Qı	uesti	on	Answer	Mark	Guidance
1	(a)	(i)	0 √, +2 √	2	NOT 2+
1	(a)	(ii)	nitrogen(IV) oxide ✓	1	ACCEPT nitrogen dioxide (or with no gap between words) or nitrogen(IV) dioxide (with or without gaps) ALLOW nitrogen (IV) oxide ALLOW without brackets round 'IV'
1	(b)		brown (gas) (formed) ✓	1	IGNORE 'colourless' as starting colour
1	(c)		advantage: nitrogen is fixed  OR it (enters the soil and) benefits plants (AW) ✓  disadvantage: Acid rain OR an effect of acid rain eg buildings corroded / increasing acidity of soil / kills trees, increasing acidity of lakes (or rivers) / kills fish  OR toxic  OR causes respiratory problems  OR (tropospheric) ozone formed  OR contributes to photochemical smog ✓	2	idea of benefit to plants (eg: needed by plants / help plants grow / fertiliser / provides nutrients to soil, etc) needed for the 'or' version of the mark  IGNORE 'harmful'/'polluting' for last two points must have idea of giving rise to ozone or photochemical smog IGNORE 'greenhouse gas'
1	(d)	(i)	0.2/24 $\checkmark$ <b>OR</b> 8.3 x 10 <sup>-3</sup> x 24 = 0.2 <b>AND</b> comment that this is the fraction of oxygen in air 0.033(2) <b>or</b> 0.033333 (to 2 or more sf) $\checkmark$ [or standard form]	2	Numbers 0.2 (or 1/5) and divided by 24 must be there OR 1/120 OR 2/240 8.3 x 10 <sup>-3</sup> alone obviously does not score ie do not accept '0.03' Answer alone scores the mark. Working alone does not score ALLOW standard form eg 3.3 x 10 <sup>-2</sup> ACCEPT recurring decimal NOT rounding errors watch out for 3.3 x 10 <sup>-3</sup> (incorrect)
1	(d)	(ii)	$[NO_2]^2/[N_2][O_2]^2 \checkmark$	1	<b>MUST</b> have square brackets <b>NOT</b> 'p' (even if with square brackets) <b>ALLOW</b> $[N_2] \times [O_2]^2$ or $[N_2].[O_2]^2$ <b>NOT</b> $[N_2] + [O_2]^2$ <b>ALLOW</b> '(g)' as state symbols. Others are CON

Qı	ıesti	on	Answer	Mark	Guidance
1	(d)	(iii)	$\sqrt{(\{\text{ans for } [N_2] \text{ from } d(i)\} \times (8.3 \times 10^{-3})^2 \times 4 \times 10^{-19})}$ ✓ <b>OR</b> $\sqrt{([N_2] \times [O_2]^2 \times K_{(c)})}$ <b>OR</b> part numbers part symbols evaluation (eg $[N_2] = 0.033$ gives $9.5(4) \times 10^{-13}$ ) ✓ $(0.0332 \text{ gives } 9.56/9.6 \times 10^{-13})$	3	correct evaluation of correct expression (even if expression is not written down) scores 2  No ecf from d(ii); no ecf for evaluating an incorrect expression, except that omission of the square root and then correctly evaluated (eg 9(.1) x 10 <sup>-25</sup> ) or omission of square on O <sub>2</sub> (eg 1(.1) x 10 <sup>-11</sup> ) score one mark.  A spreadsheet is available for other answers from (d)(i)  Mark sf separately, awarding the mark for any number to one sf.  So proceed as follows:  • check for the three possible answers (with ecf if necessary using spreadsheet) One is worth two, others are worth one  • If no matching answer is present, look for square root expression and award 1 if it is correct  • Award sf mark if relevant
1	(d)	(iv)	K <sub>c</sub> larger ✓ (Forward) reaction endothermic  OR right is endothermic direction ORA ✓  Equilibrium position moves to right/towards products ✓	3	Mark separately No ecf from second marking point incorrect IGNORE references to rates must mention 'position' in connection with equilibrium
1	(d)	(v)	Equilibrium (position) moves to right/products ✓  More molecules/moles on left-hand side/reactants ORA ✓	2	Incorrect effects on $K_c$ are CON of first mark (IGNORE 'no effect')  ALLOW 'it' for 'equilibrium position'  IGNORE 'favours the right-hand side'  ALLOW 'particles' instead of 'molecules'  IGNORE 'more reactants than products' (ie without mention of moles etc)  Mark separately
1	(e)	(i)	HNO <sub>3</sub> → H <sup>+</sup> + NO <sub>3</sub> <sup>-</sup> or HNO <sub>3</sub> + H <sub>2</sub> O → H <sub>3</sub> O <sup>+</sup> + NO <sub>3</sub> <sup>-</sup> ✓ for correct species  ✓ for correct species with arrow (not equm sign)	2	<b>IGNORE</b> state symbols <b>ALLOW</b> HNO <sub>3</sub> + aq $\rightarrow$ H <sup>+</sup> + NO <sub>3</sub> <sup>-</sup> HNO <sub>3</sub> $\rightarrow$ H <sub>3</sub> O <sup>+</sup> + NO <sub>3</sub> <sup>-</sup> scores 1 overall Correct species in square brackets can just score the arrow mark

Qı	Question		Answer	Mark	Guidance
1	(e)	(ii)	$-\log(0.015) \checkmark = 1.82(391) \checkmark$	2	ALLOW 1.8 or more sf. ALLOW 'lg' Answer alone scores 2 marks No ecf from first mark
1	(f)	(i)	$H_2SO_4 + HNO_3 \rightarrow NO_2^+ + H_2O + HSO_4^-$ $NO_2^+ \checkmark \text{ rest correct } \checkmark$	2	ALLOW 2H₂SO₄ + HNO₃ → NO₂⁺ + H₃O⁺ + 2HSO₄⁻ 'rest correct' means all other species correct with 'NO₂ (incorrect sign or no sign)  IGNORE state symbols
1	(f)	(ii)	hydrogensulfate(VI) ✓	1	Mark separately from f(i) <b>IGNORE</b> formula <b>ALLOW</b> 'hydrogen sulfate' and 'hydrogensulfate' (i.e. no '(VI)') <b>ALLOW</b> 'sulphate' replacing 'sulfate'
1	(f)	(iii)	nitration <b>OR</b> nitrating (benzene/aromatics) <b>OR</b> making nitrobenzene ✓	1	ALLOW 'electrophilic substitution of arene'
			Total	25	

Qι	Question		Answer	Mark	Guidance
2	(a)	(i)	CO₂ / carbon dioxide ✓	1	
2	(a)	(ii)	2-hydroxypropanoic acid ✓	1	ALLOW errors in gaps, commas, dashes ALLOW '2-hydroxylpropanoic acid
2	(b)	(i)	one correct 3d representation shown ✓  two correct mirror images of 3d structures and <i>either</i> line between them <i>or</i> the words 'mirror images' ✓	2	ALLOW groups on any carbons ambiguous attachments (eg COOH connected through O)  structures drawn as (but where two lines in the plane are shown (eg left-hand diagram here), they must <b>not</b> be at 90 or 180 degrees to each other)  ALLOW skeletal (or mixed) formulae  ALLOW structures breaking the 'two lines in the plane' rule above for second mark  NOT flat structures
2	(b)	(ii)	1/ one ✓	1	
2	(c)	(i)	it has two: (carboxylic) acid / carboxyl groups / COOH groups ✓	1	ALLOW 'dicarboxylic' and 'diprotic'
2	(c)	(ii)	lactic acid/it has a higher pK <sub>a</sub> value / lower $K_a$ / 3.86 is higher (ORA for malic acid) $\checkmark$ higher pH / lower concentration (or fewer) $\underline{H^{\pm}}$ ions / less dissociation into $\underline{H^{\pm}}$ ORA $\checkmark$	2	Mark separately IGNORE references to 5.13/larger value for malic acid  IGNORE 'less acidic' (which is in the stem) must refer to H <sup>+</sup> or pH

Qı	uesti	on	Answer	Mark	Guidance
2	(d)	(i)	C <sub>3</sub> H <sub>6</sub> O <sub>3</sub> <del>←</del> C <sub>3</sub> H <sub>5</sub> O <sub>3</sub> <sup>-</sup> + H <sup>+</sup> ✓	1	<b>ALLOW</b> $C_3H_6O_3 + H_2O - C_3H_5O_3 + H_3O^+$ <b>OR</b> $C_3H_6O_3 + aq - C_3H_5O_3 + H^+$ <b>IGNORE</b> lactic acid shown as a structural formula <b>IGNORE</b> state symbols <b>watch out for incorrect anion formula</b>
2	(d)	(ii)	$K_a = 10^{-3.86} / pK_a = -\log K_a$ <b>OR</b> $-\log 1.4 \times 10^{-4} = 3.86 \checkmark$	1	No marks obviously for 1.4 x 10 <sup>-4</sup> <b>ALLOW</b> 'inv(erse) log –3.86' or 'log <sup>-1</sup> (–3.86)' <b>ALLOW</b> 'lg' for 'log'
2	(d)	(iii)	$[H^{+}] = \sqrt{(1.4 \times 10^{-4} \times 0.1)} (= 3.74 \times 10^{-3}) \checkmark$ pH = 2.43 $\checkmark$	2	First mark is for working* or correct evaluation Allow ecf for second mark* (if [H <sup>+</sup> ] is smaller than 1 x 10 <sup>-2</sup> ) <b>ALLOW</b> 2.4 or more sf  Correct pH value alone scores two marks  * provided working shows 'H <sup>+</sup> =' or '[H <sup>+</sup> ] ='
2	(d)	(iv)	[salt]/[acid] = $K_a$ / [H <sup>+</sup> ] <b>OR</b> [salt]/[acid] = 1.4 x 10 <sup>-4</sup> / (1 x) 10 <sup>-3</sup> $\checkmark$ = 1.4 x 10 <sup>-4</sup> / 1 x 10 <sup>-3</sup> = 0.14 $\checkmark$	2	Correct answer (to 2 or more sf) scores both marks without working. Allow ecf for second mark for inverse only (7.1429 [to 2 or more sf] or 50/7). This scores one mark even if no working.  ALLOW 1/7.1 OR 7/50
2	(e)		C=O present in ester ✓ no OH/ alcohol (groups) / no alkene ✓  H₃CHC C C C C C C C C C C C C C C C C C	3	Both C=O and ester must be mentioned  IGNORE references to other groups any unambiguous indication of the structure scores  Any additional incorrect structures are CON  NOT CH <sub>2</sub> =CHCOOCH(CH <sub>3</sub> )COOH since alkene C-H is 3000 up  NOT ring with ether and anhydride as it is not an ester

Qı	uesti	on	Answer	Mark	Guidance
2	(f)		HC C O HC C O acid anhydride ✓ rest ✓	2	Any unambiguous indication of the structure scores marks  Any additional incorrect structures are CON  ALLOW any acid anhydride or just the anhydride group for the first mark  ALLOW (-)CO-O-CO(-) for anhydride part of formula
2	(g)	(i)	ethanal ✓	1	
2	(g)	(ii)	OH 	1	Any unambiguous representation of structure scores mark allow ambiguous attachment of any group <b>ALLOW</b> anion formed at OH group / O <sup>-</sup> Na <sup>+</sup> (or any Group I cation)
2	(g)	(iii)	nucleophilic ✓ addition ✓	2	ALLOW any unambiguous indication of the words (eg circling)  Mark separately  Any extra words CON correct answers
2	(g)	(iv)	ammonium ion / NH₄ <sup>+</sup> ✓✓	2	ammonia/ NH <sub>3</sub> scores one mark
2	(h)	(i)	orange/yellow to blue/green ✓ CH₃COOH ✓	2	ALLOW any combinations of these colours but no others should be mentioned ALLOW a more displayed or skeletal formula
2	(h)	(ii)	OH / (secondary) alcohol / hydroxyl (group) (in lactic acid) ✓  (lactic acid) reacts with reagent/acidified (potassium) dichromate gives same reaction / same colour change / same result / can be oxidised ✓	2	'primary/tertiary alcohol' is CON to first mark  mark separately  ALLOW 'both have a colour change'
			Total	29	

Q	uesti	on	Answer	Mark	Guidance
3	(a)		propane-1,2-diol ✓	1	ALLOW errors in dashes, gaps and commas ACCEPT propan-1,2-diol
3	(b)	(i)	co-product is formed in the <u>reaction</u> that produces the (main) product <b>OR</b> co-product is another substance ( <i>AW</i> ) that appears in the main <u>reaction/equation</u> ✓  by-product is formed by side/other/unwanted reactions ✓	2	must imply that co-product is another product of the reaction IGNORE 'process' (instead of 'reaction') IGNORE usefulness in either mark
3	(b)	(ii)	hydrolysis ✓	1	ALLOW 'saponification'
3	(c)		water is only (other) product / water and no other product OR glycerin is made from a renewable/carbon-neutral/ sustainable substance OR no toxic products ✓	1	must imply that it is only water IGNORE 'as a by-product' ALLOW 'high atom economy' (but IGNORE 100%) IGNORE references to energy consumption IGNORE harmful/ 'no pollutants'
3	(d)		increases rate of reaction / faster reaction (AW) ✓ more frequent collisions (AW) ✓	2	IGNORE references to equilibrium IGNORE what is colliding NOT just 'more collisions' IGNORE 'chance of collisions'
3	(e)	(i)	$CH_2$ $CH_2$ $CH_2$	1	Arrow must start and end on bonds (or do so if the lines are continued with the same curvature) Any other arrows on the glycerin structure are 'CON'

Qı	Question		Answer	Mark	Guidance
3	(e)	(ii)	elimination ✓	1	
3	(e)	(iii)	(primary) alcohol / hydroxyl ✓ ketone / carbonyl ✓	2	'secondary' or 'tertiary' CON the alcohol mark Any extra groups CON a correct answer
3	(e)		<ul> <li>a IR: acetol has peak at 1705 – 1725 ✓</li> <li>b C=O / ketone ✓</li> <li>c NMR: acetol has peaks of height/area/ratio 3:2:1 (any order)</li> <li>OR acetol has a peak at 2.0 – 2.7</li> <li>OR two from the following:</li> <li>acetol has 3 peaks</li> <li>glycerin has 4 peaks</li> <li>glycerin has a doublet or triplet at 3.3 – 4.8 ✓</li> <li>d linking no. of peaks with proton/hydrogen environments in either compound ✓</li> </ul>	6	Please place ticks where points scored check it is the correct numerical range  IGNORE references to other peaks  c must mention peaks for this mark.  IGNORE any extra material even if wrong  d (QWC mark linking environments with no. of peaks)  ALLOW if hydrogen environments described rather than number given (eg acetol has CH <sub>3</sub> , CH <sub>2</sub> and OH)  Number of peaks must be stated for either compound and be the same as the number of environments for this mark to be awarded
			e all singlets/single peaks/unsplit/splitting of 1 ✓		e must imply all peaks are unsplit
			f the neighbouring <u>carbons</u> have no hydrogens/protons ✓		f must actually say 'no hydrogens' not just state the rule references to any split peaks loses e but f can be scored if it is made for any peak
3	(f)	(i)	+3 ✓	1	NOT 3+

Qı	Question		Answer	Mark	Guidance
3	(f)	(ii)	no effect ✓ catalyst affects the rate of/speeds up forward and back reactions (equally)  OR affects/speeds up rate of attainment of equilibrium (AW) ✓	2	ALLOW 'only temperature affects $K_c$ ' ALLOW 'provides a route of lower activation enthalpy/energy' IGNORE 'affects rate' without qualification mark separately
3	(g)		calculation of both $M_r$ values correctly $\checkmark$ (glycerin 92, prop glycol 76) % = (9/76) x (92/15) x 100 = 73% $\checkmark$	2	<b>ALLOW</b> 92.0 and 76.0 Answer on its own scores marks without reference to working <b>ALLOW</b> two or more sig figs allow any answer between 72 and 73 (intermediate rounding) <b>ALLOW</b> ecf from incorrect $M_r$ values (if clearly indicated as such or by working)
			Total	22	

Qı	Question		Answer	Mark	Guidance
4	(a)	(i)	H + HCl	2	ALLOW –CH <sub>3</sub> ALLOW H atoms on benzene carbons IGNORE anything written over arrow
4	(a)	(ii)	ethanoyl chloride ✓	1	ALLOW without gap between words
4	(a)	(iii)	electrophilic ✓ substitution ✓	2	Mark separately ALLOW mis-spellings that sound like 'electrophilic' IGNORE 'acylation / acetylation / ethanoylation Other words are CON to correct marks
4	(b)		Aluminium (compounds) are toxic <b>OR</b> HC <i>I</i> is a toxic/corrosive/acidic (gas) / lowers pH of rivers/lakes (etc) ✓	1	must name a product to score <b>ALLOW</b> aluminium chloride giving HC <i>I</i> with consequences of this
4	(c)	(i)	$(C_2H_5)_4N^+$ 4 tetrahedral 107 – 110 PF <sub>6</sub> <sup>-</sup> 6 octahedral 90 $\checkmark$ for each row; two if all correct, one if one error	4	No ecf ALLOW 'tetrahedron' and/or 'octahedron'
4	(c)	(ii)	small/weak ( <i>AW</i> ): electrostatic attraction / attraction between ions / force between ions / ion-ion bonds / ionic bonds ✓  small amount of energy required: to separate (ions) / break/overcome forces of attraction (or bonds) ✓	2	IGNORE 'intermolecular', named imb, 'ion-dipole' for first mark IGNORE answers that discuss removing electrons from ions first mark is for describing bonds between ions and implying they are weak  ALLOW breaking of any imb for second mark, provided energy is mentioned. second mark is for saying that little energy is required to break attraction/bonds AW  mark separately

Question	Answer	Mark	Guidance
4 (d) (i)	CHCI₃ or more displayed ✓	1	<b>ALLOW</b> CHBr <sub>3</sub> <b>ALLOW</b> triphenylmethane structure with one or two benzene rings replaced by C <i>I</i> or Br (eg CHC $I$ (C <sub>6</sub> H <sub>5</sub> ) <sub>2</sub> or C <sub>13</sub> H <sub>11</sub> C $I$ or C <sub>7</sub> H <sub>6</sub> C $I$ <sub>2</sub> )
4 (d) (ii)	<ul> <li>a electrons excited/move up ✓</li> <li>b to (higher) energy level ✓</li> <li>electron movement</li> <li>c difference in levels related to frequency / ΔE = hv ✓</li> <li>relation between energy and frequency</li> <li>d ΔE/energy gap or frequency is lower the greater the delocalisation / larger the chromophore ORA</li> <li>OR comparison of size of energy gap (eg 'bigger gap for benzene' or 'big gap for benzene and small gap for dye') ✓</li> <li>comparison of benzene and dyes in terms of ΔE</li> <li>e more delocalisation/larger chromophore for dyes than benzene ORA ✓</li> <li>reason: difference in delocalisation</li> <li>f uv has: high frequency/low wavelength/more energy (than visible) ORA</li> <li>OR benzene absorbs higher frequency than visible ORA ✓</li> <li>difference between uv and visible</li> </ul>	6	'electrons move to higher energy levels' scores both a and b QWC: only award point b if marking point a has been scored IGNORE references to d-orbitals and ligands  c ALLOW E = hv but only in context of energy gaps ALLOW 'f' for 'v' in E = hv  d ALLOW in terms of excitation energies (eg 'it takes more energy to excite benzene's electrons')  ALLOW 'conjugated system' for 'chromophore/delocalisation' in d and e  e ALLOW comment just for benzene or dyes, provided it is a comparison (eg 'benzene has less delocalisation'). Award for eg 'dyes big delocalisation, benzene small' in different parts of answer  If electrons dropping down and emission of light mentioned, max 2 out of 6  Please place cross where 'emission' (AW) is mentioned

Qı	ıestio	n	Answer	Mark	Guidance
4	(e)		<ul> <li>a (Kekule structure would form) C<sub>6</sub>H<sub>6</sub>Br<sub>2</sub> or C<sub>6</sub>H<sub>6</sub>Br<sub>4</sub> or C<sub>6</sub>H<sub>6</sub>Br<sub>6</sub> or their structures ✓</li> <li>b (Actual product is) C<sub>6</sub>H<sub>5</sub>Br or its structure ✓</li> </ul>	5	Please place ticks where points scored a and b ACCEPT structures without specific reference to where they come from ALLOW skeletal structures ALLOW correct names (1,2-dibromocyclohexa-(3,5)-diene, (1,2,3,4,5,6-)hexabromocyclohexane; bromobenzene) but IGNORE names if structures given ALLOW full descriptions (eg 'one bromine added on each end of one double bond')
			c substitution AND addition mentioned correctly ✓		c IGNORE type of addition/substitution
			<b>d</b> benzene/delocalised structure is stable / addition removes stability ✓		
			e benzene has delocalisation/ has delocalised electrons ✓		e 'delocalisation'/'delocalised' must be spelled correctly at least once (QWC)
			Total	24	

Question		n	Answer	Mark	Guidance
5	(a)		3d¹0 4s² ✓	1	ALLOW either order ALLOW upper case letters but numbers must be superscripts
5	(b)	(i)	$Zn^{2+}(g) \rightarrow Zn^{3+}(g) + e^{(-)} \checkmark$	1	<b>IGNORE</b> any state symbol on the electron <b>ALLOW</b> $Zn^{2+}(g) - e^{(-)} \rightarrow Zn^{3+}(g)$ Zn symbol must be correct to score
5	(b)	(ii)	d <sup>10</sup> / full (3)d ✓	1	'd' must be stated
5	(b)	(iii)	ZnSO <sub>4</sub> ✓	1	
5	(c)		$ZnCl_2\cdot 2H_2O \rightarrow ZnCl(OH) + HCl + H_2O \checkmark$	1	IGNORE state symbols ALLOW Zn(OH)Cl or either without brackets (but must be OH not HO) ALLOW the zinc salt product hydrated with one water (correctly represented as ' ` H <sub>2</sub> O') eg 'ZnCl(OH)·H <sub>2</sub> O' ALLOW ZnCl <sup>+</sup> + OH <sup>-</sup> for salt
5	(d)	(i)	lattice enthalpy/energy (of zinc chloride) ✓	1	ALLOW 'lattice formation energy/enthalpy' ALLOW 'enthalpy change of lattice (energy/enthalpy)', 'lattic' for 'lattice' IGNORE ΔH <sub>LE</sub> etc IGNORE signs
5	(d)	(ii)	(Sum of enthalpy changes of hydration) = −2772 ✓  Expression: (Sum of enthalpy changes of hydration) + 2734 ✓  evaluation of answer (–38) (with ecf) ✓	3	correctly evaluated <i>look to see if marked on diagram</i> expression or correct evaluation  ALLOW –(–2734)  –38 scores three overall*; (+)38 scores two overall* +325 scores two overall* –5506 scores two overall* +685 scores two overall* 325 or –325 score one overall*  * whether any working shown or not

Question		n	Answer	Mark	Guidance
5	(d)	(iii)	broken: hydrogen bonds (in water) ✓ ionic bonds / electrostatic forces / ion-ion bonds (in lattice) ✓ made: ion-(permanent) dipole bonds/forces ✓	3	Extra wrong bonds mentioned are CON to correct bonds IGNORE the species linked by the bonds (eg 'Zn and Cl')
5	(e)		<ul> <li>a Entropy is a measure of disorder</li> <li>OR entropy (implies) more ways of arrangement</li> <li>OR entropy measures number of ways of arrangement ✓</li> <li>b (Particles in) solution (often) more disordered / have more ways of arrangement (than solids) ✓</li> <li>c Ca ions:         <ul> <li>have large numbers of/more water molecules clustered round/</li> <li>OR attract large numbers of/more water molecules</li> <li>OR are greatly/strongly hydrated</li> <li>OR have strong attraction to water molecules ✓</li> </ul> </li> <li>d Entropy loss of water / more order in water ✓</li> </ul>	4	Please place ticks where points scored a If 'disorder' or 'ways of arrangement' are qualified it must be by plural 'particles', 'ions', 'molecules', or '(quanta of) energy' NOT singular 'particle' etc, 'compound', 'atoms' or 'element' which CON correct words IGNORE 'substance' b IGNORE 'liquid' for 'solution'; must imply dissolving ALLOW 'molecules' or 'ions' or 'solute' for 'particles' NOT just 'higher entropy' c 'Ca' can be implied eg 'small highly charged ions' must say 'many' water molecules or 'strongly' hydrated d must refer to water
5	(f)		<b>a</b> (Solubility) increase $\checkmark$ <b>b</b> $\Delta S_{tot} = \Delta S_{sys} - \Delta H/T \checkmark$ <b>c</b> $\Delta H/T$ gets smaller as T gets bigger (AW) $\checkmark$ <b>d</b> $\Delta S_{tot}$ gets more positive / less negative / increases $\checkmark$	4	Please place ticks where points scored $ \begin{array}{l} \textbf{b} \ \textbf{ALLOW} \ \Delta S_{tot} = \Delta S_{sys} + \Delta S_{surr} \ \ \textbf{and} \ \Delta S_{surr} = -\Delta H/T \\ \textbf{look out for this in any part of the answer} \\ \textbf{c} \ \textbf{ALLOW} \ `-\Delta H/T/\Delta S_{surr} \ \text{gets less negative'}' \ `\Delta S_{surr} \ \text{increases'}' \\ \ `-\Delta S_{surr} \ \text{decreases'} \\ \textbf{IGNORE} \ `\Delta S_{surr} \ \text{decreases'} \ `-\Delta H/T \ \text{decreases'} \\ \textbf{d} \ \textbf{ALLOW} \ `total \ \text{entropy gets'} \ \textbf{IGNORE} \ \text{just `entropy gets'} \\ \end{array} $
			Total	20	