



**General Certificate of Education (A-level) Applied  
June 2012**

**Applied Information and  
Communication Technology**

**IT02**

**(Specification  
8751/8753/8756/8757/8759)**

**Unit 2: ICT and Organisations**

***Report on the Examination***

---

Further copies of this Report on the Examination are available from: [aqa.org.uk](http://aqa.org.uk)

Copyright © 2012 AQA and its licensors. All rights reserved.

**Copyright**

AQA retains the copyright on all its publications. However, registered schools/colleges for AQA are permitted to copy material from this booklet for their own internal use, with the following important exception: AQA cannot give permission to schools/colleges to photocopy any material that is acknowledged to a third party even for internal use within the centre.

Set and published by the Assessment and Qualifications Alliance.

The Assessment and Qualifications Alliance (AQA) is a company limited by guarantee registered in England and Wales (company number 3644723) and a registered charity (registered charity number 1073334).  
Registered address: AQA, Devas Street, Manchester M15 6EX.

## IT02 – ICT and Organisations

### General Comments for ITPA/1

It is highly recommended that exemplar work from the previous series is perused by teachers prior to assessing their own candidate's work. This allows work submitted for assessment to be compared with the standard set by AQA.

The Marking Grids were unchanged from the previous series, though centres are requested to ensure that they check on the AQA website for the current version. 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.

In all AS units the evaluation required in Assessment Objective 4 is of the solution produced, rather than of the candidate's performance.

### General Comments for IT02

The quality of much work submitted was 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 of similar size and scale 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. In addition the candidates must describe the **role** of an ICT system within the organisation, not just describe in general terms what ICT is used.

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 some candidates did not 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 assessment 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 structure 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 and their role within the organisation. Some candidates discussed the systems without describing what they were used for (their role).

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. If a candidate is describing an organisation wide system that has many modules but limited communication with external systems, then the communication between modules may be described.

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 will 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. Better portfolios showed that the client, or someone similar, had made comments on the draft of the report. This could best be seen where the person checking had given their name, position or role and a signature. These were often accompanied by a statement of required corrections or a statement regarding the accuracy of the content. 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.