



INFORMATION AND COMMUNICATION TECHNOLOGY

0417/02

Paper 2 Practical Test A

October/November 2017

MARK SCHEME

Maximum Mark: 80

Published

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Mark schemes should be read in conjunction with the question paper and the Principal Examiner Report for Teachers.

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This document consists of **13** printed pages.

Header – an automated file name with path right aligned, no other text/placeholder 1 mark

Tawara Cruise News

Title TC-title style applied, serif, 36pt, centre, bold, 12pt space after, no changes to text 1 mark
Subtitle Data entry 100% accurate 1 mark
 TC-subtitle style applied - serif, 18pt, italic, right aligned, no space after 1 mark

Produced by: Name
 chill sets in many people start to
 er cruise itinerary focuses on the
 and interesting ports which offer

Winter Holidays

Winter is the best time of the year to visit the Caribbean region is made up of over 30 major

Columns

Section break correct position 1 mark
 2 columns, 1 cm column spacing 1 mark

beaches in the world and the leisurely pace of life, the Caribbean really is that perfect place to relax, unwind more leisure shore e

Subheadings (8)

TC-subhead style – matches style set 1 mark

two great oceans. As you travel within inches of the canal's sides, you can look out to the surrounding jungle scenery and beyond. Tropical birds circle overhead and the sound of the rainforest's wildlife breaks the quiet calm as you make your way along this fantastic canal.

It takes about 10 hours to travel the length of the Panama Canal. The massive locks control the level of water enabling ships to travel through this 80 kilometres stretch of water. Each vessel is raised 26 metres as they pass from the Caribbean to the each lockage using 197 million litres of which ultimately ebbs away to the sea.

The Caribbean

There are three cruising areas in the region. The laid-back Eastern Caribbean includes Puerto Rico, the Virgin Islands and the Bahamas. Mystery and adventure in the Western Caribbean with the Cayman Islands, Jamaica and Mexico or the more remote and unspoiled islands in the Southern Caribbean, visiting southerly Windward Is

December Offer

We are delighted to offer our customers a special 15 percent discount on all our Trans-Panama cruises departing in December. Details are as follows:

Vessel_Name	Duration	Sail_Date
Carnival Inspiration	14	24-Dec-17
Statendam	14	23-Dec-17
Silver Cloud	16	22-Dec-17
ibourn Spirit	14	21-Dec-17
al Princess	14	20-Dec-17
mara Journey	16	12-Dec-17
ibbean Lady	21	10-Dec-17

DB Extract

Correct place, within column width, data on 1 line, fully visible, no title on extract, no changes to data 1 mark
 Correct fields with headings in correct order 1 mark
 Destination Trans-Panama Canal 1 mark
 Sail_Date 10/12/2017 to 24/12/2017 inclusive 1 mark
 Sorts Sail_Date in descending order 1 mark
 TC-table style applied – sans-serif, 10pt, left no space before/after each row 1 mark

panama Canal cruises are truly unforgettable experiences that will stay with you for a lifetime. Do not miss this amazing offer, book now to avoid disappointment.

Panama Canal

Known as the eighth wonder of the world, the Panama Canal is an engineering marvel. This narrow man-made ribbon of water was completed in 1914 and connects the Pacific to the Atlantic

Festive Breaks

Enjoy the festive season with a difference this year. Join us on board during the Christmas and New Year period when we are serving up all the ingredients for a perfect winter holiday. Seasonal entertainment abounds with themed production shows, live music and films during the voyage. We

Footer Page numbers left aligned, no other text/placeholder 1 mark
 Name, Centre no, candidate number right aligned, no other text/placeholder

Year's Eve champagne special area participating menorahs at in the Hanuk Kosher mea when request

Join our 11 Queen which s Fort Lauderdale. The itinerary of the most beautiful islands of the Eastern Caribbean:

Table

- Table complete, correct place within column, no changes to data 1 mark
- Sorted ascending order of DAY, data integrity maintained 1 mark
- New row inserted as first row 1 mark
- Title entered correctly 1 mark
- Top row merged, centred 1 mark
- Top row text bold, italic, light grey shading applied 1 mark
- All text displayed on one line, gridlines printed 1 mark
- TC-table style applied - sans-serif, 10pt, left, no space before/after each row 1 mark

<i>Eastern Caribbean Itinerary</i>			
DAY	LOCATION	ARRIVE	DEPART
1	Florida		16:00
2	At Sea		
3	At Sea		
4	Puerto Rico	13:00	23:00
5	St. Maarten	11:00	23:00
6	St Kitts	08:00	17:00
7	Antigua	08:00	17:00
8	St Thomas	08:00	16:00
9	At Sea		
10	Bahamas	08:00	15:00
11	Florida	07:00	

Get set for a magical experience at this most wonderful time of the year. Book now and get ready to begin 2018 in style!

Shore Excursions

This tropical paradise consists of countless islands and endless shorelines which provide a diverse playground for many interests. Every island is unique and our excursions will enable you to experience each incredible destination in a whole new way. We offer a variety of shore excursions which will take you to the most memorable sites and let you truly experience the history, culture, relaxing beaches and stunning natural beauty of the region. For scuba divers the reefs of Cozumel or the Grand Turks are a must, as are sightseeing excursions to the Mayan ruins in most Mexican ports. Tax-free shopping in St Thomas, visiting a volcano in St Lucia or exploring the Antiguan and Puerto Rican rainforests, we offer something for everyone.



leisurely swim, relax on deck with a good book, or visit our spa for some pampering, rest and relaxation.

Most nights are informal but our Caribbean cruises have two gala evenings where recommended dress is suits for men and cocktail attire for women. Our evening entertainment programme starts from around 7pm and includes stand-up comics, legendary musical acts, extravagant Las Vegas-style productions and more intimate jazz lounge piano sets.

Enrichment

Image

- Correct image inserted in correct position 1 mark
- Image cropped to remove dolphins 1 mark
- Aligned to right margin, top of text, text wrapped 1 mark
- Resized to 3.5 cm wide, proportions maintained 1 mark

Keep an eye out for the ship's daily newsletter which is delivered to your door every morning. Here you will find details of all our daily activities and any special offers on board.

Paragraph indented 1 cm from both margins 1 mark

customer satisfaction ratings. Choose a cruise and you will open your curtains to a new and exciting destination to explore every day. You can count on an experience that will exceed your expectations.

Page layout

- TC-body style applied – sans-serif, 10pt, single, fully justified, 12pt space after 1 mark
- Document complete/paragraphs intact, margins unchanged, no areas of large white space, 12pt space after table, top of columns aligned, no widows/orphans, split tables, blank pages 1 mark

Caribbean Festive Voyages

Title
Correct, 100% accurate 1 mark

Calculated field
Heading 100% accurate 1 mark
Calculated – *Duration* x *Daily_Cost* 1 mark
Displays currency symbol, 2 dp (not rounded) 1 mark

Sail_Date	Vessel_Name	Embark	Destination	Cruise_Line	Duration	Daily_Cost	Total_Cost
03-Dec-17	Carnival Freedom	Fort Lauderdale	Eastern Caribbean	Carnival Cruise Line	8	£100.60	£804.80
04-Dec-17	Carnival Miracle	Fort Lauderdale	Southern Caribbean	Carnival Cruise Line	8	£101.10	£808.80
06-Dec-17	Jubilee Queen	Los Angeles	Caribbean and Amazon	Tawara Cruises	8	£120.00	£960.00
10-Dec-17	Navigator Of The Seas	Fort Lauderdale	Southern Caribbean	Royal Caribbean International	8	£92.20	£737.60
18-Dec-17	Caribbean Princess	San Juan	Southern Caribbean	Princess Cruises	8	£87.60	£700.80
18-Dec-17	Carnival Victory	San Juan	Southern Caribbean	Carnival Cruise Line	8	£96.70	£773.60
18-Dec-17	Carnival Legend	Tampa	Western Caribbean	Carnival Cruise Line	8	£119.30	£954.40
18-Dec-17	Mariner Of The Seas	Galveston	Western Caribbean	Carnival Cruise Line	8	£97.70	£781.60
20-Dec-17	Carnival Miracle	Fort Lauderdale	Southern Caribbean	Carnival Cruise Line	8	£94.80	£758.40
21-Dec-17	Island Queen	Los Angeles	Caribbean and South America	Carnival Cruise Line	8	£92.00	£736.00
24-Dec-17	Carnival Valor	Miami	Southern Caribbean	Carnival Cruise Line	8	£103.60	£828.80
24-Dec-17	Carnival Freedom	Fort Lauderdale	Eastern Caribbean	Carnival Cruise Line	8	£82.10	£656.80
28-Dec-17	Carnival Miracle	Fort Lauderdale	Southern Caribbean	Carnival Cruise Line	8	£119.60	£956.80
28-Dec-17	Seascape Explorer	Galveston	Caribbean and South America	Tawara Cruises	9	£111.00	£999.00
30-Dec-17	Navigator Of The Seas	Fort Lauderdale	Southern Caribbean	Royal Caribbean International	9	£118.60	£1,067.40
01-Dec-17	Explorer Of The Seas	Cape Liberty	Eastern Caribbean	Royal Caribbean International	10	£80.90	£809.00
08-Dec-17	Emerald Princess	Fort Lauderdale	Southern Caribbean	Princess Cruises	10	£88.40	£884.00
09-Dec-17	Island Princess	Fort Lauderdale	Western Caribbean	Princess Cruises	10	£99.90	£999.00
18-Dec-17	Carnival Glory	Miami	Eastern Caribbean	Carnival Cruise Line	10	£105.75	£1,057.50
18-Dec-17	Emerald Princess	Fort Lauderdale	Southern Caribbean	Princess Cruises	10	£115.00	£1,150.00
23-Dec-17	Jubilee Queen	Fort Lauderdale	Eastern Caribbean	Tawara Cruises	10	£112.75	£1,127.50
25-Dec-17	Norwegian Dawn	Fort Lauderdale	Southern Caribbean	Norwegian Cruise Line	10	£95.50	£955.00
28-Dec-17	Princess Cruises	Fort Lauderdale	Southern Caribbean	Princess Cruises	10	£99.00	£990.00
29-Dec-17	Costa Cruise Line	Fort Lauderdale	Southern Caribbean	Costa Cruise Line	10	£113.20	£1,132.00
29-Dec-17	Princess Cruises	Fort Lauderdale	Southern Caribbean	Princess Cruises	10	£106.40	£1,064.00
12-Dec-17	Holland America Line	Fort Lauderdale	Southern Caribbean	Holland America Line	11	£95.00	£1,045.00
12-Dec-17	Celebrity Equinox	Fort Lauderdale	Southern Caribbean	Celebrity Cruises	11	£103.10	£1,134.10
14-Dec-17	Norwegian Dawn	Miami	Eastern Caribbean	Norwegian Cruise Line	11	£82.90	£911.90
04-Dec-17	Seven Seas Mariner	Fort Lauderdale	Southern Caribbean	Seven Seas Cruises	12	£91.20	£1,094.40
05-Dec-17	Enchantment Of The Seas	Baltimore	Western Caribbean	Carnival Cruise Line	12	£117.60	£1,411.20

Search
Destination contains **Caribbean** 1 mark
Duration >=8, *Adult_Only* is No 1 mark
(45 records)

Record added (penalise if 13-Dec-17 | Aidaaura | Miami | 10 record missing) 1 mark
Sorted ascending *Duration*, ascending *Sail_Date* 1 mark
Specified fields, correct order 1 mark
Landscape, one page wide, all fields present, all fully visible 1 mark

Display
Daily_Cost currency 2dp (not rounded),
Sail_Date displays as dd-mmm-yy 1 mark

Sail_Date	Vessel_Name	Embark	Destination	Cruise_Line	Duration	Daily_Cost	Total_Cost
10-Dec-17	Marina	Miami	Western Caribbean	Oceania Cruises	12	£81.20	£974.40
11-Dec-17	Explorer Of The Seas	Cape Liberty	Southern Caribbean	Royal Caribbean International	12	£104.10	£1,249.20
22-Dec-17	Marina	Miami	Southern Caribbean	Oceania Cruises	12	£118.60	£1,423.20
24-Dec-17	Celebrity Silhouette	Cape Liberty	Southern Caribbean	Celebrity Cruises	12	£116.20	£1,394.40
03-Dec-17	Celebrity Constellation	Fort Lauderdale	Southern Caribbean	Celebrity Cruises	14	£108.50	£1,519.00
13-Dec-17	Aidaaura	Miami	Western Caribbean	Aida Cruises	14	£106.20	£1,486.80
17-Dec-17	Celebrity Constellation	Fort Lauderdale	Southern Caribbean	Celebrity Cruises	14	£89.80	£1,257.20
21-Dec-17	Crystal Serenity	Miami	Southern Caribbean	Crystal Cruises	14	£97.70	£1,367.80
31-Dec-17	Celebrity Constellation	Fort Lauderdale	Southern Caribbean	Celebrity Cruises	14	£115.30	£1,614.20
19-Dec-17	Queen Mary 2	New York	Southern Caribbean	Cunard Line	15	£105.30	£1,579.50
22-Dec-17	Seven Seas Navigator	Fort Lauderdale	Southern Caribbean	Regent Seven Seas Cruises	15	£85.80	£1,287.00
20-Dec-17	Seaways Princess	San Diego	Caribbean and Amazon	Tawara Cruises	16	£105.00	£1,680.00
01-Dec-17	Seaways Princess	Miami	Caribbean and South America	Tawara Cruises	18	£95.00	£1,710.00
09-Dec-17	Lord of the Seas	New York	Caribbean and Mexico	Tawara Cruises	23	£110.00	£2,530.00
04-Dec-17	Atlantic Princess	Southampton	Caribbean Transatlantic	Tawara Cruises	36	£120.00	£4,320.00

Average nights 12

Name, Centre number, Candidate number

Average of <i>Duration</i> calculated	1 mark
Displayed as integer under <i>Duration</i> column	1 mark
Label 100% accurate, to left of calculation	1 mark

Tawara Cruises

120 Gonville Square
LONDON
WC1B 4BQ
Tel: 01632 882781
Email: tcenquiries@tawara.org.uk

31 August 2015

«Title» «First_Name» «Last_Name»
«Street»
«Area»
«Post_Code»

Fields «Title» «First_Name» «Last_Name»,
«Street»,
«Area»,
«Post_Code» correct position and spacing

1 mark

Dear «Title» «Last_Name»

Holiday Booking Reference: «Book_Ref»

Fields «Title» «Last_Name»
«Book_Ref»

«Cruise_Type» correct position and spacing

1 mark

Thank you for booking your «Cruise_Type» cruise with Tawara Cruises. I am pleased to confirm the details of your booking are as follows:

You have booked a «Duration» night cruise for «Passengers» people departing on «Departure_Date». You will embark the «Ship» in «Embark». The ship sails at 1400 hours and you must be on board by 1300 hours.

Your final payment is due six weeks before departure. Your payment will be posted to you. Please ensure you have the correct visas and travel insurance.

Fields «Duration», «Passengers» |
«Departure_Date». | «Ship» | «Embark».
correct position, spacing, punctuation intact

1 mark

We would like to take this opportunity to wish you a very enjoyable holiday. If you have any queries at all about your booking, please telephone us and our team of travel advisors will be happy to help.

Yours sincerely

Joe Bloggs
Travel Advisor

Name replaces Candidate Name
Name, Centre no and candidate no in the footer

1 mark

Name, Centre number, Candidate number

Tawara Cruises
120 Gorville Square
LONDON
WC1B 4BQ
Tel: 01612 882781
Email: tourquair@tawara.org.uk

02 November 2015

Ms Erin Naylor
5 Hawthorn Road
BOLTON
BL1 8JH

Dear Ms Naylor

Holiday Booking Reference: **W0110114**

Thank you for booking your **Caribbean** cruise with Tawara Cruises. I am pleased to confirm the details of your booking are as follows:

You have booked a **7** night cruise for **2** people departing on **22/01/2016**. You will embark the **Scandinavian** in **Southampton**. The ship sails at 1400 hours and you must be on board by 1300 hours.

Your final payment is due six weeks before departure. Once this has been paid your tickets will be posted to you. Please thoroughly check the details of your booking and make sure you have the correct visas and travel documents for your holiday.

We would like to take this opportunity to wish you a very enjoyable holiday. If you have any queries at all about your booking, please telephone us and our team of travel advisors will be happy to help.

Yours sincerely

Joe Blaggs
Travel Advisor

Name, Centre number, Candidate number

Tawara Cruises
120 Gorville Square
LONDON
WC1B 4BQ
Tel: 01612 882781
Email: tourquair@tawara.org.uk

02 November 2015

Mr Jason Steffen
3 Swallow Lane
BARNHURST
W9 3JW

Dear Mr Steffen

Holiday Booking Reference: **W0110114**

Thank you for booking your **Caribbean** cruise with Tawara Cruises. I am pleased to confirm the details of your booking are as follows:

You have booked a **7** night cruise for **2** people departing on **22/01/2016**. You will embark the **Scandinavian** in **Southampton**. The ship sails at 1400 hours and you must be on board by 1300 hours.

Your final payment is due six weeks before departure. Once this has been paid your tickets will be posted to you. Please thoroughly check the details of your booking and make sure you have the correct visas and travel documents for your holiday.

We would like to take this opportunity to wish you a very enjoyable holiday. If you have any queries at all about your booking, please telephone us and our team of travel advisors will be happy to help.

Yours sincerely

Joe Blaggs
Travel Advisor

Name, Centre number, Candidate number

Tawara Cruises
120 Gorville Square
LONDON
WC1B 4BQ
Tel: 01612 882781
Email: tourquair@tawara.org.uk

02 November 2015

Ms Waleed Yasser
125 Oak Lane
SALFORD
M7 3NL

Dear Ms Yasser

Holiday Booking Reference: **B5900171**

Thank you for booking your **Caribbean** cruise with Tawara Cruises. I am pleased to confirm the details of your booking are as follows:

You have booked a **10** night cruise for **2** people departing on **06/02/2016**. You will embark the **Scandinavian** in **Southampton**. The ship sails at 1400 hours and you must be on board by 1300 hours.

Your final payment is due six weeks before departure. Once this has been paid your tickets will be posted to you. Please thoroughly check the details of your booking and make sure you have the correct visas and travel documents for your holiday.

We would like to take this opportunity to wish you a very enjoyable holiday. If you have any queries at all about your booking, please telephone us and our team of travel advisors will be happy to help.

Yours sincerely

Joe Blaggs
Travel Advisor

Name, Centre number, Candidate number

Result of merge - 3 letters printed –
Erin Naylor, Jason Steffen, Waleed Yasser only 1 mark

6 slides imported as title and bulleted list (slides 2-6), no blank slides, no overlap of items, no changes to content 1 mark

Master Slide items (items to appear consistently on all slides for each mark)

Name, Centre and candidate number bottom right, auto slide numbers bottom left 1 mark

Logo top right, resized, aspect ratio maintained, 3-4pt line 3 cm from top, slide width 1 mark

Tawara Cruises, black, italic, 48pt, above line, aligned top left, no wrap. 1 mark

Tawara Cruises 

Cruising – A Growth Industry

- Interim Report

1 www.tawaracruises.com/2017/02/01/interim-report

Tawara Cruises 

Positive Worldwide Trends

- 7.4% annual growth rate since 1980
- market estimated at \$39.6 billion, up 6.9% from 2016
- 22.2 million cruise passengers carried in 2015, up 3.2% from 2014
- capacity was 486,385 passengers and 298 ships at the end of 2016
- Asia is a fast emerging market

1 www.tawaracruises.com/2017/02/01/interim-report

Tawara Cruises 

Cruise Regions By Popularity

- Caribbean/North America (including Pacific Northwest and Alaska)
- Europe and Mediterranean
- Baltics/Fjords (summer only)
- Asia/Australia
- South America
- Middle East-an emerging region

1 www.tawaracruises.com/2017/02/01/interim-report

Tawara Cruises 

Recent Shipbuilding Growth

- 2015 – 7 new ships, passenger capacity 18,813
- 2016 – 10 new ships, passenger capacity 22,309
- 2017 – 15 new ships passenger capacity 39,637
- Generating \$3.6 billion in annual revenue to the cruise industry

1 www.tawaracruises.com/2017/02/01/interim-report

Tawara Cruises 

Worldwide Cruise Passengers

2019 Passengers By Region



- 2013 - 20.1 million
- 2016 - 22.9 million
- 2019 - 25.3 million expected

1 www.tawaracruises.com/2017/02/01/interim-report

Tawara Cruises 

Changing Demands

- more demand for river cruising around the globe
- more itineraries to faraway destinations
- enhanced technology- demand for fast and free WiFi
- extreme on-board adventure
- overnight stays in port
- luxury liners
- solo travellers

1 www.tawaracruises.com/2017/02/01/interim-report

Worldwide Cruise Passengers slide 1 mark

Pie chart created from correct data 1 mark

Left of bullets on *Worldwide Cruise Passengers* slide 1 mark

Title **2019 Passengers By Region** - 100% accurate 1 mark

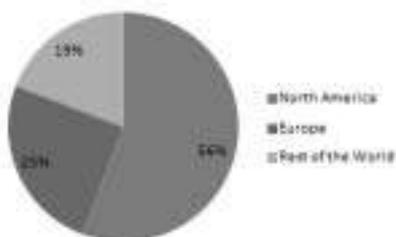
Displays % labels only and legend correct 1 mark

Tawara Cruises



Worldwide Cruise Passengers

2019 Passengers By Region



- 2013 - 20.1 million
- 2016 - 22.9 million
- 2019 - 25.3 million expected

5

Name, Centre number, Candidate number

Print

Print 6 slides to page and single full page slide *Worldwide Cruise Passengers* slide 1 mark

Evidence Document

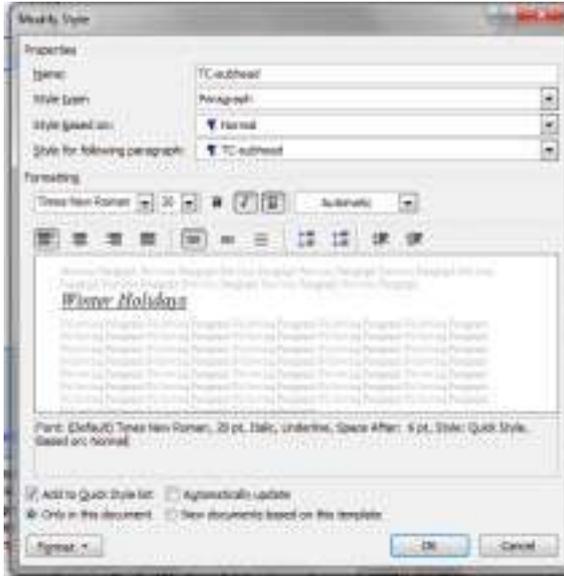
Step 1 – **EVIDENCE 1** – File saved as and evidence of file type

File saved as CRUISENEWS in the format of the software

1 mark



Step 3 – **EVIDENCE 2**- TC-subhead style definition screen shot here:



TC-subhead Style

TC-subhead style created, named correctly 1 mark

Serif font, 20pt, italic, underlined 1 mark

Left aligned, 6pt space after 1 mark

Step 19 – **EVIDENCE 3** – Database field structure screen shot here:

Field Name	Data Type
Liner_Code	Text
Vessel_Name	Text
Sail_Date	Date/Time
Embark	Text
Destination	Text
Duration	Number
Daily_Cost	Currency
Vessel_Capacity	Number
Adult_Only	Yes/No

DB Structure

All field names as given/correct data types,
 no primary key set

1 mark

Step 20 – **EVIDENCE 4** - Liner_Code as key field

EVIDENCE 5 – Relationship between the two tables screen shot here:



Liner_Code as key field

1 mark

Relationship between Liner Code fields 1 mark

Step 21 – **EVIDENCE 6** - Selection list of Liner_Codes

Step 22 – **EVIDENCE 7** – Data entry form used to enter new record

Step 23 - **EVIDENCE 8** – Calculated control formula screenshot here

Step 24 - **EVIDENCE 9** – Extract selection criteria:

Vessel_Name	Duration	Sail_Date	Destination	Emb
N17CRUISES	N17CRUISES	N17CRUISES	N17CRUISES	N17
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Descending	<input type="checkbox"/>	
		Between #10/12/2017# And #24/12/2017#	Like "Panama"	

Step 25 – **EVIDENCE 10** – describe two advantages of using relational tables rather than a flat file database:

1 mark per valid advantage:

- data only stored once/data does not have to be typed in twice – reduces/avoids data redundancy/duplication
- quicker to enter/update/edit data
- fewer errors are likely
- reduces storage requirements

[2 marks]

Step 26 – **EVIDENCE 11** – describe how Tawara Cruises can use social networking as a means of communication to promote their business:

1 mark per valid point related to Tawara Cruises:

- release news/status updates about new cruises/destinations/products
- post images/videos of cabins/ships
- allow customers to ask questions about prices/durations
- request customer feedback to improve service/polls
- instant messaging last minute changes to itinerary

[2 marks]

Step 29 – **EVIDENCE 12** – Tawara Cruises now want to distribute the newsletter and plan to send a printed copy of this by post. Evaluate this method of distributing information:

1 mark per valid reason: 4 from:

For full marks must have at least one advantage and one disadvantage.

ADVANTAGES	DISADVANTAGES
not everyone has a computer/internet, so may not see the newsletter if sent electronically	costs of ink/paper/printing
can be read anywhere/not limited to where computer is	cost of postage
can ensure sent to all customers listed	time delay (dated)
can target people in an area	difficult to update content
	not interactive
	no animation/sound/video
	environmental impact of printed copies

[4 marks]

Step 30 – **EVIDENCE 13** – Date field screenshot here:

{ DATE \@ "dd MMMM yyyy" * MERGEFORMAT }

Evidence of field to display today's date

1 mark

Step 31 – **EVIDENCE 14** – Mail merge selection method screenshot here:



Mail Merge

Evidence of *Caribbean* selected

1 mark

Evidence of *more than 7 days* selected

1 mark

Step 39 – **EVIDENCE 15** – On-screen looped selection screenshot:



Slide show set to loop continuously 1 mark