

MARK SCHEME for the May/June 2013 series

9694 THINKING SKILLS

9694/22

Paper 2 (Critical Thinking), maximum raw mark 45

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1 (a) How reliable is the evidence given by the retired employee in Source B? [3]

Quite reliable [1]. He has ability to see as he was with the company and would be in a good position to know what went on inside it [1]. Much of the information could be verified / is consistent with / corroborated by the other documents, all of which make the idea of fiddling expenses look plausible [1]. However, his comments about people fiddling expenses and the company ignoring it have no evidence to support them [1]. Also, we do not know how long ago he retired so the information may be out of date [1]. Therefore not reliable [1].

(b) How useful is the evidence about spending in Tropicana Leisure Wear in Source D in deciding if Rickenbacker is fiddling his expenses? [3]

The amount spent in TLW matches that of the expenses claim in Source C [1]. Rickenbacker confirms he bought some shirts for his holiday [1], and if the same shirts then it seems unlikely that they could be classed as ‘business wear’ [1] – although the company might have a policy of encouraging informal wear when meeting clients [1].

However, we cannot be sure that the expenditure in TLW is on shirts [1]. Even assuming it was, we cannot be sure that these were the shirts claimed for on expenses [1]. It is possible that, in spite of its name, TLW sells formal wear as well [1]. Furthermore, Rickenbacker does not specify the number of shirts he bought for his holiday [1] and this is only an extract from the bank statement [1]. If receipts were required then it is unlikely he would risk submitting these shirts on expenses [1].

Maximum 2 marks if only one side considered

(c) How significant is Rickenbacker’s comment in Source E that “at least C J Mole is helping”? [3]

Significant [1]. It looks like an email to a friend therefore it is likely that Rickenbacker is talking frankly [1]. He has had a lot of family/personal expenditure [1] which he may have financed through expenses claims [1] especially as there is some match between the items mentioned and the expenses claimed [1]. However, we cannot be sure that it refers to fiddling expenses and may just refer to his salary/bonus/gift from C J Mole [1]. Therefore not significant [1].

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(d) How likely is it that Rickenbacker has been making false claims on his expenses? Write a short, reasoned argument to support your conclusion, with critical reference to the evidence provided and with consideration of any plausible alternative scenarios.

[6]

Level 3 5–6 marks	A strong answer, which provides a reasoned argument including thorough evaluation of the evidence to support an acceptable conclusion in terms of probability and evaluates the plausibility of at least one different possible course of events.
Level 2 3–4 marks	A reasonable answer, which evaluates the evidence, draws an acceptable conclusion in terms of probability and may mention the plausibility of at least one different course of events.
Level 1 1–2 marks	A weak answer, which refers to the evidence, possibly including a simple evaluative comment. The conclusion may be unstated or over-stated.
Level 0 0 marks	No credit-worthy material.

Indicative content

It seems highly likely that he has been making false claims. Key points would be:

- There seems to be some evidence that this was a widespread practice which even the company knew about.
- There is no evidence that the company has a way of checking on expenses claims, e.g. receipts, therefore Rickenbacker may feel he is unlikely to get caught.
- There are matches between personal expenditure in the bank statement and expenses claims.
- As regards the match between expenditure on fuel, it seems unlikely that all his expenditure was for business purposes only.
- If C J Mole does not require receipts (as the expression ‘responsible and trustworthy’ suggests), it is possible that the amount claimed for the meal was actually greater than that paid.

On the other hand:

- Even if the suit Rickenbacker has claimed for is the one he is going to wear at his daughter’s wedding, this is not a false claim if he is also going to wear it for work. C J Mole do not necessarily demand that things claimed on expenses should *only* be used for work.
- The bank statement is only an extract – e.g. as regards fuel there may be more expenditure on fuel than this extract reveals.
- There are limited grounds for believing that the Happy Family Eating House meal is the one claimed for on expenses apart from the fact that both are for 5 people. Also, we cannot be sure that C J Mole do not require receipts in which case it could not be the same meal as it would be indicated on the receipt.
- If the practice of ‘false’ claims is widespread and the company turns a blind eye to it then it could be argued that Rickenbacker is simply following an informal procedure for boosting income. The lack of specific limits on expenditure mean that whether a claim is ‘false’ might be difficult to assess.

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- 2 (a) Source A claims that “The solution to this is the use of variable speed limits.” What must be the effect of variable speed limits on driver behaviour for this claim to be true? [3]

That drivers drive more slowly / observe the variable/lower speed limits [1] and are therefore able to avoid excessive braking [1] because the slower speed means they have more time / need less time to react [1] and make a correct judgement about the amount of braking necessary [1]. Drivers change lanes less often [1]. Drivers travel closer to the car in front [1].

- (b) How useful is the information in Source C about visual and light pollution in evaluating the effectiveness of variable speed limits? [3]

Not useful [1]. These points are not relevant to the question of whether variable speed limits are effective in achieving the aim of reducing congestion [1]. They merely point to some unwelcome side-effects of the policy e.g. light pollution a necessary consequence of this [1]. This may make the policy undesirable but this is not the same as ineffective [1].

- (c) Consider Source D. The M2 has much stricter enforcement of the variable speed limits compared with the other motorways. What impact does this additional information have on an assessment of the effectiveness of variable speed limits? [3]

Given that average speed is considerably less than on the other roads [1] it might suggest that variable speed limits are ineffective [1] if we make the reasonable assumption that drivers stick to these limits more when they are rigorously enforced [1]. However, other conditions on the M2 (e.g. hills/bends) may mean that this is the best speed that can be achieved [1]. We would need to know what the average speed achieved was before variable speed limits were introduced in order to make this assessment [1]. The data about accidents is not relevant to the issue of the effect of variable speed limits on congestion [1]. However, accidents may be a cause of congestion [1].

Balance needed for 3 marks

- (d) How likely is it that variable speed limits will make a significant contribution to easing motorway congestion? Write a short, reasoned argument to support your conclusion, using and evaluating the information provided in Sources A – D. [6]

Level 3 5–6 marks	A strong, reasoned argument, which uses and evaluates all or most of the evidence provided.
Level 2 3–4 marks	A reasonable, simple argument, which uses and/or evaluates evidence.
Level 1 1–2 marks	A weak answer, which makes some reference to evidence but consists of opinion and/or assertion rather than argument or an argument, which makes no reference to evidence.
Level 0 0 marks	No credit-worthy material.

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Indicative content

In Source A there is expert evidence and a convincing explanation to suggest that variable speed limits do make a difference to traffic congestion. The objection of the environmental group in Source C about the unpredictability of traffic flow misses the point that this is a very flexible system that can adjust to changes in traffic flow very quickly. Source B provides further explanation of why the system works in terms of minimising lane changing. However, the data in Source D is inconclusive as we do not know what the average speeds were before the introduction of variable speed limits. Also, we have little information as to whether the speed limits are obeyed or are enforceable. It is possible motorists vary their speed for other reasons e.g. to save fuel costs rather than because of the variable speed limit system. Source B also suggests that there are conditions where variable speed limits are inappropriate and hints that the amount of traffic joining the motorway is a key problem. This would suggest a better solution might be to limit the amount of traffic accessing the motorway rather than trying to minimise congestion once it is on the motorway.

- 3 (a) **Using the exact words from the passage as far as possible, identify the main conclusion.** [2]

2 marks: People should complain more.

1 mark: People should complain more – it is good for them.

- (b) **Using the exact words from the passage as far as possible, identify three reasons used to support the main conclusion.** [3]

- (But) this is because they lack the courage to stand up for their rights / by complaining we stand up for our rights.
- It (complaining) is good for them.
- You should complain when anything is troubling you.
- If service providers get the impression that people never complain then they will become complacent and provide poor service.
- If you complain, then you will stand out from the crowd.
- All this time and effort will be well rewarded.

- (c) **Evaluate the strength of the reasoning in the argument. In your answer you should consider any flaws, unstated assumptions and other weaknesses.** [5]

Level 3 4–5 marks	Evaluation of strength of argument with critical reference to strength/weakness, including some of: flaws, support given by reasons to intermediate conclusions, use of evidence, inconsistency, analogies, assumptions.
Level 2 2–3 marks	Single point of evaluation only (2 or 3 marks). Relevant extended counter-argument / Specific counter-assertions/agreements (2 marks).
Level 1 1 mark	General counter/agreement. Single specific counter/agreement. Weak attempt at a valid point of evaluation.
Level 0 0 marks	Invalid points of evaluation only. Discussion of the topic without specific reference to the passage. Summary/paraphrase of the passage. No relevant comments.

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Assumptions

- Para 1: People have a right to complain.
There are not other reasons (other than lack of courage) for people not complaining.
- Para 2: Speed of completion is the key criterion of good service/a good meal.
Speed of completion is due to good service.
All things that trouble people are capable of solution through action.
Complaining is the only/most appropriate action.
- Para 3: There are no other motivations to give good service.
- Para 4: Reward is sufficient motivation to put in time and effort.

Flaws

- Para 1: Generalisation from those countries where people do not complain to people everywhere.
- Para 2: Post hoc flaw – not clear that the completion time is related to better service. They might just eat more quickly.
Conflation between ‘complaint’ meaning a failure of goods, services etc. and ‘complaint’ meaning expression of woe etc. e.g. when it is raining.
- Para 3: If everybody complains they no longer stand out from the crowd. Moreover they are no longer adhering to the principle of being different and standing out from the crowd.
Element of straw man as attributes position of ‘never complaining’ to people who might oppose the proposition ‘one should complain more’.
Good service is not a sufficient condition to guarantee a good time for all.
- Para 4: That the time and effort is worth it begs the question as to whether we should complain more which is the conclusion the author is trying to establish.

Other lines of reasoning

Much of the reasoning gives little support to the conclusion that people should complain *more*.

It is far less obvious that it is a good policy to complain when there is nothing that can be done about the situation. This would mean the person is ‘whingeing’ etc. As noted in the flaws section, a distinction needs to be made between a complaint about service etc. and complaint about life in general.

It could be argued that whether the time and effort involved in complaining is worth it is relative to how serious the complaint is. It seems a perfectly reasonable position that one should not bother to complain about trivial things and therefore one would oppose the conclusion we should complain *more* which implies we should always complain when there is something to complain about.

One might mount a counter argument against the idea that complaining is quite as effortful as the author maintains. The author rather shoots himself in the foot by giving good reasons *not* to complain more as it is too much hassle.

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- (d) ‘Complaining is good for your health.’
Write your own argument to support or challenge this claim. The conclusion of your argument must be stated. [5]

Level 3 4–5 marks	Developed, coherent argument. Reasons strongly support conclusion. Development may include intermediate conclusion or apt examples. Simply structured argument 4 marks. Effective use of IC etc. 5 marks.
Level 2 2–3 marks	A simple argument. One reason + conclusion 2 marks. Two or more separate reasons + conclusion 3 marks.
Level 1 1 mark	Some relevant comment.
Level 0 0 marks	No relevant comment.

Maximum 3 marks if conclusion is implied but not stated.

Maximum 3 marks if argued to wrong conclusion.

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Indicative content (specimen level 3 answers)

Support

If something has upset you then you often go on thinking about.
 Being upset and preoccupied with something causes stress.
 Stress causes physical health problems such as heart attacks.
 Complaining gets it out of the way and one no longer dwells on it.
 One feels better both mentally and physically if one complains.
 Complaining is good for your health.

Challenge

Many things that trouble us have to be accepted as a fact of life.
 Constantly complaining about such things is futile.
 Such complaining means we have a negative attitude to life.
 A negative attitude to life can adversely affect our health.
 It is better to accept such things rather than constantly complain about them.
 Complaining is not good for our health.