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**INFORMATION AND COMMUNICATION TECHNOLOGY**

**0417/22**

Paper 2 Practical Test A

**May/June 2019**

MARK SCHEME

Maximum Mark: 80

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**Published**

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

Cambridge International will not enter into discussions about these mark schemes.

Cambridge International is publishing the mark schemes for the May/June 2019 series for most Cambridge IGCSE™, Cambridge International A and AS Level and Cambridge Pre-U components, and some Cambridge O Level components.

**Generic Marking Principles**

These general marking principles must be applied by all examiners when marking candidate answers. They should be applied alongside the specific content of the mark scheme or generic level descriptors for a question. Each question paper and mark scheme will also comply with these marking principles.

**GENERIC MARKING PRINCIPLE 1:**

Marks must be awarded in line with:

- the specific content of the mark scheme or the generic level descriptors for the question
- the specific skills defined in the mark scheme or in the generic level descriptors for the question
- the standard of response required by a candidate as exemplified by the standardisation scripts.

**GENERIC MARKING PRINCIPLE 2:**

Marks awarded are always **whole marks** (not half marks, or other fractions).

**GENERIC MARKING PRINCIPLE 3:**

Marks must be awarded **positively**:

- marks are awarded for correct/valid answers, as defined in the mark scheme. However, credit is given for valid answers which go beyond the scope of the syllabus and mark scheme, referring to your Team Leader as appropriate
- marks are awarded when candidates clearly demonstrate what they know and can do
- marks are not deducted for errors
- marks are not deducted for omissions
- answers should only be judged on the quality of spelling, punctuation and grammar when these features are specifically assessed by the question as indicated by the mark scheme. The meaning, however, should be unambiguous.

**GENERIC MARKING PRINCIPLE 4:**

Rules must be applied consistently e.g. in situations where candidates have not followed instructions or in the application of generic level descriptors.

**GENERIC MARKING PRINCIPLE 5:**

Marks should be awarded using the full range of marks defined in the mark scheme for the question (however; the use of the full mark range may be limited according to the quality of the candidate responses seen).

**GENERIC MARKING PRINCIPLE 6:**

Marks awarded are based solely on the requirements as defined in the mark scheme. Marks should not be awarded with grade thresholds or grade descriptors in mind.

# Tawara Cruises 2018 Annual Report

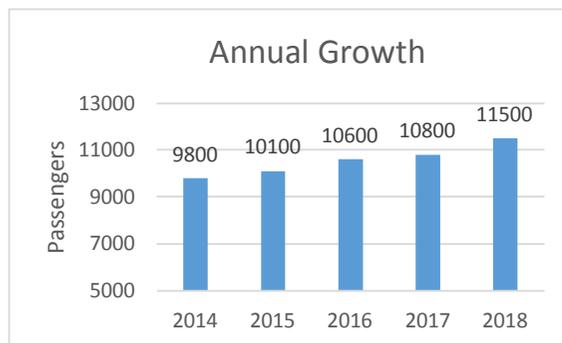
Produced by: Candidate Name

Last year was another record year for the global cruise industry with cruising being one of the fastest growing types of holiday. The global popularity of cruise holidays has grown 20% faster than land-based holidays over the past ten years and since 2008 the European cruise market has expanded by a staggering 49%. Over 25.8 million people worldwide took a cruise holiday in 2018, the largest number in the history of the cruise industry. These figures confirm the cruise industry's resilience to economic downturns and the value provided by this type of holiday.

During the past twelve months we have further consolidated our position as one of the world's leading cruise lines. We delivered the most profitable year in our history, achieving record net income of \$1.8 billion. More repeat business appears to have been the key to this growth. These strong results are a credit to the commitment and the passion of our 80,000 shipboard and shoreside team members which, when coupled with the support of our valued travel agent partners, are the foundation of our sustained earnings improvement. It is through their collective efforts that we were able to overcome significant challenges during the year such as the negative impact from fuel price increases and currency exchange rates.

## Overview

Our ships operate on a selection of worldwide itineraries that call on approximately 200 destinations on five continents. In addition to our headquarters in London and Florida, we have offices and a network of international representatives around the world which primarily focus on sales and market development. We believe cruising continues to be a popular holiday choice due to its inherent value, extensive itineraries and variety of shipboard and shoreside activities. The following chart details our growth in cruise passenger numbers (in thousands) over the past five years:



Our cruises are positioned at the middle and upper end of the cruise holiday industry. They are generally characterised by cruises that are 14 nights or shorter and feature a casual ambiance, as well as a variety of activities and entertainment venues. Our brand appeals to families with children of all ages, as well as both older and younger couples. More families are now cruising with children so the average age of a cruise passenger has therefore dropped.

The average length of cruise taken by our passengers dropped below 10 days in 2018 for the first time in nine years. Durations were shorter for both summer and winter cruises primarily as a result of more short cruises being scheduled. These shorter cruises help attract guests who are new to cruising and will hopefully then return for longer voyages.

## Our Fleet



We currently operate 10 ships with a capacity of approximately 16,150 berths. This count includes our two newest ships which entered our fleet in November and December 2018. We expect to introduce a further six ships by the end of 2022. We have four ships on order with a capacity of approximately 12,200 berths. These

ships are scheduled to enter service in 2019 and 2020. Additionally, we signed a memorandum of understanding to build two new ships which are expected to enter service in the second quarters of 2021 and 2022, respectively.

We are prioritising internet connectivity for our passengers in 2019 and are upgrading our systems and technologies across the entire fleet. This investment will ensure that seamless, latest-generation connectivity is available to satisfy the needs of the modern-day holidaymaker. It will enhance the onboard experience and provide guests with fast and reliable web access and the ability to share cherished memories with friends and loved ones even while at sea.

## Sustainability Commitment

We are making meaningful progress on our 2025 sustainability goals focusing on our environmental impact performance. This year we have reduced our unit fuel consumption by 28%. We remain committed to ongoing reduction in air emissions and are expanding our investment in the use of low carbon fuels. All of our new ships will be powered by environmentally friendly liquefied natural gas (LNG). We have also introduced industry-leading shoreside technology to monitor real-

Name, centre number, candidate number

time navigational performance and energy use across our fleet.

### **Cruise Pricing**

Our cruise ticket prices include accommodation and a wide variety of activities and amenities, including meals and entertainment. Prices vary depending on many factors including the destination, cruise length, cabin selected and the time of year the cruise takes place. Our payment terms require an upfront deposit to confirm a reservation, with the balance due prior to the sailing. Our cruises are generally available for sale at least one year in advance and often as much as two years in advance of sailing. During the selling period of a cruise, we continually monitor and adjust our cruise ticket prices for available cabins based on demand, with the objective of maximising net yields.

We earn substantially all of our cruise revenues from the sales of passenger cruise tickets and cancellation fees. While many onboard activities are included in the base price of a cruise, we realise additional revenues from:

- Shore excursions
- Gift shop items
- Casino gaming
- Full service spas
- Internet and communication services
- Laundry and dry cleaning services
- Liquor and some non-alcoholic beverage sales
- Photo packages
- Specialty restaurants

Many of these services are available for pre-booking on the internet prior to embarkation. These goods and services are provided either directly by us or by independent concessionaires, from which we receive either a percentage of their revenues or a fee.

### **Themed Cruises**

Themed Cruises have become increasingly popular and we see this as the next area of growth within the industry. These are primarily a regular cruise with enhanced or additional programming on board. A Themed Cruise gives guests the opportunity to enjoy a favourite hobby or join in a variety of courses to improve their knowledge, culture or history. They usually feature special guests such as speakers and performers, or educational shore excursions. We have responded to the changing vacation patterns of today's travellers by expanding our range of Themed Cruises.

### **Taster Cruises**

Last year one in every three of our passengers was on their first ever cruise. As a result we have expanded the range of mini cruises we offer to appeal to the growing number of people wishing to cruise for the first time. These trips last three nights or under and offer a great way to try the cruising experience for a fraction of the cost and without a large commitment. Customers are able to experience life on board and enjoy a well-earned break without having to embark on a long journey that could take weeks. Mini cruises have also proved popular with guests wanting a few days away or experienced cruisers wanting to try a new ship before booking a longer holiday. Taster cruises operating last year were:

| <i>Cruise Ref</i> | <i>Ship Name</i>             | <i>Duration</i> |
|-------------------|------------------------------|-----------------|
| <i>DP049SE</i>    | <i>Delmara Princess</i>      | <i>3</i>        |
| <i>DP052SE</i>    | <i>Delmara Princess</i>      | <i>3</i>        |
| <i>DP054SE</i>    | <i>Delmara Princess</i>      | <i>3</i>        |
| <i>DP169SA</i>    | <i>Delmara Princess</i>      | <i>2</i>        |
| <i>TH041CA</i>    | <i>Tawara Hanseatic Star</i> | <i>3</i>        |
| <i>TH043SA</i>    | <i>Tawara Hanseatic Star</i> | <i>3</i>        |
| <i>VG074VA</i>    | <i>Varuna Glory</i>          | <i>2</i>        |

### **The Future**

Exciting times lie ahead for our company in 2019, starting with the first two of our next-generation ships coming into service between June and December. We are continuing to build strategic stakes and partnerships in key areas and we are further investing in new destinations. Our strategy is to attract an array of guests by providing a wide variety of itineraries to destinations worldwide including Alaska, Asia, Australia, Bahamas, Bermuda, Canada, the Caribbean, Europe, the Panama Canal and New Zealand with cruise lengths that range from two to 24 nights.

Interest in ocean cruising is projected to remain strong in 2019. Nearly half (48%) of non-cruisers expressed interest in taking an ocean cruise. Based on our planned fleet enlargement and a focus on destinations, we intend to further extend our ability to serve our guests and to stay on the path towards becoming an even more global cruise line, strengthening our presence in key markets. We believe we are well positioned to attract new consumers to cruising and to continue to bring loyal repeat guests back for their next cruising holiday.

**Title**  
Correct, 100% accurate 1 mark

Name, centre number, candidate number displays in page header, on every page 1 mark

# Miami Cruises

Name, centre number, candidate number

| Departure_Port | Destination        | Sail_Date | Theme | Duration | Passengers |
|----------------|--------------------|-----------|-------|----------|------------|
| Miami          | Western Caribbean  | 03-Jan-16 | Music | 5        | 1945       |
| Miami          | Bahamas            | 08-Jan-16 | Music | 6        | 1880       |
| Miami          | Western Caribbean  | 26-Jan-16 | Music | 5        | 1802       |
| Miami          | Western Caribbean  | 31-Jan-16 | Music | 5        | 1808       |
| Miami          | Western Caribbean  | 05-Feb-16 | Music | 5        | 1966       |
| Miami          | Western Caribbean  | 12-Feb-16 | Music | 5        | 1972       |
| Miami          | Western Caribbean  | 19-Feb-16 | Music | 5        | 2041       |
| Miami          | Bahamas            | 24-Apr-16 | Music | 5        | 1687       |
| Miami          | Western Caribbean  | 06-May-16 | Art   | 5        | 1807       |
| Miami          | Western Caribbean  | 11-May-16 | Music | 5        | 1785       |
| Miami          | Western Caribbean  | 16-May-16 | Music | 5        | 1813       |
| Miami          | Western Caribbean  | 21-May-16 | Art   | 5        | 1820       |
| Miami          | Western Caribbean  | 26-May-16 | Music | 5        | 1884       |
| Miami          | Western Caribbean  | 31-May-16 | Music | 5        | 1901       |
| Miami          | Western Caribbean  | 05-Jun-16 | Music | 5        | 1864       |
| Miami          | Trans-Panama Canal | 02-Jan-17 | Art   | 6        | 2035       |
| Miami          | Western Caribbean  | 15-Jun-17 | Art   | 5        | 1795       |
| Miami          | Western Caribbean  | 22-Jun-17 | Music | 5        | 2035       |
| Miami          | Western Caribbean  | 29-Jun-17 | Music | 5        | 1796       |
| Miami          | Western Caribbean  | 06-Jul-17 | Art   | 3        | 3148       |
| Miami          | Eastern Caribbean  | 13-Nov-17 | Art   | 6        | 3068       |
| Miami          | Western Caribbean  | 23-Nov-17 | Music | 5        | 2065       |
| Miami          | Western Caribbean  | 02-Dec-17 | Music | 5        | 1802       |
| Miami          | Eastern Caribbean  | 03-Dec-17 | Music | 6        | 2758       |
| Miami          | Western Caribbean  | 07-Dec-17 | Art   | 5        | 1612       |
| Miami          | Western Caribbean  | 22-Dec-17 | Art   | 5        | 2073       |
| Miami          | Western Caribbean  | 27-Dec-17 | Music | 5        | 2034       |
| Miami          | Bahamas            | 01-Jan-18 | Music | 5        | 1937       |
| Miami          | Western Caribbean  | 09-Jan-18 | Music | 5        | 2032       |
| Miami          | Bahamas            | 13-Jan-18 | Art   | 5        | 1620       |
| Miami          | Western Caribbean  | 18-Jan-18 | Art   | 5        | 1838       |
| Miami          | Western Caribbean  | 02-Feb-18 | Art   | 5        | 1776       |
| Miami          | Western Caribbean  | 27-Feb-18 | Art   | 5        | 1910       |
| Miami          | Western Caribbean  | 09-Mar-18 | Music | 5        | 530        |
| Miami          | Western Caribbean  | 14-Mar-18 | Art   | 5        | 1993       |
| Miami          | Western Caribbean  | 19-Mar-18 | Music | 5        | 2028       |
| Miami          | Western Caribbean  | 24-Mar-18 | Art   | 5        | 1904       |
| Miami          | Western Caribbean  | 29-Mar-18 | Music | 5        | 1913       |
| Miami          | Southern Caribbean | 08-Apr-18 | Art   | 6        | 2908       |
| Miami          | Western Caribbean  | 09-Apr-18 | Art   | 5        | 2012       |
| Miami          | Western Caribbean  | 13-Apr-18 | Art   | 5        | 1559       |
| Miami          | Western Caribbean  | 18-Apr-18 | Art   | 5        | 1819       |
| Miami          | Trans-Panama Canal | 08-May-18 | Music | 6        | 1790       |
| Miami          | Western Caribbean  | 21-May-18 | Art   | 5        | 1960       |

Specified fields, correct order 1 mark  
Sort ascending **Sail\_Date** 1 mark  
**Sail\_Date** in format dd-MMM-yy 1 mark  
Portrait, single page wide, all fields present, no truncation 1 mark

**Select records (44):**  
**Departure\_Port** is Miami 1 mark  
**Theme** is Art or Music 1 mark

Calculates total number of passengers 1 mark  
Positioned under *Passengers* column at end of report 1 mark  
Accurate label entered to left 1 mark

Total passengers 85725

**PUBLISHED**

# Extended Cruise Sailings

**Title**  
Correct, 100% accurate 1 mark

| Sail_Date | Cruise_Ref | Ship_Name             | Departure_Port  | Destination        | Duration | Passengers | Board | Passenger_Nights |
|-----------|------------|-----------------------|-----------------|--------------------|----------|------------|-------|------------------|
| 19-May-18 | SE042SE    | Sea Enchantress       | Seattle         | Alaska             | 21       | 2100       | Full  | 44100            |
| 23-Aug-16 | BS001SE    | Ballerina of the Sea  | Seattle         | Alaska             | 15       | 2003       | Full  | 30045            |
| 19-Aug-17 | SE028SE    | Sea Enchantress       | Seattle         | Alaska             | 14       | 2225       | Full  | 31500            |
| 25-Jun-18 | TH063CA    | Tawara Hanseatic Star | Cape Liberty    | Bermuda            |          |            |       |                  |
| 07-Aug-17 | TH063CA    | Tawara Hanseatic Star | Cape Liberty    | Bermuda            |          |            |       |                  |
| 30-Jul-18 | TH063CA    | Tawara Hanseatic Star | Cape Liberty    | Bermuda            |          |            |       |                  |
| 11-Sep-17 | TH038CA    | Tawara Hanseatic Star | Cape Liberty    | Canada/New England | 14       | 1986       | Full  | 27804            |
| 24-Sep-18 | TH072CA    | Tawara Hanseatic Star | Cape Liberty    | Canada/New England | 14       | 1994       | Full  | 27916            |
| 29-Apr-18 | TH055SA    | Tawara Hanseatic Star | San Juan        | Eastern Caribbean  | 18       | 2076       | Full  | 37368            |
| 22-Oct-18 | TH074CA    | Tawara Hanseatic Star | Cape Liberty    | Eastern Caribbean  | 14       | 2055       | Full  | 28770            |
| 19-Oct-16 | BS030VA    | Ballerina of the Sea  | Vancouver       | Pacific Coast      | 14       | 1978       | Full  | 27692            |
| 03-Jan-16 | TH001SA    | Tawara Hanseatic Star | San Juan        | Southern Caribbean | 15       | 2256       | Full  | 33840            |
| 19-Feb-17 | TH020SA    | Tawara Hanseatic Star | San Juan        | Southern Caribbean | 14       | 2102       | Full  | 29428            |
| 14-May-18 | BS066RO    | Ballerina of the Sea  | Rome            | Transatlantic      | 14       | 2787       | Full  | 39018            |
| 27-Nov-16 | TH012BA    | Tawara Hanseatic Star | Barcelona       | Transatlantic      | 14       | 1676       | Full  | 23464            |
| 25-Sep-18 | SE048SE    | Sea Enchantress       | Seattle         | Trans-Panama Canal | 17       | 1968       | Full  | 33456            |
| 23-Apr-18 | SE040FO    | Sea Enchantress       | Fort Lauderdale | Trans-Panama Canal | 16       | 1983       | Full  | 31728            |
| 04-Dec-17 | SE036MI    | Sea Enchantress       | Miami           | Trans-Panama Canal | 15       | 1994       | Full  | 29910            |
| 27-Oct-18 | SE050SA    | Sea Enchantress       | San Diego       | Trans-Panama Canal | 15       | 1960       | Full  | 29400            |
| 23-Oct-17 | SE033LO    | Sea Enchantress       | Los Angeles     | Trans-Panama Canal | 14       | 2010       | Full  | 28140            |
| 14-Jan-17 | BS037FO    | Ballerina of the Sea  | Fort Lauderdale | Western Caribbean  | 14       | 2864       | Full  | 40096            |

**New record** SE042SE entered accurately and record 23-Aug-16, BS001SE still present 1 mark

**Calculated field**  
Heading 100% accurate 1 mark  
[Duration]\*[Passengers] calculated, correct values 1 mark

Specified fields, correct order 1 mark  
Sort ascending *Destination* and descending on *Duration* 1 mark  
Landscape, fits single page, all base fields present, no truncation on any field 1 mark

**Select records (21):**  
*Ship\_Name* contains **sea** 1 mark  
*Duration* >=14 1 mark  
*Board* is **Full** 1 mark

1 **Header** Automated page numbers left aligned, Automated today's date right aligned 23-Apr-19 1 mark

# Tawara Cruises 2018 Annual Report

Produced by: Candidate Name

Last year was another record year for the global cruise industry with cruising being one of the fastest growing types of holiday. The global popularity of cruise holidays has grown 20% faster than land-based holidays over the past ten years and since 2008 the European cruise holiday in 2018 was the largest number in the history of the cruise industry. This type of holiday is becoming increasingly popular.

**Evidence of TC-title style modified in EV4** 1 mark  
(correct attributes – sans-serif 32pt, centre, bold, italic, 0 before and after, single line spacing)

**Subtitle Produced by:** entered accurately 1 mark  
TC-subtitle style seen in EV5 list and applied (sans-serif, 18pt, underline, right aligned, single line, 0pt space before/after) 1 mark

## Overview

Our ships operate on a selection of worldwide itineraries that call on approximately 200 destinations on five continents. In 2018, our headquarters in London

**Columns** 1 mark  
Section break in correct position 1 mark  
3 columns, 1 cm column spacing 1 mark

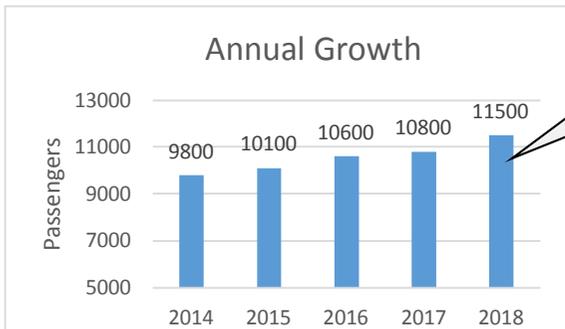
Our cruises are characterised by a casual ambiance, as well as a variety of activities and entertainment venues. Our brand appeals to families with children of all ages, as well as both older and younger couples. More families are now cruising with children so the average age of a cruise passenger is 45 years.

Our valued travel agent partners, are the foundation of our sustained earnings improvement. It is scheduled to enter service in 2019 and 2020. Additionally, we signed a memorandum of understanding to build two new ships which are expected to enter service in the second quarters of 2021 and 2022, respectively.

**Subheadings (7)** 1 mark  
TC-subhead style applied consistently to all, matches style defined in EV3

of shipboard and shoreside activities. The following chart details our growth in cruise passenger numbers (in thousands) over the past five years:

**Chart**  
Vertical bar chart created using correct data, year labels present 1 mark  
Chart in correct place, within margins, all data fully visible (no overlap) 1 mark  
Labels accurate – title and y-axis labels entered correctly 1 mark  
Data labels displayed on or above each bar, no legend 1 mark  
Y-axis displays minimum 5000, maximum 13 000 1 mark  
Y-axis increments set at 2000 1 mark



## Our Fleet



**Image inserted in correct position** 1 mark  
**Resized to 2.5 cm wide, aspect ratio maintained** 1 mark  
**Aligned to top of text and left margin, text wrapped** 1 mark

We currently have 12,200 berths. The newest ship in November 2018. We expect to introduce a further six ships by the end of 2022. We have four ships on order with a capacity of approximately 12,200 berths. These

we are making meaningful progress on our 2025 sustainability goals focusing on our environmental impact. Our unit is committed to expanding the use of all of our eco-friendly

liquefied natural gas (LNG). We have also introduced industry-leading shoreside technology to monitor real-

**Footer** 1 mark  
Name, centre no, candidate number centre aligned

Name, centre number, candidate number

time navigational performance and energy use across our fleet.

### Cruise Pricing

Our cruise ticket prices include accommodation and a wide variety of activities and amenities, including meals and entertainment. Prices vary depending on many factors including the destination, cruise length, cabin selected and the time of year the cruise takes place. Our payment terms require an upfront deposit to confirm a reservation, with the balance due prior to the sailing. Our cruises are generally available for sale at least one year in advance and often as much as two years in advance of

#### Bullets

- Any consistent bullet style applied to correct data 1 mark
- Bullets aligned at left margin, single line 1 mark

We earn a significant portion of our cruise revenues from the sales of cruise tickets and cancellation fees. While many of our onboard activities are included in the base price of a cruise, we realise additional revenues from:

- Shore excursions
- Gift shop items
- Casino gaming
- Full service spas
- Internet and communication services
- Laundry and dry cleaning services
- Liquor and some non-alcoholic beverage sales
- Photo packages
- Specialty restaurants

Many of these services are available for pre-booking on the internet prior to embarkation. These goods and services are provided either directly by us or by independent concessionaires, from which we receive either a percentage of their revenues or a fee.

### Themed Cruises

Themed Cruises have become increasingly popular and we see this as the next area of growth within the industry. These are primarily a regular cruise with enhanced or additional programming on board. A Themed Cruise gives guests the opportunity to enjoy a favourite hobby or join in a variety of courses to improve their knowledge, culture or history. They usually feature special guests such as speakers and performers, or educational shore excursions. We have responded to the changing vacation patterns of today’s travellers by expanding our range of Themed Cruises.

### The Future

Exciting times lie ahead for our company in 2019, starting with the first two of our next-generation ships coming into service between June and December. We are continuing to build strategic stakes and partnerships in key areas and we are further investing in new destinations. Our strategy is to attract an array of guests by providing a wide variety of itineraries to destinations worldwide including Alaska, Asia, Australia, Bahamas, Bermuda, Canada, the Caribbean, Europe, the Panama Canal and New Zealand with cruise lengths that range from two to 24 nights.

#### Extract (7 records)

- DB extract in correct place, intact, within column width, field headings displayed, no title on extract 1 mark
- Data fully visible, no wrap 1 mark
- Only fields **Cruise\_Ref** | **Ship\_Name** | **Duration**, correct order 1 mark
- Select records – **Theme** is **Taster** 1 mark
- Select records – **Duration** is **<4** 1 mark
- TC-table style seen in EV5 list, applied consistently (serif, 11pt, italic, centre, single, 0pt space before and after) 1 mark

| <i>Cruise_Ref</i> | <i>Ship_Name</i>             | <i>Duration</i> |
|-------------------|------------------------------|-----------------|
| <i>DP049SE</i>    | <i>Delmara Princess</i>      | <i>3</i>        |
| <i>DP052SE</i>    | <i>Delmara Princess</i>      | <i>3</i>        |
| <i>DP054SE</i>    | <i>Delmara Princess</i>      | <i>3</i>        |
| <i>DP169SA</i>    | <i>Delmara Princess</i>      | <i>2</i>        |
| <i>TH041CA</i>    | <i>Tawara Hanseatic Star</i> | <i>3</i>        |
| <i>TH043SA</i>    | <i>Tawara Hanseatic Star</i> | <i>3</i>        |
| <i>VG074VA</i>    | <i>Varuna Glory</i>          | <i>2</i>        |

#### Page layout

- TC-body seen in EV5 list and applied consistently (serif, 10pt, justified, no enhancement, single line, 0pt before, 6pt after) 1 mark
- Document complete/paragraphs intact, A4, landscape, spacing consistent, columns aligned at top, no widows/orphans, split chart, list or extract, no blank pages, 6pt after bullet list/extract, no changes to extract 1 mark

## Task 5 – Mail merge Document

**Merge Fields inserted** – – placeholders and <> correctly replaced for all

«Title» | «First\_name» | «Family\_name» | «Road» | «Area» | «County» | «Postcode» correct position and spacing maintained 1 mark

«Title» | «Family\_name» | «Memb\_code» spacing, punctuation and bold/underline retained 1 mark

«Duration» | «Theme» | «Month». | «Discount» spacing and punctuation retained 1 mark

## Tawara Cruises

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

Date as post mark

«Title» «First\_name» «Family\_name»  
«Road»  
«Area»  
«County»  
«Postcode»

Dear «Title» «Family\_name»

**Cruise Club Membership Number: «Memb\_code»**

We were delighted that you chose Tawara Cruises for your «Duration» day «Theme» cruise which you completed last «Month». We hope you had a wonderful holiday with many happy memories.

As a loyal Cruise Club member we would like to welcome you back on-board one of our ships very soon. As a returning customer incentive we are offering you a «Discount»% discount on the next cruise you book with us.

We have pleasure enclosing our new 2020 brochure which includes new routes venturing into the Arabian Gulf visiting Dubai, Abu Dhabi and beyond. Whether you are tempted by a short break, an epic, life changing world cruise, or something in between, we have a cruise to meet your needs. Book before the end of September to take advantage of your personal discount.

Yours sincerely

Name replaces text in correct position  
Name, centre number, candidate number in footer 1 mark

Joe Bloggs  
Travel Advisor

Name, centre number, candidate number

**Tawara Cruises**  
120 Gonville Square  
LONDON  
WC1B 4BQ  
Tel: 01432 882781  
Email: [tcenquiries@tawara.org.uk](mailto:tcenquiries@tawara.org.uk)

---

Date as post mark

Mr Li Chen  
32 Reading Close  
Ipswich  
Suffolk  
IP5 5ZZ

Dear Mr Chen

**Cruise Club Membership Number: ICJ98843**

We were delighted that you chose Tawara Cruises for your 3 day Taster cruise which you completed last June. We hope you had a wonderful holiday with many happy memories.

As a loyal Cruise Club member we would like to welcome you back on-board one of our ships very soon. As a returning customer incentive we are offering you a 20% discount on the next cruise you book with us.

We have pleasure enclosing our new 2020 brochure which includes new routes venturing into the Arabian Gulf visiting Dubai, Abu Dhabi and beyond. Whether you are tempted by a short break, an epic, life changing world cruise, or something in between, we have a cruise to meet your needs. Book before the end of September to take advantage of your personal discount.

Yours sincerely

Joe Bloggs  
Travel Advisor

Name, centre number, candidate number

**Tawara Cruises**  
120 Gonville Square  
LONDON  
WC1B 4BQ  
Tel: 01432 882781  
Email: [tcenquiries@tawara.org.uk](mailto:tcenquiries@tawara.org.uk)

---

Date as post mark

Mr Malak Feki  
19 Broadway  
Colchester  
Essex  
CO6 9DX

Dear Mr Feki

**Cruise Club Membership Number: ICAP0162**

We were delighted that you chose Tawara Cruises for your 2 day Taster cruise which you completed last April. We hope you had a wonderful holiday with many happy memories.

As a loyal Cruise Club member we would like to welcome you back on-board one of our ships very soon. As a returning customer incentive we are offering you a 12% discount on the next cruise you book with us.

We have pleasure enclosing our new 2020 brochure which includes new routes venturing into the Arabian Gulf visiting Dubai, Abu Dhabi and beyond. Whether you are tempted by a short break, an epic, life changing world cruise, or something in between, we have a cruise to meet your needs. Book before the end of September to take advantage of your personal discount.

Yours sincerely

Joe Bloggs  
Travel Advisor

Name, centre number, candidate number

**Tawara Cruises**  
120 Gonville Square  
LONDON  
WC1B 4BQ  
Tel: 01432 882781  
Email: [tcenquiries@tawara.org.uk](mailto:tcenquiries@tawara.org.uk)

---

Date as post mark

Ms Katarzyna Nowak  
20 Milford Road  
Histon  
Cambridgeshire  
CB8 5TE

Dear Ms Nowak

**Cruise Club Membership Number: BAJ99074**

We were delighted that you chose Tawara Cruises for your 4 day Taster cruise which you completed last May. We hope you had a wonderful holiday with many happy memories.

As a loyal Cruise Club member we would like to welcome you back on-board one of our ships very soon. As a returning customer incentive we are offering you a 25% discount on the next cruise you book with us.

We have pleasure enclosing our new 2020 brochure which includes new routes venturing into the Arabian Gulf visiting Dubai, Abu Dhabi and beyond. Whether you are tempted by a short break, an epic, life changing world cruise, or something in between, we have a cruise to meet your needs. Book before the end of September to take advantage of your personal discount.

Yours sincerely

Joe Bloggs  
Travel Advisor

Name, centre number, candidate number

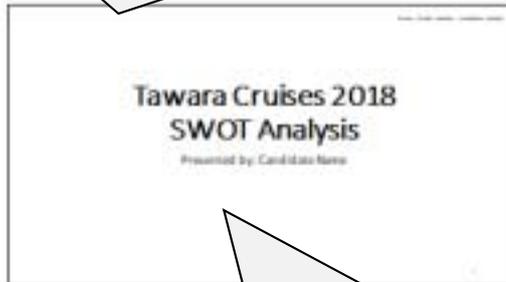
Result of merge – 3 letters printed –  
*Li Chen, Malak Feki, Katarzyna Nowak* only

1 mark

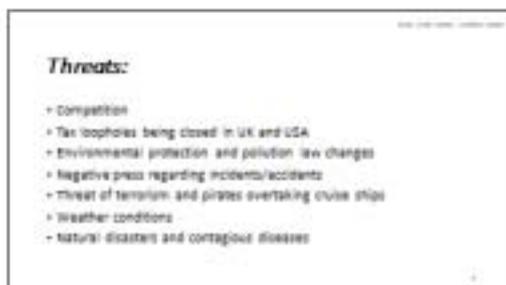
## Task 6 – Presentation

Slides imported (5), title and bullet layout, no text changes, blank slides, or overlap of items, name inserted after *Presented by*: 1 mark  
**Master slide items** (same position and consistent on all slides)  
 Name, centre no, candidate number/auto slide numbers only 1 mark

29/08/2017



Slide 1 layout changed to centred title/subtitle layout 1 mark  
 Print layout handouts, 6 to page 1 mark



Name, Centre number, candidate number

**Threats:**

- Competition
- Tax loopholes being closed in UK and USA
- Environmental protection and pollution law changes
- Negative press regarding incidents/accidents
- Threat of terrorism and pirates overtaking cruise ships
- Weather conditions
- Natural disasters and contagious diseases

5

**Can negatively affect perceptions of cruising.**

Threats slide – speaker notes added – correct position and accurate – 1 mark  
Threats slide printed as presenter/speaker notes layout 1 mark

**Task 7 – Printing the Evidence Document**

**Step 1 - EVIDENCE 1**

File saved as TCREPORT in the format of software 1 mark

 TCREPORT.docx

29/08/2017 17:10

Microsoft Word Document

19 KB

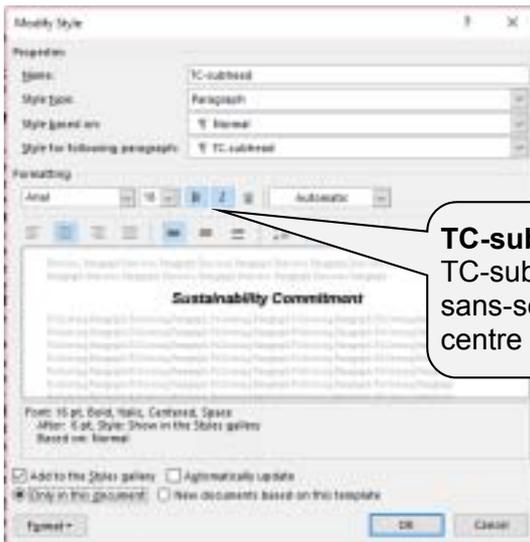
**Step 2 – EVIDENCE 2**

**Header date field**

Today's date field used, format dd-MMM-yy evidenced 1 mark

`{ DATE \@ "dd-MMM-yy" \* MERGEFORMAT }`

**Step 3 – EVIDENCE 3**



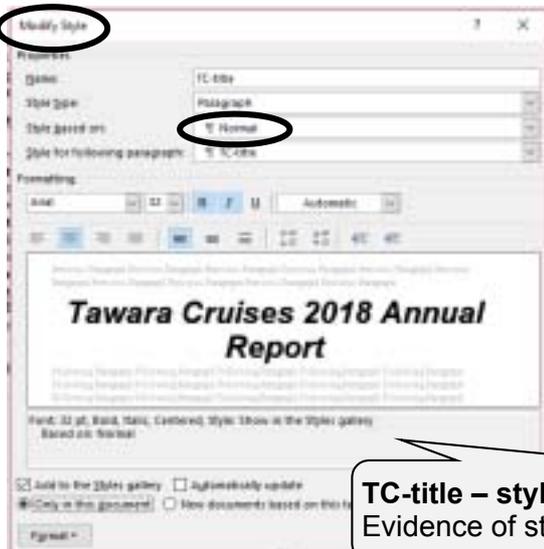
**TC-subhead style**

TC-subhead text style created, named correctly 1 mark

sans-serif, 16pt, bold, italic 1 mark

centre aligned, single line, 0pt space before, 6pt space after 1 mark

**Step 4 – EVIDENCE 4**



**TC-title – style modified**

Evidence of style modified

1 mark

**Step 5 – EVIDENCE 5**



**Style list**  
 Includes TC-subtitle, TC-body, TC-table 1 mark

**Step 19 – EVIDENCE 6** - Tawara Cruises is planning to publish the annual report data on its company wiki. Evaluate the suitability of a wiki to share this type of data.

Disadvantages:

- Anyone can edit, delete or modify the content
- Could make data unreliable
- Accessibility – computer/internet needed

Advantages

- Allows the company report to be seen by many people
- Saves distribution/printing/time costs
- Eco-friendly

Recommendations

- Should be presented in a non-editable format
- Include a link to the published report on the company website

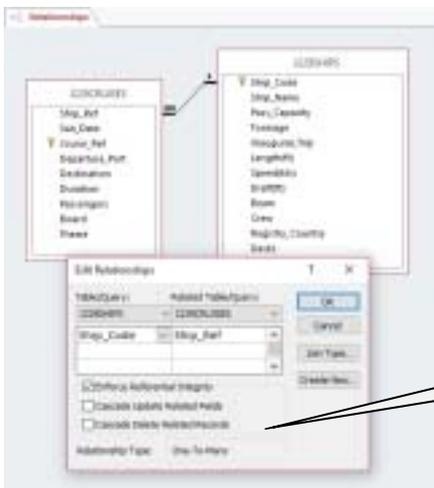
[3 marks]

**Step 20 – EVIDENCE 7**

| Field Name     | Data Type  |
|----------------|------------|
| Ship_Ref       | Short Text |
| Sail_Date      | Date/Time  |
| Cruise_Ref     | Short Text |
| Departure_Port | Short Text |
| Destination    | Short Text |
| Duration       | Number     |
| Passengers     | Number     |
| Board          | Short Text |
| Theme          | Short Text |

**DB Structure – cruises table**  
 All field names as given, correct data types 1 mark  
*Cruise\_Ref* as primary key 1 mark

**Step 21 – EVIDENCE 8**



1-to-Many relationship between *Ship\_Code* and *Ship\_Ref* fields 1 mark

## Step 23 – EVIDENCE 9

|                  |                    |  |
|------------------|--------------------|--|
| Total passengers | =Sum([Passengers]) | Database formula for total passengers 1 mark |
|------------------|--------------------|--|

## Step 26 – EVIDENCE 10

|   |                  |                  |      |
|---|------------------|------------------|------|
| Extract exported and saved in rtf format 1 mark |                  |                  |      |
| Query3.rtf                                      | 29/08/2017 19:45 | Rich Text Format | 6 KB |

## Step 29 – EVIDENCE 11

(a) Explain why styles are used:

- consistent format/layout
- to give a corporate image/brand recognition
- saves time editing/formatting (if a paragraph style is altered) [1 mark]

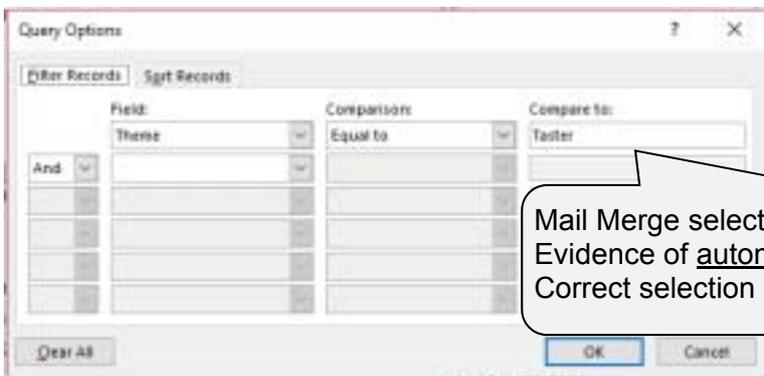
(b) Explain the purpose and limitations of spell check software:

Purpose: to identify potential data entry errors  
to assist user to reduce errors [1 mark]

2 Limitations:

- only checks against words in its dictionary/may not recognise technical names/abbreviations or words in another language/may not recognise proper nouns/names
- spell checking does not ensure that correct spelling is used for context/does not eliminate the need for proofreading
- could introduce new errors
- cannot check text in imported images [2 marks]

## Step 32 – EVIDENCE 12

|   |  |
|---|--|
|  | <p>Mail Merge selection<br/>Evidence of <u>automated</u> filter 1 mark<br/>Correct selection of <i>Theme</i> is <b>Taster</b> 1 mark</p> |
|---|--|