



General Certificate of Education

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

IT02 ICT and Organisations

Report on the Examination

2010 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 the Reports on the Examination for previous series' are studied as they contain much detail that may be of use.

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 2009 versions, which were amended prior to the current academic year. Most assessors included clear page references that indicated where marks had been awarded, which is most helpful. Where the only annotation of the Marking Grid is a tick it is often difficult to understand why or where marks have been awarded.

The evaluation required in Assessment Objective 4 is of the solution produced, rather than of the candidate's performance.

Unit IT02: ICT and Organisations

The quality of much work submitted was very high, with some candidates gaining maximum, or near maximum marks.

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

- The first is where candidates provide evidence to show that they have researched the use of ICT within named organisations of different types and size and looked at different types of ICT system within them
- The second part is a formal report, written for a non-IT strategic manager (or similar named person) describing the use of an ICT system 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 were often unable to gain high marks as a result.

Some candidates did not ensure that the organisations that they reported on in the first section of the portfolio were sufficiently different to obtain all the marks available in AO2, Rows 1 and 2 – for example only two commercial organisations were reported on, instead of one commercial and one public organisation. To achieve full marks, as stated above, the organisations must cover the full range of public, commercial, large and small.

Many of the formal reports seen were very clearly laid out with all the elements that could be expected in this type of report. It was disappointing that a large number of 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. Candidates should remember that the reports should be written for a professional client, who will require a document that is

well organised, presentable and useable. Unless the report is all of these things then it is not possible for the report to be awarded high marks.

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. Instead of describing ICT systems, some candidates discussed CCTV, word processing and similar desktop uses of ICT, which should have been awarded no, or very low, marks.

The description of communication that is required in AO2, Row 4 is not a description of communication types within the organisation. What is required is a description of how the system being described communicates with other ICT systems. For example, some candidates showed how the rail information system, which they were reporting on, communicated electronically with customer's mobile phones by sending SMS messages if the train that they were intending to catch was delayed.

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 wireless PDA's and so on and received good marks for their descriptions. However, a substantial number 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 should not gain any marks.

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 and the Marking Grid was amended this year so that it will more clearly reflect this requirement. Candidates whose peers, or the teacher who was assessing the work, had checked their report should not be awarded the second mark. Better portfolios showed that the client, or someone similar, had made comments on the draft of the report and full marks could be 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.