



*Rewarding Learning*

**General Certificate of Secondary Education  
2024**

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# **Business and Communication Systems**

**Unit 1: Software Applications for Business**

**[GSY11]**

**MONDAY 20 MAY – FRIDAY 24 MAY**

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# **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. [2]

[2] if all included

[1] if some included

(AO1 [2])

(AO2 [2])

(AO3 [2])

### Overall quality of form

#### Level 0 ([0])

Answer not worthy of credit.

#### Level 1 ([1]–[2])

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 the work is satisfactory.

#### Level 2 ([3]–[4])

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 and the organisation of the work is good. Interactive button(s) (e.g. Submit; and Reset) are included and positioned appropriately. Form is fit for purpose and is printed on one A4 page. [6]

- (b) Appropriate information, e.g. logo; instructions for completing form; title of form, e.g. 'Entry Form Wheels Bike Charity Event'

(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]

Max. [2]

[2]

10

**Task 2 Part A**

<b>(a)</b> Insert a row	[1]	
Correct text in cells A1	[1]	
Correct emboldened and font size	[1]	
Cells merged and centred	[1]	
(AO2 [4])		[4]
<b>(b)</b> Correct text in cells B3:B16		
(Some cells correct [1])		
(AO2 [2])		[2]
<b>(c)</b> Correct numbers in cells C3:C16		
(Some cells correct [1])		
(AO2 [2])		[2]
<b>(d)</b> Correct formula in F3 =(D3+E3) or suitable alternative		
(Some formula correct [1]) = D3, E3 = D3: E3		
(AO1 [1])		
(AO2 [1])		[2]
<b>(e)</b> Correct formula in G3 =IF(C3>5,"YES","NO")		
If part correct marks awarded as below:-		
Use of IF statement [1]		
Correct condition – C3>5 [1]		
YES [1]		
NO [1]		
If words not in correct case Max. [1]		
(AO1 [3])		
(AO2 [1])		[4]
<b>(f)</b> All replication correct		
(Some replication correct [1])		
(AO2 [2])		[2]
<b>(g)</b> Sorted alphabetically – Surname		
(AO2 [1])		[1]
<b>(h)</b> Correct formula in F17 = SUM(F3:F16) D/E/F or suitable alternative		
(Some formula correct [1]) CountA (A3: A16) CountA (B3: B16)		
(AO1 [1])		
(AO2 [1])		[2]
<b>(i)</b> Correct formula in C17 =COUNT(C3:C16) or suitable alternative		
(Some formula correct [1])		
(AO1 [1])		
(AO2 [1])		[2]
<b>(j)</b> Cells D3:F16 and F17 correctly formatted – currency, two decimal places		
(Some cells correctly formatted [1])		
(AO2 [2])		[2]

**AVAILABLE  
MARKS**

- (k) Header inserted [1]  
 Correct text in header – Wheels Bike Club Membership [1]  
 (AO2 [2]) [2]
  
- (l) Data printout landscape with all data visible and one A4 page [1]  
 Row and column headings and gridlines [1]  
 (AO2 [2]) [2]

Wheels Bike Club Membership

	A	B	C	D	E	F	G
1	<b>Wheels Bike Club Membership Fees</b>						
2	<b>Forename</b>	<b>Surname</b>	<b>Years Member</b>	<b>Fees Paid</b>	<b>Insurance Paid</b>	<b>Total Paid</b>	<b>Discount</b>
3	Katie	Carson	7	£175.00	£25.00	£200.00	YES
4	Ken	Cochrane	8	£150.00	£25.00	£175.00	YES
5	Chris	Dorman	6	£105.00	£15.00	£120.00	YES
6	Florence	Kennedy	3	£100.00	£15.00	£115.00	NO
7	Eugene	Lagan	2	£175.00	£25.00	£200.00	NO
8	Gillian	Luke	8	£50.00	£10.00	£60.00	YES
9	Doris	Madden	4	£150.00	£25.00	£175.00	NO
10	Roisin	Mallon	6	£150.00	£25.00	£175.00	YES
11	Claire	McBroom	2	£50.00	£10.00	£60.00	NO
12	Alec	McCosh	1	£75.00	£10.00	£85.00	NO
13	Joe	O'Kane	5	£130.00	£15.00	£145.00	NO
14	Seamus	O'Neill	5	£125.00	£25.00	£150.00	NO
15	Patrick	Scott	1	£125.00	£15.00	£140.00	NO
16	Jane	White	5	£125.00	£15.00	£140.00	NO
17	Count		14		Total	£1,940.00	
18							

- (m) Formula printout on one A4 page [1]  
 All formula visible [1]  
 (AO2 [2]) [2]

Wheels Bike Club Membership

	A	B	C	D	E	F	G
1	<b>Wheels Bike Club Membership Fees</b>						
2	<b>Forename</b>	<b>Surname</b>	<b>Years Member</b>	<b>Fees Paid</b>	<b>Insurance Paid</b>	<b>Total Paid</b>	<b>Discount</b>
3	Katie	Carson	7	175	25	=SUM(D3+E3)	=IF(C3>5,"YES","NO")
4	Ken	Cochrane	8	150	25	=SUM(D4+E4)	=IF(C4>5,"YES","NO")
5	Chris	Dorman	6	105	15	=SUM(D5+E5)	=IF(C5>5,"YES","NO")
6	Florence	Kennedy	3	100	15	=SUM(D6+E6)	=IF(C6>5,"YES","NO")
7	Eugene	Lagan	2	175	25	=SUM(D7+E7)	=IF(C7>5,"YES","NO")
8	Gillian	Luke	8	50	10	=SUM(D8+E8)	=IF(C8>5,"YES","NO")
9	Doris	Madden	4	150	25	=SUM(D9+E9)	=IF(C9>5,"YES","NO")
10	Roisin	Mallon	6	150	25	=SUM(D10+E10)	=IF(C10>5,"YES","NO")
11	Claire	McBroom	2	50	10	=SUM(D11+E11)	=IF(C11>5,"YES","NO")
12	Alec	McCosh	1	75	10	=SUM(D12+E12)	=IF(C12>5,"YES","NO")
13	Joe	O'Kane	5	130	15	=SUM(D13+E13)	=IF(C13>5,"YES","NO")
14	Seamus	O'Neill	5	125	25	=SUM(D14+E14)	=IF(C14>5,"YES","NO")
15	Patrick	Scott	1	125	15	=SUM(D15+E15)	=IF(C15>5,"YES","NO")
16	Jane	White	5	125	15	=SUM(D16+E16)	=IF(C16>5,"YES","NO")
17	Count		=COUNTA(C3:C16)	Total		=SUM(F3:F16)	
18							

- (n) Correct filter – Insurance £10 only – Gillian Luke: Claire McBroom and Alec McCosh  
 Any Filter [1]  
 (AO2 [2]) [2]

(o) Printed one A4 page all visible  
(AO2 [1])

[1]

AVAILABLE  
MARKS

Wheels Bike Club Membership

	A	B	C	D	E	F	G
1	<b>Wheels Bike Club Membership Fees</b>						
2	Forename	Surname	Years Member	Fees Paid	Insurance Paid	Total Paid	Discount
8	Gillian	Luke	8	£50.00	£10.00	£60.00	YES
11	Claire	McBroom	2	£50.00	£10.00	£60.00	NO
12	Alec	McCosh	1	£75.00	£10.00	£85.00	NO
18							

32

## Task 2 Part B

Bar Chart produced [1]

Logo included [1]

Chart title – Wheels Bike Club Membership [1]

Appropriate X and Y labels [1]

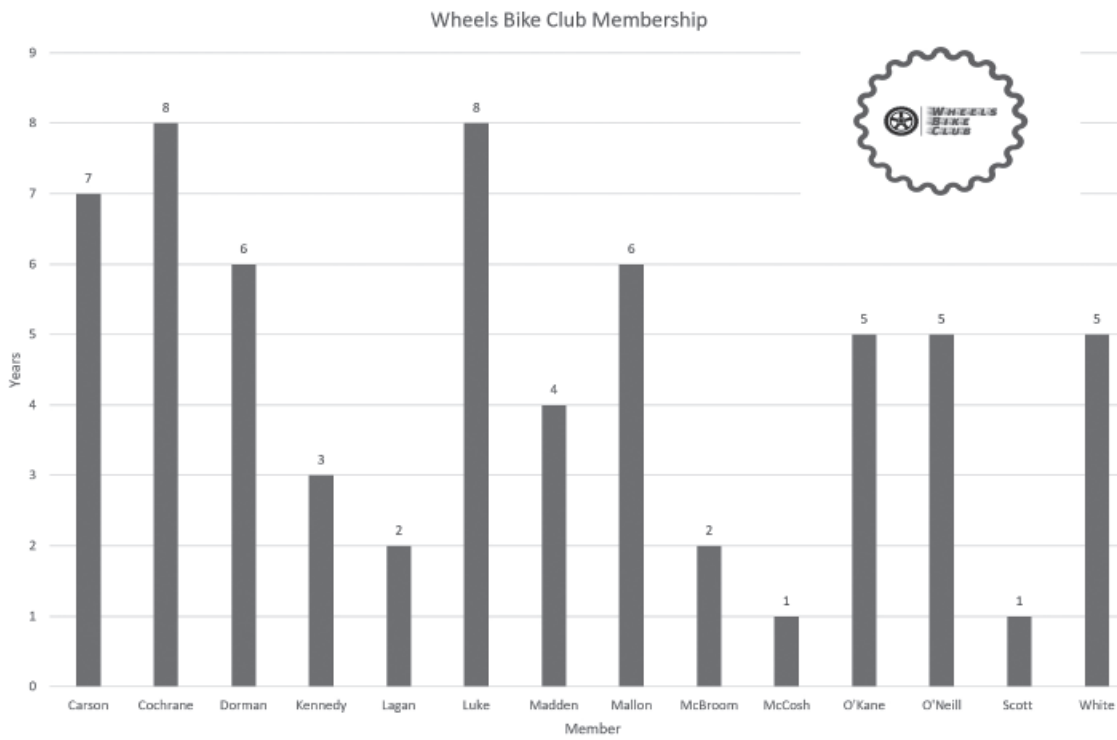
Data values for chart [1]

Correct bars produced [1]

Graph A4 size [1]

(AO2 [7])

[7]



7

**Task 3**

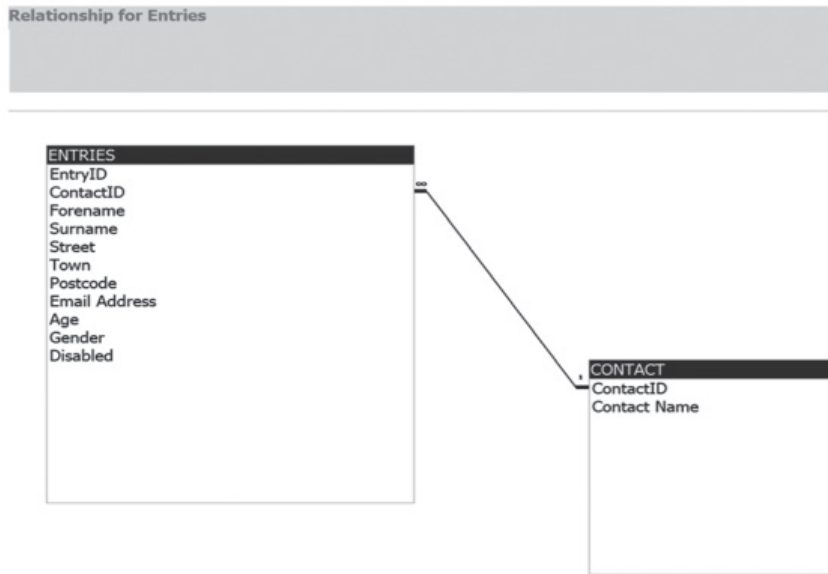
**AVAILABLE  
MARKS**

- (a) Database structure amended – Email Address field corrected (AO2 [1]) [1]
  
- (b) New member entered – 1017 Gary Evans [1]  
 Some fields entered correctly [1]  
 (AO2 [2]) [2]
  
- (c) Change made correctly – EntryID 1002 Pauline Henderson now 365 Union Road (AO2 [1]) [1]
  
- (d) Member deleted – EntryID 1010 (AO2 [1]) [1]
  
- (e) 12 Male entries only [1]  
 Sort – Age ascending [1]  
 Criteria showing only three field names: Forename / Surname / Age [1]  
 (AO2 [3]) [3]

Forename	Surname	Age
Liam	McCormick	15
Patrick	Lagan	18
Ryan	McClenaghan	19
Charlie	O'Brien	21
Simon	Herron	23
Joseph	Dorman	32
Alec	McCosh	37
James	Kennedy	43
Don	Madden	45
Gary	Evans	51
Christopher	Laverty	57
Francis	McGuigan	66

- (f) Correct relationship printed [2]  
 (Any relationship [1])  
 Printed out as a relationship report format [1]  
 (AO2 [3])

[3]



- (g) Gary Evans: Pauline Henderson and James Kennedy only [1]  
 Criteria showing only six field names: Contact Name; Forename; Surname;  
 Street; Town and Postcode [1]  
 Sort – Forename ascending [1]  
 (AO2 [3])

[3]

Contact Nam	Forename	Surname	Street	Town	Postcode
Clare Welsh	Gary	Evans	22 Whiteside Avenue	Keady	BT60 2GP
Clare Welsh	James	Kennedy	24A Burn Road	Cookstown	BT80 8DT
Clare Welsh	Pauline	Henderson	365 Union Road	Bangor	BT20 4BT

**AVAILABLE MARKS**

- (h) All 15 Entries included [1]  
 Correct title – Entry Details [1]  
 All data included Contact Name; Forename; Surname; Street; Town; Postcode;  
 Email Address and Disabled [1]  
 Grouped by Disabled [1]  
 Logo included and appropriately positioned [1]  
 Professional appearance [1]  
 Landscape and on one page [1]  
 (AO2 [6])  
 (AO3 [1])

[7]

Entry Details								
Disabled	Contact Name	Forename	Surname	Street	Town	Postcode	Email Address	
<input checked="" type="checkbox"/>	Yes	Clare Welsh	Gary	Evans	22 Whiteside Avenue	Keady	BT60 2GP	gevans1971@hotmail.com
		Clare Welsh	James	Kennedy	24A Burn Road	Cookstown	BT80 8DT	jkennedy9@outlook.co.uk
		Clare Welsh	Pauline	Henderson	365 Union Road	Bangor	BT20 4BT	phenderson@yahoo.co.uk
<input type="checkbox"/>	No	Finlay O'Neill	Charlie	O'Brien	45 Hilltop Road	Banbridge	BT32 6YH	charlieob54@yahoo.co.uk
		Finlay O'Neill	Ryan	McClenaghan	21 Westland Drive	Armagh	BT61 8UJ	ryanmc543@gmail.co.uk
		Finlay O'Neill	Christopher	Laverty	11 Victoria Street	Keady	BT60 6YH	chrislaverty7@icloud.co.uk
		Finlay O'Neill	Don	Madden	98 Hillcrest Park	Craigavon	BT65 5BT	dmadden4@aol.co.uk
		Paula Price	Francis	McGuigan	47 Derry Road	Strabane	BT82 8DY	francis345@hotmail.co.uk
		Paula Price	Alec	McCosh	2 Townhall Street	Enniskillen	BT74 7BA	amccosh61@gmail.co.uk
		Brian Welsh	Joseph	Dorman	12 Central Way	Craigavon	BT64 1AT	jdorman@icloud.co.uk
		Brian Welsh	Simon	Herron	11 Antrim Street	Carrickfergus	BT38 7UY	sherron76@gmail.co.uk
		Brian Welsh	Patrica	Hastings	34 Downshire Road	Banbridge	BT32 3JY	phastings89@outlook.co.uk
		Brian Welsh	Patrick	Lagan	66 Portstewart Road	Coleraine	BT51 1EY	plagan@yahoo.co.uk
		Brian Welsh	Maureen	Stephenson	80 Galgorm Road	Ballymena	BT42 1AB	mstephenson@hotmail.co.uk
		Brian Welsh	Liam	McCormick	50 Stiles Way	Antrim	BT41 2UC	lmccormick98@hotmail.com

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

Knowledge of letter design, e.g.

- Salutation / Closure
- Appropriate spacing / style
- 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: Gary Evans; James Kennedy and Pauline Henderson  
([1] if any missing)

(AO2 [2])

[2]

40

**Task 4**

- (a) Slide 1 Correct title included – “Presentation Features” [1]  
 Image appropriately sized and placed [1]  
 Title slide used [1]  
 (AO1 [2])  
 (AO3 [1]) [3]
- (b) Slide 2 Correct title included – “Master Slide” [1]  
 Appropriate explanation [1]  
 (AO1 [1])  
 (AO3 [1]) [2]
- (c) Slide 3 Correct title included – “Action Buttons” [1]  
 Appropriate explanation [1]  
 (AO1 [1])  
 (AO3 [1]) [2]
- (d) Slide 4 Correct title included – “Slide Transition” [1]  
 Appropriate explanation [1]  
 (AO1 [1])  
 (AO3 [1]) [2]
- (e) Slides 1, 2 and 3 in handout mode on one page [1]  
 Slide 4 printed full size on one page [1]  
 (AO2 [2]) [2]

**Total**

**AVAILABLE MARKS**

11

**100**

Task	AO1	AO2	AO3
1	3	4	3
2	6	33	0
3	12	23	5
4	5	2	4
<b>Total</b>	<b>26</b>	<b>62</b>	<b>12</b>
What it should be	25	62.5	12.5
Tolerance of ±3 is applicable to the weighting above (all within tolerance)			