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| Question | Answer/Indicative content | Marks | Guidance |
| 1a | |  |  |  | | --- | --- | --- | | 1. To store details of their suppliers such as address, phone number and email. |  | 1. Database management software | | 1. Send letters to their customers about any upcoming special offers. |  | 1. Spreadsheet software | | 1. To record stock levels and set a re-order level so they don’t run out of stock. |  | 1. Stock control software | | 1. To record profit and losses and help manage their budget in the future. |  | 1. Word processing software | | 4 | 1 mark each  A – 1  B – 4  C – 3  D - 2 |
| 1b | 1 mark for advantage, 1 mark for disadvantage  Advantages   * Complex calculations can be performed very quickly. * Formulas can automatically change values/do the calculations for you. * You can create graphs and charts to represent data in a more visual form. * If makes it easier to model forecasts and predictions by creating ‘what-if’ scenarios.   Disadvantages   * Staff might need some training, especially when it comes to using formulas. * Some calculation errors might not be picked, especially if it’s a logic error. * It takes to enter data into each cell. | 21 |  |
| 1c | To allow people to make voice calls on the move/sending short text messages using SMS. | 1 | One or the other is acceptable for the mark. |
| 1d | 1 mark per bullet   * Convenience…. * ……access content on the go. * Connection…. * ……access to the internet is possible through Wi-Fi, Bluetooth and Mobile communications such as 3G/4G/5G * Portable…. * …...and easy to use on the go. * Download apps…. * ….that allow users to perform tasks like they would on laptops or desktop PC’s. * Any other reasonable example | 4 |  |
| 2a | Any two from:   * It will save her money. * Flexible * Increased productivity * Reduces pollution | 2 |  |
| 2b | Any two from:   * Less social contact * Easy to work for long hours with no break. * Distractions at home | 2 |  |
| 2c | Any two from:   * It makes apps/software more readily available. * Allows people to communicate/collaborate/share ideas. * Huge amount of information is made available. * Easier to carry out research. | 2 |  |
| 2d | Any two from:   * People can work together on the same documents (online) * Working as a group people can get more work done (in less time) * It makes it easy to share ideas (be more creative) * It helps people help each other (to solve problems) |  |  |
| 2e | Any two from:   * Video conference/chat/call * Email * Social media * Instant messaging * Online chat | 2 | Accept social media brands but do not accept two for both marks. (Max 1 mark) |
| 3 | **Band 4 (10-12 marks)**  An excellent explanation, which shows:  • thorough knowledge and understanding of the impact of remote education  • an excellent description of a wide range of issues stated in the question.  • Writing is very well structured and organised, using accurate grammar, punctuation and spelling.  • A range of specialist terminology is used with accuracy.  **Band 3 (7-9 marks)**  A good explanation, which shows:  • generally secure knowledge and understanding of the impact of remote education  • a good description of a range of issues stated in the question.  • Writing is generally well structured and organised, using mainly accurate grammar, punctuation and spelling.  • Specialist terminology is used with accuracy.  **Band 2 (4-6 marks)**  A basic explanation, which shows:  • some knowledge and understanding of the impact of remote education.  • a basic description into some of the issues stated in the question.  • Writing shows some evidence of structure, through some errors in grammar, punctuation and spelling affect meaning.  • Basic use of specialist terminology.  **Band 1 (1-3 marks)**  A limited explanation, which shows:  • limited knowledge and understanding of the impact of remote education.  • a limited description into some of the issues stated in the question.  • Some errors in grammar, punctuation and spelling affect meaning.  • Limited use of specialist terminology.  **0 marks**  Response not creditworthy or not attempted |  | Ethical issues  • Digital divide  • … people who live in remote areas may not have access to the internet and/or mobile phone coverage.  • … those on low income may not have access to digital technology.  • …. lack of knowledge and skills prevents people using ICT.  • …..anybody with a disability or serious illness can find it difficult to get access to ICT.  • Cyberbullying  • …. students vulnerable to unkind comments in the lessons.  • …. may receive message in private chats which make it difficult to monitor.  • …. more difficult to report and follow up.  • Impact on progress of students  • …. because of lack of ICT access  • …. quality of lessons might not be as effective as they would face-to-face.  Environmental issues  • Energy consumption  • …. servers require 24/7 operation which uses a lot of electricity.  • …. more live lessons will lead to an increase in bandwidth and using more energy.  • ….using more devices which then require charging up…using more electricity.  • E-waste  • …. Parents may need to purchase additional devices/laptops to support their child’s learning.  • …..This could lead to additional waste in the future when they’re no longer needed.  • Reduce paper waste  • …lessons delivered and work submitted online and stored on a cloud-based service  • …no need to print out worksheets for students to fill in.  • …reduce the need to purchase exercise books.  Technology  • Students need a mobile device to view and listen to live lessons.  • Students may need laptops that use specialist software to be used for certain subjects.  • Students need a stable internet connection using broadband  • …. not to rely on using data. (3G/4G/5G)  Legal issues  • Lessons conducted on applications that use sensitive data  • …secure logins, usernames, email addresses.  • …schools lose sense of control when it comes to security.  • …reliance on home devices to have strong anti-malware, firewall software in place.  • …risk of sensitive data being compromised  • …breach of the Data Protection Act. |
| 4a | Any two from:   * She is able to search and sort through more items quickly. * She can shop for clothes all day, every day. * She does not need to leave the house. * She can read customer reviews of the dress. * She can compare the price of the dress that is being sold by checking out different websites. | 2 |  |
| 4b | Any two from:   * She cannot try the dress on/may be the wrong size. * The dress may not be what she wants when it arrives. * She cannot touch and feel the dress. * The photo and description may be misleading. * She has to wait for the dress to arrive before she can wear it. * She may have to return the dress. | 2 |  |
| 4c | The paperless electronic **interchange of business documents** between companies in a standard format. | 1 | Award marks if candidate has referred to this being the exchange/interchange of business documents. |
| 5a | 1 mark per bullet   * Create an online account (with the auction website) * List the items for sale (revision notes) * …with a description/photo/assigning a category. | 3 |  |
| 5b | 1 mark for advantage, 1 mark for disadvantage  Advantages   * The ability to search easily for goods that you want. * A community of users which builds trust by rating both buyers and sellers. * Third party payment options for secure payments. * A large number of sellers competing for business, which drives down prices.   Disadvantages   * Not always as trustworthy as businesses as there is an increased opportunity for scams. * Limited in product range, it has what people want to get rid of. | 2 |  |
| 5c | 1 mark per bullet   * Website could offer secure payment… * …this means Paul’s credit card details will not be shared with the seller. * If the football cards are rare then high street stores won’t have them…. * …. online auction more likely to have sellers of the cards. * Online auctions have many sellers competing for business… * …this drives down prices. | 2 |  |