



General Certificate of Education

Information and Communication Technology 2520

**Unit 4 Coursework: Practical Issues
Involved in the Use of ICT in the
Digital World**

Report on the Examination

2010 examination – January series

Further copies of this Report are available to download from the AQA Website: www.aqa.org.uk

Copyright © 2010 AQA and its licensors. All rights reserved.

COPYRIGHT

AQA retains the copyright on all its publications. However, registered centres 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 centres 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.

General Comments

This was the first session that INFO4 work was presented for moderation. The project reports seen were generally well presented and included evidence for all sections.

A good range of solutions had been developed by the candidates; these solutions included training materials, websites and database management systems.

It was pleasing to note that teachers at most centres made good use of the marking grid provided by AQA. For each row on the grid teachers indicated the mark obtained, where the evidence could be found and often provided a brief commentary as to why a mark had been awarded. Thank you, the moderation team found that this information really aided the process of moderation.

Background and Investigation

Nearly all candidates provided a full introduction to the organisation investigated that included the type, purpose and size of the organisation, and the scale of operation. Where several candidates from one centre are using the same organisation it is expected that this introduction would be similar but it should always be written by each individual candidate in their own words. Most candidates provided evidence of the use of two or more investigation techniques with better candidates clearly explaining why the techniques chosen were appropriate for the investigation conducted.

Analysis and Deliverables

Not all candidates stated the scope of the project, identifying exactly what areas the solution was to cover. Following the investigation of the existing situation candidates need to describe the solution they intend to develop in order to fulfil the client's requirements. Most candidates described their proposed system, identified deliverables, processes and users' skills that would inform the subsequent design process. Better candidates provided evidence to show that their findings had been checked by their client.

Design

Nearly all candidates provided alternative design solutions to the problem; fewer candidates objectively considered alternative design solutions in relation to their client's requirements. Most candidates provided a design and evidence that the design had been amended in the light of comments from the client. Few of the reports seen provided evidence to show that the final design had been approved by the client and also included an explanation of how the design met the client's requirements.

The development plans presented by the candidates varied in quality. Better candidates' plans included implementation, testing, installation/introduction and training. The best plans clearly related to the candidate's client's requirements and agreed deliverables with agreed deadlines and expected durations for each part of the plan.

Testing and Documentation

All candidates include evidence of testing their solution. However, centres are reminded that the specification states 'Testing should concentrate on the testing of complete processes and the system as a whole. Evidence of functional or unit tests, for example for validation or the backing up of one file, is not required'.

The documentation agreed with the client should be tested by the users it was produced for to ensure that it is appropriate for their needs and that it meets the client's requirements.

Evaluation

Candidates need to evaluate their implemented solution by critically considering:

- the solution as a whole, its strengths, weaknesses and areas for improvement;
- whether the solution is proven to meet each of the stated evaluation criteria and each of the identified client's requirements;
- the strengths and weaknesses in the approach they have taken and how to improve performance on a similar project in the future.

The above should be cross referenced to supporting evidence provided in the 'Testing and Documentation Section'.

Report

Most candidates provided a well-structured report that made good use of the software available. Candidates should ensure that all the screenshots included in the report are easily readable.

Mark Ranges and Award of Grades

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