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 March 2020 series for most Cambridge IGCSE™, Cambridge International A and AS Level 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.
HOME SAFETY CHECKS

Report for home customers

You want your family to be safe in your home. We can help to keep you safe by servicing your appliances at regular intervals. This will give you peace of mind that you and your family are safe at all times.

**Our Charter**

We provide servicing plans to meet all needs. These include servicing and safety checks on your heating boiler and any gas you have in your house. We can also inspect and service all electrical appliances including air conditioning systems.

We have a nationally based team of engineers and technicians who are all qualified in their respective areas of expertise. Our gas service engineers are all registered for gas safety and will present their gas safety accreditation on arrival at your house. Our electrical and air conditioning technicians are also qualified in their fields. We will match our technical staff to the requirements of your agreement.

**Why do I need an annual boiler service?**

You should get your boiler serviced regularly to make sure it is working properly. A faulty boiler could waste money on energy and might even start leaking poisonous carbon monoxide.

This gas is colourless and scentless so it is hard to tell if one of your appliances starts leaking carbon monoxide. A carbon monoxide leak can be lethal. The occupants of a room or the presence of the gas can affect your state. You should get boilers, gas fires and cookers serviced by a Gas Safe Registered engineer once a year and, for added safety, have a working carbon monoxide detector located in your house.

At every service, our Gas Safe engineers will work on the Gas Safe Register, the official registration body designed to protect the public against unqualified engineers and unsafe gas work.

**What happens during the service?**

The engineer will:

- inspect your boiler and controls to make sure they are working properly
- check your boiler for corrosion and leaks
- take off the casing of your boiler to inspect the main components
- check the gas pressure
- test the flue to make sure it is not emitting any unsafe fumes
- clean the parts (if tests indicate they need it)
- replace the casing and check the seals
- leave you with a checklist of information about your boiler’s safety.

Footer:
- Page numbers to left
- File name and path to right
- All header and footer items align to margins

© UCLES 2020   Page 3 of 18
We provide several different levels of service. This table shows you what is included in each level.

<table>
<thead>
<tr>
<th>Annual boiler service</th>
<th>Boiler and controls</th>
<th>Central heating</th>
<th>Home electrics</th>
<th>Plumbing</th>
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Air conditioning

REGULAR TASKS YOU CAN DO YOURSELF

An air conditioner's filters, coils and fins require maintenance for the unit to operate effectively and efficiently for several years of service. Neglecting regular maintenance ensures a significant drop in air conditioning performance and energy use steadily increases.

AIR CONDITIONER FILTERS

The most important maintenance task that will ensure the efficiency of your air conditioner is to routinely replace or clean its filters. Clogged, dirty filters block normal airflow and reduce a system's efficiency significantly. With normal airflow obstructed, air that bypasses the filter may carry dirt directly into the evaporator coil and impair the coil's heat-absorbing capacity. Replacing a dirty, clogged filter with a clean one can lower your air conditioner's energy consumption by 5% to 15%.

Top row text centred over right five columns 1 mark
Top row only shaded 1 mark
Text rotated to be vertical 1 mark

Text and gridlines fit within column, no split words 1 mark
All gridlines dark and printed 1 mark

Some types of filters are reusable; others must be replaced. They are available in a variety of types and efficiencies. Clean or replace your air conditioning system's filter or filters every month or two during the cooling season. Filters may need more frequent attention if the air conditioner is in constant use, is subjected to dusty conditions, or you have fur-bearing pets in the house.

AIR CONDITIONER COILS

Filter prevents the evaporator coil from soiling quickly. In time, however, the evaporator coil will still collect dirt. This dirt reduces airflow and insulates the coil, reducing its ability to absorb heat. To avoid this problem, check your evaporator coil every year and clean it as necessary.

Outdoor condenser coils can also become very dirty if the outdoor environment is dusty or if there is foliage nearby. You can easily see the condenser coil and notice if dirt is collecting on its fins.

Image inserted at correct place 1 mark
Aligned top of text and left margin 1 mark
Resized half column width, aspect ratio maintained 1 mark
Text is wrapped round image 1 mark
You should minimise dirt and debris near the condenser unit. Your dryer vents, falling leaves, and lawn mower are all potential sources of dirt and debris. Cleaning the area around the coil, removing any debris, and trimming foliage back at least 2 feet (0.6 metres) allow for adequate airflow around the condenser.

**COIL FINS**

The aluminium fins on evaporator and condenser coils are easily bent and can block airflow through the coil. Air conditioning wholesalers sell a tool called a "fin comb" that will comb these fins back into nearly original condition.

**CONDENSATE DRAINS**

Occasionally pass a stiff wire through the unit's drain channels. Clogged drain channels prevent a unit from reducing humidity, and the resulting excess moisture may discolour walls or carpets.

### Servicing your AC Unit

When your air conditioner needs more than regular maintenance, call in one of our professional service technicians. A well-trained technician will find and fix problems in your air conditioning system.

The technician will:

- ✓ check for correct amount of refrigerant
- ✓ test for refrigerant leaks using a leak detector
- ✓ capture any refrigerant that must be evacuated from the system, instead of illegally releasing it to the atmosphere
- ✓ check for and seal duct leakage in central systems
- ✓ measure airflow through the evaporator coil
- ✓ verify the correct electric control sequence and make sure that the heating system and cooling system cannot operate simultaneously
- ✓ inspect electric terminals, clean and tighten connections, and apply a non-conductive coating if necessary
- ✓ oil motors and check belts for tightness and wear
- ✓ check the accuracy of the thermostat.
DO NOT WAIT FOR PROBLEMS TO OCCUR

We have the country covered by qualified engineers and are in the process of training new ones. This chart shows how we cover the regions:

Call now for a catalogue of our services. We will be pleased to offer you our most appropriate package or quote you for a specialised service.
## Daily Service Visits

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**Report 1**

- Candidate details on every page: 1 mark
- Title: 1 mark
- Select **05-Mar-20** visits only (44 records): 1 mark
- These fields in this order: 1 mark
- Sorted ascending order of **EngineerRef** and ascending order of **Session**: 1 mark
- Landscape one page wide, data and labels fully visible: 1 mark
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<tr>
<td>249</td>
<td>Ms</td>
<td>Crawford</td>
<td>98 High St</td>
<td>S65 7ZW</td>
<td>7908149967</td>
<td>05-Mar-20</td>
<td>PM</td>
<td>G</td>
<td>£25.00</td>
<td>E05</td>
</tr>
</tbody>
</table>

**Daily total**  £1,385.00

---

**Report 1**

Daily total displayed as currency below *Price* field  1 mark
Has label to the left *Daily total*  1 mark
Date displays dd-MMM-yy, consistent currency symbol 2 dp for *Price* and *Total*  1 mark
### Morning Gas Service Schedule

<table>
<thead>
<tr>
<th>Title</th>
<th>FamilyName</th>
<th>CustomerNumber</th>
<th>StreetAddress</th>
<th>PostCode</th>
<th>Date</th>
<th>Session</th>
<th>Service</th>
<th>FirstName</th>
<th>LastName</th>
<th>Gas</th>
<th>GasRegNo</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr</td>
<td>Webb</td>
<td>258</td>
<td>90 Cloch Rd</td>
<td>PE17 6WN</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>GE</td>
<td>Ellie</td>
<td>Akhtar</td>
<td>Yes</td>
<td>GRN541627</td>
</tr>
<tr>
<td>Mr</td>
<td>Dean</td>
<td>121</td>
<td>30 Sutton Wick Lane</td>
<td>PE18 4OJ</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>GE</td>
<td>Ellie</td>
<td>Akhtar</td>
<td>Yes</td>
<td>GRN541627</td>
</tr>
<tr>
<td>Mr</td>
<td>Bolton</td>
<td>240</td>
<td>13 Ivy Lane</td>
<td>PE17 2QE</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>G</td>
<td>Ellie</td>
<td>Akhtar</td>
<td>Yes</td>
<td>GRN541627</td>
</tr>
<tr>
<td>Ms</td>
<td>Johnson</td>
<td>234</td>
<td>54 Redcliffe Way</td>
<td>PE18 6HN</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>G</td>
<td>Ellie</td>
<td>Akhtar</td>
<td>Yes</td>
<td>GRN541627</td>
</tr>
<tr>
<td>Mr</td>
<td>Marshall</td>
<td>178</td>
<td>52 Felix Lane</td>
<td>PE22 5AI</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>G</td>
<td>Ellie</td>
<td>Akhtar</td>
<td>Yes</td>
<td>GRN541627</td>
</tr>
<tr>
<td>Mr</td>
<td>Davey</td>
<td>161</td>
<td>5 Bootham Crescent</td>
<td>PE13 4AN</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>G</td>
<td>Ellie</td>
<td>Akhtar</td>
<td>Yes</td>
<td>GRN541627</td>
</tr>
<tr>
<td>Ms</td>
<td>Marshall</td>
<td>233</td>
<td>99 Dunmow Road</td>
<td>PE10 7CT</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>GE</td>
<td>Charlie</td>
<td>Stevens</td>
<td>Yes</td>
<td>GRN541623</td>
</tr>
<tr>
<td>Mr</td>
<td>Naylor</td>
<td>222</td>
<td>81 Coast Rd</td>
<td>PE10 8CT</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>GE</td>
<td>Charlie</td>
<td>Stevens</td>
<td>Yes</td>
<td>GRN541623</td>
</tr>
<tr>
<td>Ms</td>
<td>Howarth</td>
<td>199</td>
<td>52 Farburn Terrace</td>
<td>PE12 5IV</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>GE</td>
<td>Charlie</td>
<td>Stevens</td>
<td>Yes</td>
<td>GRN541623</td>
</tr>
<tr>
<td>Miss</td>
<td>Hardy</td>
<td>255</td>
<td>21 Ploughley Rd</td>
<td>PE10 9XZ</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>G</td>
<td>Charlie</td>
<td>Stevens</td>
<td>Yes</td>
<td>GRN541623</td>
</tr>
<tr>
<td>Ms</td>
<td>Sykes</td>
<td>188</td>
<td>86 Temple Way</td>
<td>PE10 9TQ</td>
<td>03-Mar-20</td>
<td>AM</td>
<td>G</td>
<td>Charlie</td>
<td>Stevens</td>
<td>Yes</td>
<td>GRN541623</td>
</tr>
</tbody>
</table>

#### Engineer visits to be made

| Engineer visits to be made | 11 |

### Report 2

- **Title 100% correct** 1 mark
- **Postcode starts PE** 1 mark
- **Session is AM** 1 mark
- **Service is G or GE** 1 mark
- **Sort LastName ascending** 1 mark
- **Shows fields Title, FamilyName, CustomerNumber, StreetAddress, PostCode, Date, Session, Service, FirstName, LastName, Gas, GasRegNo correct order** 1 mark
- **Fits on a single landscape page with all data and labels fully visible** 1 mark
- **Label 100% accurate to left of summary count** 1 mark
- **Candidate details at top right of the report** 1 mark
Mail Merge

25 September 2018

«Title» «Name» «Last_Name»
«Street»
«Town»
«Postcode»

Dear «Title» «Last_Name»

You have expressed a wish to update your range of appliance servicing skills by adding air conditioning servicing to your existing qualifications. We have new courses planned for all regions. The next course for the «Region» region will be course reference «Course_Ref» «Course». This will start on «Start_Date» and last for «Duration» days. The course will be led by «Tutor».

You will be given leave to attend this course by your line manager and should report to the course location «Location» at nine o’clock on the start date.

Yours sincerely

Candidate Name
Training Manager

<table>
<thead>
<tr>
<th>Mail merge</th>
<th>1 mark</th>
</tr>
</thead>
<tbody>
<tr>
<td>Candidate name replaces &lt;Your Name&gt;, name, centre number, candidate number in footer</td>
<td></td>
</tr>
<tr>
<td>Address fields entered, layout and spacing</td>
<td></td>
</tr>
<tr>
<td>Fields Title, Last_Name, Region, Course_Ref, Course with spacing and punctuation</td>
<td></td>
</tr>
<tr>
<td>Fields Start_Date, Duration</td>
<td></td>
</tr>
<tr>
<td>Fields Tutor and Location with spacing and punctuation</td>
<td></td>
</tr>
</tbody>
</table>

Name, centre number and candidate number
Three correct letters merged and printed  1 mark
Regular servicing saves lives
Presentation by A Candidate

Safety in the home
- Gas appliances
- Electric water appliances
- Air conditioning

Gas appliances
- Have these serviced at least once a year
- Use a carbon monoxide detector
- If you smell a gas leak, ring our gas service centre

Electric supply
- Have wiring checked
- Get an electrician to replace old or unsafe wiring
- Make sure your appliances and their wiring are in good condition

Air conditioning units
- Keep vents clean
- Have the units serviced regularly by one of our qualified service engineers
- Do not cover the unit or it may overheat.
Gas appliances

- Have these serviced at least once a year
- Use a carbon monoxide detector
- If you smell a gas leak, ring us on our urgent service line

Carbon monoxide is a colourless and odourless gas.
M2120 Evidence

Evidence 1

File saved as SAFETY in format of software (outcome not process) 1 mark

Evidence 2

GS-Body now serif justified 1 mark
14 point space after 1 mark

GS-List now tick for bullet 1 mark
Indented 1 cm 1 mark
Report by: a candidate

Font: Arial, 18 pt, Italic, Right
Line spacing: single, Space
After: 0 pt, Style: Linked, Show in the Styles gallery
Based on: Normal
Evidence 3

**Table structure**
- All fields imported with suitable data types, *TelephoneNumber* text 1 mark
- *CustomerNumber* chosen as primary key field 1 mark
- Date imported in DMY format in report 1 1 mark
- *Price* set as Currency/Number data type 1 mark

Evidence 4

**Engineers Table structure**
- *EngNo* chosen as primary key field 1 mark
- All 3 fields set as Boolean/logical data type and displayed as Yes or No in report 2 1 mark
Evidence 5

Safety engineers and their qualified skills

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eng_No</td>
<td>E27</td>
</tr>
<tr>
<td>Name</td>
<td>Ewan</td>
</tr>
<tr>
<td>Last_Name</td>
<td>Barrett</td>
</tr>
<tr>
<td>Qualified for gas systems servicing</td>
<td>Yes</td>
</tr>
<tr>
<td>Qualified for electricity servicing</td>
<td>Yes</td>
</tr>
<tr>
<td>Qualified for air conditioning servicing</td>
<td>No</td>
</tr>
<tr>
<td>Gas registration number</td>
<td>GRN541643</td>
</tr>
</tbody>
</table>

New record added to form 100% accurate 1 mark

Form structure
Uses all 7 fields from engineer table 1 mark
Columnar data entry form 1 mark
User-friendly features 1 mark
E.g.s Relevant title (not file name)
   Box resize related to contents
   Helpful field titles
   User notes
   Use of colour
   Navigation buttons
   Company logo

Evidence 6

One to many relationship made 1 mark

Evidence 7

Sum of Price 1 mark

 Evidence 8

Count of records 1 mark
Evidence 9

Today's date field 1 mark

Evidence 10

Automated filter to select Region is South 1 mark
Automated filter to select Region is OR East 1 mark

Evidence 11

Evidence of slide master design features

Master slide shows four different features applied in addition to candidate details 4 marks
Master slide items applied to all slides 1 mark

Features could include:
- Slide numbers, lines, shapes, colour or design theme, animations, transitions