



## **General Certificate of Education**

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

**IT04            ICT Solutions**

## **Report on the Examination**

*2009 examination - June series*

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*Dr Michael Cresswell Director General.*

## Unit 4: ICT Solutions (IT04)

Candidates produced a variety of work, much of which was accurately assessed. Generally there appeared to be good understanding of the portfolio and assessment requirements.

While Internet research is a necessary part of this unit, centres should note that to avoid the possibility of plagiarism, candidates should ensure that they correctly state the sources of all material used.

Good use was made of teacher witness statements, though it should be noted that these must refer specifically to the individual candidate and clearly state what **that** candidate has done. The best teacher witness statements are those that are produced on headed paper, and state specific assessment criteria, together with what the candidate has done to meet them.

The portfolio requirements for this unit are split into two parts –the first being research and workshop tasks; the second being the production of a specification for a **standalone** computer system for a specified client. To gain the full marks available candidates must clearly distinguish between the two items.

Many candidates had neglected to discover sufficient detail about what their clients wanted to be able to do with their systems and descriptions of items such as the amount of backing store required, or processor speed, were often not related to any potential use by the client.

Candidates should provide evidence that they have carried out research into what hardware and software is available that could meet the requirements of a client, and in the process of doing so discuss the various options. All sources of information should be recorded clearly. Many candidates had carried out extensive research but had not clearly stated their sources of information, or explained how the various options explored could meet the client's needs. If only one option is provided, then only 1 mark can be gained on AO1, Rows 1 and 2.

AO1, Row 4 caused particular difficulty in adhering to the “left-to-right” rule for awarding marks on one row of the Marking Grid. Unless candidates show clear evidence of completing the practical tasks (setting file permissions / user rights, taking security measures) on this row, they cannot progress to the higher marks. Adequate screen shots with commentary, witness statements and/or photographs would be seen as good evidence that these tasks were accomplished. A significant number of candidates provided screen shots of file attributes being set. This is not the same as setting file permissions for users and meant that candidates who only set file attributes were not able to achieve marks on this row. For the third mark on this row, a good backup strategy could reasonably be expected to include the “what, where, when and who” of the backup strategy being recommended. Many candidates did not specify the when so limiting the marks that could be achieved on this row.

Most candidates did recommend a specification for a standalone computer system for the client. Some candidates provided highly detailed specifications that gained high marks and demonstrated a great deal of understanding of current hardware, software and workstation furniture and layout. Few candidates provided full information about the cables or connectors necessary for their specification, but some of those who did provided very high quality images and descriptions that gained all the marks available on AO3, Row 5. Candidates must identify both cables and connectors to gain credit here. For 2 marks, they must also relate these to their solution and state how they will be used.

The section on ergonomics was attempted by most candidates but a very large number failed to gain all of the marks available. AO2: Rows 2, 3 and 4 of the marking grid require candidates to relate the ergonomics of hardware, software and workstation layout/furniture to the context, i.e. the needs of the client for whom they are producing the specification. Therefore, to be awarded 1 mark, these issues must be related to client's needs. Further, to award 2 or more marks, candidates must provide evidence of using the Internet to research possible hardware, software and workstation furniture options (note this means more than one option). Screen shots of websites used, or website addresses listed in a bibliography would be seen as good evidence.

Candidates are expected to test their solution. Good evidence of testing for this unit is likely to include client feedback on the specification provided. This feedback might take the form of letters, emails, other authenticated forms of communication or detailed witness statements from the teacher.

### **Mark Ranges and Award of Grades**

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