



General Certificate of Education

Applied Information and Communication Technology 8751, 8753, 8756 & 8759

IT02 ICT and Organisations

Report on the Examination

2009 examination - June series

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Unit 2: ICT and Organisations (IT02)

General Information

It was noted that a number of new Centres had started the Specification for the first time this series. For these Centres it is recommended that in addition to this Examiners' Report, those for the previous series are studied as they contain much detail that may be of use.

For both units Centres should ensure that the current version of the Marking Grid is used. These can be obtained from the AQA website. Some portfolios were marked using the 2007 or 2008 versions. Most assessors included clear page references that indicated where marks had been awarded, which is most helpful and all centres should endeavour to do this.

In both units the evaluation required is of the solution produced, rather than of the candidate's performance.

A large number of portfolios were presented with clear teacher annotation to support marks awarded. This was much appreciated.

The majority of candidates provided portfolios that were organised in the way suggested at Standardisation Meetings. The portfolio should be split into three parts, each clearly identified:

- The first is where the candidates provide evidence that they have researched and reported on, the use of ICT within named organisations of different types and size
- The second part is a formal report, written for a non-IT strategic manager (or similar named person) describing the use of ICT within one named organisation and how it meets the data handling needs of the organisation
- The third part of the portfolio is where the candidate can provide supporting evidence.

Some candidates did not make these distinctions in their portfolios and this was reflected in the marks that they were able to gain.

Some candidates did not include sufficient variety in the named organisations that they carried out research on to obtain all the marks available in AO2, Rows 1 and 2 – for example by looking at two commercial organisations instead of one commercial and one public organisation.

Many of the formal reports seen were very clearly laid out with all the elements that could be expected in this type of report. Other candidates did not appear to know how to lay out a formal report and did not gain the marks available for a formal structure, an index, appropriately captioned illustrations, footnotes or correct header / footer. Before attempting this task candidates should be familiar with examples of formal reports and the word-processing facilities that are used when creating them. Several examples were seen with hand-written indexes and tables of contents. These should not have been credited.

Within the formal report it must be emphasised that what is expected is that candidates will look at the ICT system(s) that are used by an organisation. Some candidates discussed word processing and similar desktop applications, rather than systems used for carrying out business functions, which should not have been awarded marks.

The description of communication that is required in AO2, Row 4 is the electronic communication that is carried out by the system being described. For example, some

candidates showed how the stock control system, which they were reporting on, communicated electronically with an EPOS system and also with supplier's order systems.

Some candidates discussed changes to the working styles of employees within their chosen organisation, referring to the skills now required to carry out their jobs, working whilst commuting on the train; the use of mobile technology such as portable PDAs and so on and received good marks for their descriptions. Many candidates included evidence of changes to working practises, rather than working styles; or merely included comments such as "...speeds up processes...or allows the work to get done faster...". These could not gain any credit. Other candidates have included general comments on how working practises have changed since the introduction of ICT, but not linked this in any way to the organisation they have been discussing. These examples could not gain any credit.

The last row of AO3 assesses the candidate on whether they have taken steps to check the content of the formal report for accuracy and meaning. Many candidates showed that they had checked the report, which is sufficient for one mark. However, the author of the report is not the best person to check for accuracy and meaning. For two marks it is expected that the candidate will ask someone else to check the report. Better portfolios showed that the client, or someone similar, had made comments on the draft of the report and full marks were awarded where the candidate had taken action, as a result, to improve the report.

Mark Ranges and Award of Grades

Grade boundaries and cumulative percentage grades are available on the [Results statistics](#) page of the AQA Website.