appropriate information, e.g. logo; instructions for completing form; title of form, e.g. 'Application for Flick Cinema'
Any other suitable response ([2] × 1)
(AO1 [1])
(AO3 [1]) [2]
- (c) Effective use of boxes/lines [1]
Effective fonts [1]
Effective use of radio buttons/tick boxes/drop down list [1]
Effective style [1]
Submit/next page/reset buttons [1]
(Max. [2])

Overall quality of form

Level 0 ([0])

Answer not worthy of credit.

Level 1 ([1])

The candidate has demonstrated a satisfactory knowledge of form design. The candidate demonstrates a satisfactory level of accuracy in spelling, punctuation and grammar. The candidate makes satisfactory use of alignment and white space, and the organisation of work is satisfactory.

Level 2 ([2])

The candidate has demonstrated a good knowledge of form design. The candidate demonstrates a good level of accuracy in spelling, punctuation and grammar. The candidate makes good use of alignment and white space, the organisation of work is good and is printed on one A4 page.

(AO2 [2])

(AO3 [2])

(Max. [2]) [4]

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Task 2 Part A

(a) Insert a row	[1]	
Correct text in cells A1	[1]	
Correct emboldened and font size	[1]	
Cells merged and centred (AO2 [4])	[1]	[4]
(b) Correct text in cells A4:A11 (Some cells correct [1]) (AO2 [2])		[2]
(c) Correct numbers in cells E4:E11 (Some cells correct [1]) (AO2 [2])		[2]
(d) Correct formula in F4 eg =SUM(B4:E4) or suitable alternative (Some formula correct [1]) (AO1 [1]) (AO2 [1])		[2]
(e) Correct formula in G4 eg=SUM(F4*\$B\$15) (Correct formula without absolute cell referencing [1]) (AO1 [1]) (AO2 [2])		[3]
(f) Correct formula in H4 =IF(F4>=150,"YES","NO") If part correct marks awarded as below:- Use of IF statement [1] Correct condition – F4>=150 [1] [1] YES [1] NO (AO1 [3]) (AO2 [1])		[4]
(g) All replication correct (Some replication correct [1]) (AO2 [2])		[2]
(h) Correct formula in G12 =SUM(G4:G11) or suitable alternative (Some formula correct [1]) (AO1 [1]) (AO2 [1])		[2]
(i) Cells G4:G12 & B15 correctly formatted – currency, two decimal places (Some cells correctly formatted [1]) (AO2 [2])		[2]
(j) Correct text in header – Flick Cinema Coleraine Staff Hours [1] Header underlined [1] (AO2 [2])		[2]

**AVAILABLE
MARKS**

- (k) Data printout landscape with all data visible and one A4 page [1]
 Row and column headings and gridlines [1]
 (AO2 [2])

[2]

Flick Cinema Coleraine Staff Hours

Flick Cinema Coleraine Staff Hours							
Staff Name	June				Total Hours	Wages	Bonus
	Week 1	Week 2	Week 3	Week 4			
Ben Brown	40	36	38	40	154	£1,555.40	YES
Peter Smyth	24	32	45	34	135	£1,363.50	NO
Seamus James	35	32	35	33	135	£1,363.50	NO
Claire Burns	38	42	38	29	147	£1,484.70	NO
Erin O'Loughlin	38	41	40	31	150	£1,515.00	YES
Chloe Compton	36	36	36	34	142	£1,434.20	NO
Lisa House	34	38	40	36	148	£1,494.80	NO
Patrick Robinson	41	38	38	39	156	£1,575.60	YES
					Total Wages	£11,786.70	
Hourly Rate	£10.10						

- (l) Formula printout on one A4 page
 All formula visible
 (AO2 [2])

[1]

[1]

[2]

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Flick Cinema Coleraine Staff Hours

Flick Cinema Coleraine Staff Hours							
Staff Name	June				Total Hours	Wages	Bonus
	Week 1	Week 2	Week 3	Week 4			
Ben Brown	40	36	38	40	=SUM(B4:E4)	=SUM(F4*\$B\$15)	=IF(F4>=150,"YES","NO")
Peter Smyth	24	32	45	34	=SUM(B5:E5)	=SUM(F5*\$B\$15)	=IF(F5>=150,"YES","NO")
Seamus James	35	32	35	33	=SUM(B6:E6)	=SUM(F6*\$B\$15)	=IF(F6>=150,"YES","NO")
Claire Burns	38	42	38	29	=SUM(B7:E7)	=SUM(F7*\$B\$15)	=IF(F7>=150,"YES","NO")
Erin O'Loughlin	38	41	40	31	=SUM(B8:E8)	=SUM(F8*\$B\$15)	=IF(F8>=150,"YES","NO")
Chloe Compton	36	36	36	34	=SUM(B9:E9)	=SUM(F9*\$B\$15)	=IF(F9>=150,"YES","NO")
Lisa House	34	38	40	36	=SUM(B10:E10)	=SUM(F10*\$B\$15)	=IF(F10>=150,"YES","NO")
Patrick Robinson	41	38	38	39	=SUM(B11:E11)	=SUM(F11*\$B\$15)	=IF(F11>=150,"YES","NO")
					Total Wages	=SUM(G4:G11)	
Hourly Rate	10.1						

Task 2 Part B

Bar Chart produced [1]

Logo included [1]

Chart title – Flick Cinema Coleraine Staff Hours [1]

Appropriate X and Y labels [1]

Correct bars produced [1]

Data value for each bar [1]

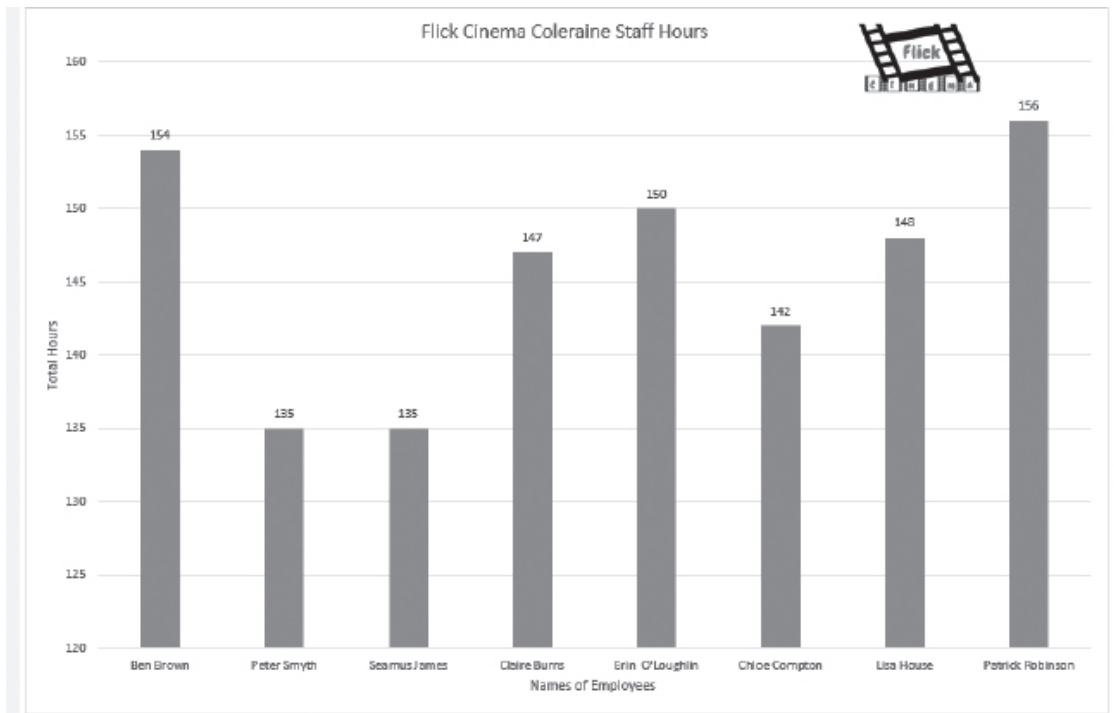
Graph A4 size [1]

(AO2 [7])

[7]

AVAILABLE
MARKS

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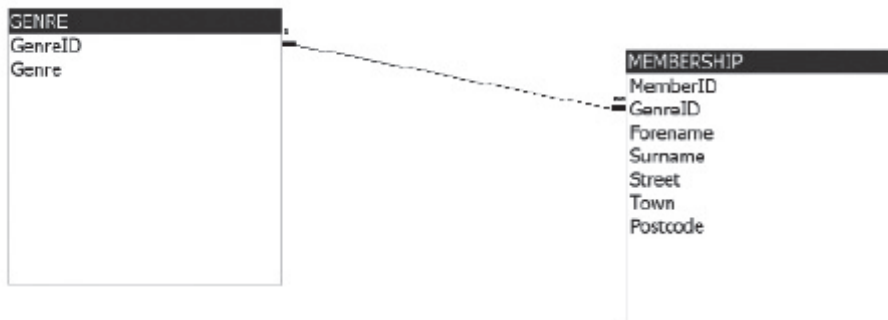


Task 3

**AVAILABLE
MARKS**

- (a) Database structure amended – GenreID field corrected (AO2 [1]) [1]
- (b) New member entered
All fields entered correctly [2]
Some field entered correctly [1]
(AO2 [2]) [2]
- (c) Change made correctly – MemberID 414 Damian McMaster now 36 West Road (AO2 [1]) [1]
- (d) Member deleted – MemberID 416 (AO2 [1]) [1]
- (e) Correct relationship printed [2]
(Any relationship [1])
Printed out as a relationship report format [1]
(AO2 [3]) [3]

Relationships for Cinema Members



Centre Number 71000 Candidate Number 0000

- (f) Gary Evans, Lisa Green, Peter Jones, Damian McMaster, Liam O'Neill and Mark Sloan only [1]
 Sort – Surname ascending [1]
 Criteria showing only two field names: Forename / Surname [1]
 (AO2 [3])

[3]

Coleraine	
Forename	Surname
Gary	Evans
Lisa	Green
Peter	Jones
Damian	McMaster
Liam	O'Neill
Mark	Sloan
*	

- (g) Jayne Luke, Gary Evans and Damian McMaster only [1]
 Criteria showing only five field names: Forename; Surname; Street; Town; Postcode [2] Any missing [1]
 Sort – Town ascending [1]
 (AO2 [4])

[4]

Forename	Surname	Street	Town	Postcode
Jayne	Luke	2 Promenade Drive	Castlerock	BT51 4RF
Gary	Evans	22 Waterside Avenue	Coleraine	BT51 3SA
Damian	McMaster	36 West Road	Coleraine	BT51 3HD

AVAILABLE
MARKS

- (h) All 16 Members included [1]
 Correct title – Members Genre [1]
 Logo included and appropriately positioned [1]
 All data included (MemberID; GenreID; Forename; Surname; Street; Town and Genre) [1]
 Surname ascending [1]
 Professional appearance [1]
 Landscape and on one A4 page [1]
 (AO2 [6])
 (AO3 [1]) [7]

Surname	MemberID	GenreID	Forename	Street	Town	Genre
Donnelly	409	FCC	Catherine	56 Coleraine Road	Portrush	Comedy
Doyle	413	FCC	Francis	7 Mullin Road	Kilrea	Comedy
Evans	417	FCR	Gary	22 Waterside Avenue	Coleraine	Romance
Gross	407	FCE	Lisa	7 Lodge Road	Coleraine	Thriller
Hastings	411	FCT	Patricia	58 Hamilton Park	Bushmills	Thriller
Holmes	402	FCA	Stephen	130 Causeway Road	Bushmills	Action
Jones	401	FCA	Peter	31 College Park	Coleraine	Action
Love	408	FCC	Brian	1 West Drive	Portstewart	Comedy
Luke	410	FCR	Joyce	2 Promenade Drive	Castlerock	Romance
Lyttle	415	FCA	Noelie	67 Castle Street	Ballymoney	Action
McCarter	412	FCC	Eva	45 Garrydoff Park	Ballymoney	Comedy
McMaster	414	FCR	Dominic	36 West Road	Coleraine	Romance
O'Loughlin	404	FCT	Erin	76 Globe Road	Garvagh	Thriller
O'Neill	406	FCT	Liam	89 Union Street	Coleraine	Thriller
Simons	405	FCC	Eric	69 Standon Park	Kilrea	Comedy
Sloan	403	FCA	Mark	1 Oakvale Park	Coleraine	Action

- (i) Relevant information for each paragraph [3]

Knowledge of letter design, e.g.

- Salutation
- Closure
- Appropriate font size
- Date
- Any other suitable feature [4]

Forename field inserted [1]

Surname field inserted [1]

Street field inserted [1]

Town field inserted [1]

Postcode field inserted [1]

(AO1 [12]) [12]

(j) Quality of letter [4]

AVAILABLE
MARKS

Level 0 ([0])

Answer not worthy of credit.

Level 1 ([1])

The candidate has demonstrated limited knowledge of a standard letter layout. The candidate demonstrates a limited level of accuracy in spelling, punctuation and grammar. The meaning of the text is clear some of the time. The candidate displays a limited level of writing, form and style appropriate to the purpose of the question. The organisation of the work is limited.

Level 2 ([2]–[3])

The candidate has demonstrated satisfactory knowledge of a standard letter layout. The candidate demonstrates a satisfactory level of accuracy in spelling, punctuation and grammar. The meaning of the text is clear most of the time. The candidate displays a satisfactory level of writing, form and style appropriate to the purpose of the question. The organisation of the work is satisfactory.

Level 3 ([4])

The candidate has demonstrated good knowledge of a standard letter layout. The letter must have correct use of salutation and complimentary close and a date included. The candidate demonstrates a good level of accuracy in spelling, punctuation and grammar. The meaning of the text is clear all of the time. The candidate displays a good level of writing, form and style appropriate to the purpose of the question. The organisation of the work is good.

(AO3 [4])

Standard Letter printed [1]

(AO2 [1])

[5]

(k) 3 letters printed: Jayne Luke, Gary Evans and Damian McMaster
([1] if any missing) or more than 3 printed

(AO2 [3])

[3]

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Task 4

- (a) Slide 1 Correct title included – “Email” [1]
 Appropriate explanation [1]
 (AO1 [1])
 (AO3 [1]) [2]
- (b) Slide 2 Correct title included – “Distribution List” [1]
 Appropriate explanation [1]
 (AO1 [1])
 (AO3 [1]) [2]
- (c) Slide 3 Correct title included – “Attachment” [1]
 Appropriate explanation [1]
 Appropriate example [1]
 (AO1 [1])
 (AO2 [1])
 (AO3 [1]) [3]
- (d) Appropriate action buttons on the correct slides
 Slide 1 – forward action button [1]
 Slide 2 – forward & backward action button [1]
 Slide 3 – backward action button [1]
 (AO2 [3]) [3]
- (e) Slide 1 & 2 on one page in handout mode [1]
 Slide 3 printed full size [1]
 (AO2 [2]) [2]

Total

AVAILABLE MARKS
12
100

Task	AO1	AO2	AO3
1	3	4	3
2	6	30	0
3	12	25	5
4	3	6	3
Total	24	65	11
What it should be	25	62.5	12.5
Tolerance of ± 3 is applicable to the weighting above (all within tolerance)			