



Centre-assessed work Marking Grid 2012

GCE Applied ICT (8751/3/6/9) Unit 15: Supporting ICT Users (IT15)

Centre name:

Centre no:

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Candidate name:

Candidate no:

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This form should be completed and attached to the candidate's work and retained at the Centre, or sent to the moderator as required.

Assessment Objective 1 (AO1): Practical capability in applying ICT (up to 17 marks)

Row	1 mark	2 marks	3 marks	4 marks	Marks
1	Candidate has identified a range of straightforward hardware and software problems.	Candidate has clearly identified a range of straightforward hardware and software problems.	Candidate has clearly identified a range of complex hardware and software problems. Also provided records to show how users had been kept informed of progress in resolving problems.		
2	Candidate has identified requests requiring the installation or un-installation of software and requests that required changes to software settings.	Candidate has successfully identified requests requiring the installation or un-installation of software and requests that required changes to software settings.	In addition, candidate has provided records to show how users had been kept informed of progress in resolving problems.		
3	Candidate has designed solutions to the problems identified.	Candidate has designed effective solutions to the problems identified.	In addition, candidate has explained how each solution would solve the problem.		

Row	1 mark	2 marks	3 marks	4 marks	Marks
4	Candidate has implemented solutions to some of the problems and recorded details of the problems.	Candidate has successfully implemented solutions to some of the problems and recorded clear details of the problems.	In addition, candidate has explained why it was not possible to implement solutions for other problems.	In addition, candidate has organised records in such a way that would allow similar problems to be solved in the future.	
5	Candidate has produced a 'help-sheet' that lists the steps to be taken to carry out a specific task.	Candidate has produced a revised 'help-sheet', following feedback from users.			
6	Candidate has shown an awareness of safety related to working with computer equipment whilst supporting users.	Candidate has recorded details of the steps they took to ensure safety when working with computer equipment whilst supporting users.			

Assessment Objective 2 (A02): Knowledge and understanding of ICT systems and their roles in organisations and society (up to 7 marks)

Row	1 mark	2 marks	3 marks	Marks
1	Candidate has briefly described the potential users of the support service.	Candidate has fully described the potential users of the support service.		
2	Candidate has stated the potential users' roles within the organisation.	Candidate has clearly described the potential users' roles within the organisation.		
3	Candidate has described the current support provision within the organisation.	In addition, candidate has stated how the planned service will improve that provision.	Candidate has given detailed information about the current support provision within the organisation and about how the planned service would improve that provision.	

Assessment Objective 3 (AO3): Apply knowledge, skills and understanding to produce solutions to ICT problems (up to 18 marks)

Row	1 mark	2 marks	3 marks	4 marks	5 marks	Marks
1	Candidate has investigated the need for the provision of a support service.	Candidate has planned the provision of a support service following investigation.	Candidate has planned the provision of a support service to meet a need identified through investigation.	Candidate has planned the provision of a support service to meet a need identified through investigation and gathered feedback on it from users of the service.	Candidate has refined the provision of the support service after evaluation and feedback from the service users.	
2	Candidate has suggested the design of documents (paper or electronic) that could be used to record problems identified.	Candidate has produced documents (paper or electronic) that could be used to record details of the problems identified and their solutions.	Candidate has refined their documents after evaluation.			
3	Candidate has suggested a recording system that allows the systematic cataloguing of problems and their solutions.	Candidate has produced a recording system that allows the systematic cataloguing of problems and their solutions.	Candidate has refined their recording system after evaluation			
4	Candidate has suggested the content for a guide to accessing the support service.	Candidate has produced content for a guide to accessing the support service that was appropriate to meet the service users' needs.	In addition, candidate has gathered feedback about it from the service users.	Candidate has refined the content of the guide after evaluation and feedback from the service users.	Candidate has justified the final design of the guide in terms of the needs of the service users.	
5	Candidate has suggested the format of a guide to accessing the support service.	Candidate has produced a guide to accessing the support service whose format was appropriate to meet the service users' needs.				

Assessment Objective 4 (AO4): Evaluate ICT solutions and own performance (up to 28 marks)

Row	1 mark	2 marks	3 marks	4 marks	Marks
1	Candidate has provided a brief description of actions taken to solve the problem.	Candidate has described actions taken to solve the problem and has identified some strengths, weaknesses and areas for improvement in their actions.	Candidate has described and reviewed actions taken to solve the problem and successfully identified strengths, weaknesses and areas for improvement, and has made appropriate changes as a result.	Candidate has described and critically reviewed actions taken to solve the problem in detail and successfully identified strengths, weaknesses and areas for improvement. Candidate has made appropriate changes as a result of this evaluation and provided an explanation.	
2	Candidate has provided some evidence of time management or planning.	Candidate has provided a list of tasks as evidence of time management or planning, with an estimate of times required.	Candidate has provided a detailed list of tasks as evidence of time management or planning, with an estimate of times required.	Candidate has also fully monitored their progress, in carrying out the tasks, against the estimated times.	
3	Candidate has met some of the deadlines set for the project.	Candidate has monitored their progress and met most of the deadlines set for the project.	Candidate has met most deadlines set for the project and made comments that show their understanding of the need to monitor their progress throughout the life of the project.	Candidate fully monitored their progress in meeting deadlines throughout the life of the project. If any deadlines have been missed, reasons have been documented and explained.	
4	Candidate has provided evidence of carrying out simple testing of the solution.	Candidate has provided evidence of carrying out simple testing appropriate to some client needs.	Candidate has provided evidence of carrying out detailed testing appropriate to client needs.	Candidate has provided evidence of carrying out detailed testing appropriate to client needs and has detailed steps taken to rectify failed tests.	
5	Candidate has provided some evaluation criteria for the solution.	Candidate has provided both qualitative and quantitative evaluation criteria, some of which are appropriate to assess if the client needs have been met.	Candidate has identified qualitative and quantitative evaluation criteria that are appropriate for assessing whether client needs have been met and has designed a detailed test plan to take full account of the evaluation criteria.	Candidate has identified qualitative and quantitative evaluation criteria appropriate to client needs and designed a comprehensive, fully documented, test plan to take full account of the evaluation criteria.	

Row	1 mark	2 marks	3 marks	4 marks	Marks
6	Candidate has attempted to evaluate the solution.	Candidate has evaluated their solution and identified some strengths, weaknesses and areas for improvement.	Candidate has critically evaluated their solution and successfully identified strengths, weaknesses and areas for improvement.	Candidate has critically evaluated their solution and successfully identified strengths, weaknesses and areas for improvement, relating them to the client needs.	
7	Candidate has used written expression in a non-specialist way.	Candidate has used written expression with some specialist vocabulary to organise information.	Candidate has used written expression with suitable specialist vocabulary to organise and interpret information.	Candidate has used written expression with appropriate specialist vocabulary to organise and interpret information within complex subject matter.	

Assessment objective	Maximum mark	Mark awarded
A01	17	
A02	7	
A03	18	
A04	28	
Total	70	