



**January 2020**

**Level 3 Nationals  
Information Technology**

**Unit 1  
Information Technology Systems  
(31760H)**

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## Grade Boundaries

### What is a grade boundary?

A grade boundary is where we set the level of achievement required to obtain a certain grade for the externally assessed unit. We set grade boundaries for each grade, at Distinction, Merit and Pass.

### Setting grade boundaries

When we set grade boundaries, we look at the performance of every learner who took the external assessment. When we can see the full picture of performance, our experts are then able to decide where best to place the grade boundaries – this means that they decide what the lowest possible mark is for a particular grade.

When our experts set the grade boundaries, they make sure that learners receive grades which reflect their ability. Awarding grade boundaries is conducted to ensure learners achieve the grade they deserve to achieve, irrespective of variation in the external assessment.

### Variations in external assessments

Each external assessment we set asks different questions and may assess different parts of the unit content outlined in the specification. It would be unfair to learners if we set the same grade boundaries for each assessment, because then it would not take accessibility into account.

Grade boundaries for this, and all other papers, are on the website via this link: <http://qualifications.pearson.com/en/support/support-topics/results-certification/grade-boundaries.html>

## Unit 1: Information Technology Systems

Grade	Unclassified	Level 3			
		N	P	M	D
Boundary Mark	0	13	25	37	49

# Introduction

This was the sixth series of the new specification for Information Technology, and as such, the six time that assessment has been via an externally set examination rather than via centre based internal assessment.

The question paper followed the same format as the June 2019 paper and the sample assessment materials published on the Pearson website. Four scenarios were used for assessment; each scenario broken down into a number of questions which assessed a range of specification topics. Learners were expected to demonstrate knowledge and understanding of the specification topics and apply this knowledge to the given scenarios.

The intention is to offer as broad a coverage as possible for all areas of the unit content. Questions have varying weightings attached to them, with 2 to 6 marks for the lower demand questions and 6 to 12 marks for questions where an extended response was required, such as discussion, analysis or evaluation.

Extended response questions were marked using a 'levels based' approach to assessment. The overall quality of the response was considered rather than the specific number of points gained. There was also a focus on the use of suitable technical and vocational language and terminology within each response. In line with the June 2019 paper there were only five extended questions on the paper.

In this series there was one diagram question, marked using a level based approach.

The remainder of the questions on the paper were assessed using a 'points based' approach, where learners gained marks by identifying, for example, a benefit or drawback related to the scenario and then gaining additional marks for giving appropriate expansion(s).

## Introduction

In general learners are coping slightly better with this type of external assessment, although trends identified in June 2019 are still in evidence.

Learners often failed to read the questions carefully and provided responses which did not answer the question set and were therefore not mark worthy.

Others failed to gain all of the marks available on short response questions by not looking carefully at the number of marks available for a question. The marks shown in brackets on the paper indicate the number of points required in the response.

As in June 2019, only a minority coped well with the long answer questions, where clear and detailed answers covering all sides of an argument or scenario were required and in many instances learners showed lack of knowledge of the overall specification content with some blank responses.

# Individual Questions

## Question 1

The scenario for this question was based around a community group that has been set up to encourage local people to become involved in the community.

The community group provides local news and information and is looking to replace the current printed newsletter with an online version.

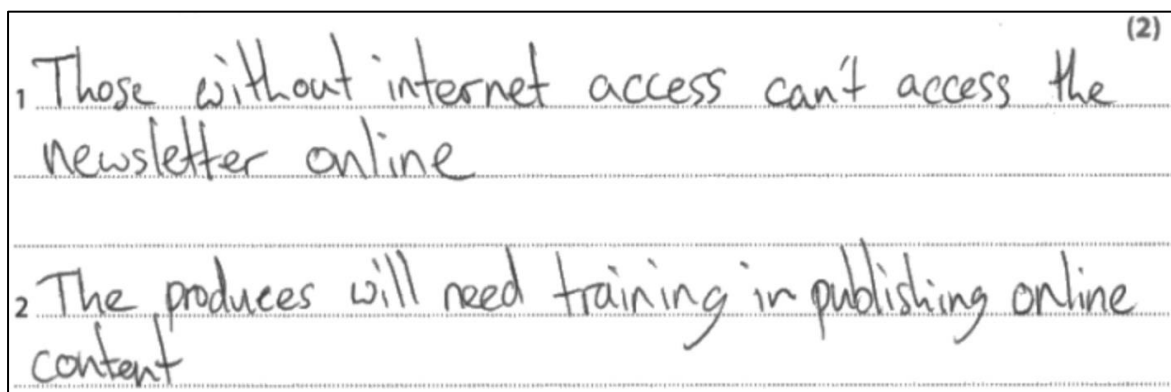
### Q01ai

Learners were asked to give two drawbacks to members of the community of replacing the printed copy with an online version.

The question was marked using a points-based system, learners gaining two marks for identifying two drawbacks. Majority of learners gaining 1 mark for mentioning one from the first three mark points.

Very few learners mentioned they wouldn't be able to access the newsletter if the site went down, or difficult to read if accessing on a mobile device.

This candidate was awarded 1 mark. The first response gains a mark for 'without internet access they can't access the newsletter online'. The second response was not mark worthy.



The following work was awarded 2 marks. The first response gains a mark for 'may not have the knowledge'. The second response gains a mark for 'may not have the equipment'.

- 1 Some members may not want to go online (may not have the knowledge)
- 2 Some people may not have the equipment to go online such as a phone, tablet ecc.

### Q01aii

Learners were asked to give two benefits to members of the community of replacing the printed copy with an online version.

The question was marked using a points-based system, learners gaining two marks for identifying two benefits. Majority of learners gaining 1 mark for mentioning one from the first three and last mark points.

Very few learners mentioned incorporating digital features and quicker updates.

This candidate gained 1 mark. The first response was not mark worthy. The second response gains a mark for '... access online rather than going to the shops. It is more convenient', just enough to award a mark for 'e-newsletter can be viewed wherever/whenever'.

- 1 Cheaper. They no longer need to ~~print out~~ <sup>staff</sup> or a service to print the news letters. This means they want need to pay ~~as an online version will have to be free~~ and it will be cheaper. (2)
- 2 Ease of use. Many people will find it easier to access it online rather than going to the shops. Its more convenient.

This candidate gained 2 marks. The first response gains a mark for 'can access the online version at home or on the go' (anytime/anywhere). The second response gains a mark for 'members can share the newsletter'.

- 1 Can access the online version at home or on the go
- 2 ~~Community~~ members can share the newsletter to encourage others to get involved

### Q01bi and Q01bii

One of the community group members wants to include a BITMAP image in the newsletter. She has to send the image as an email attachment and has been asked to convert the file to JPEG format.

Learners were required to explain one benefit and one drawback to the community group of converting the file from BITMAP format to JPEG format.

The question was marked using a points-based system, learners gaining two marks for the benefit and two marks for the drawback. The marks were spread with the majority of learners gaining 1 or 2 marks. A large percentage of learners did not achieve any marks which was due to the answers being the wrong way around.

This response did not gain any marks. The learner reversed the explanations and had them the wrong way around.

A JPEG image would make the image more clear, therefore allows the picture to be more visible in comparison to BITMAP where it's more pixelated.

(ii) Explain **one** drawback to FCG of converting the file from BITMAP (.bmp) format to JPEG (.jpg) format.

(2)

A JPEG image ~~is larger~~ requires more file size than a BITMAP image which means Kerry would need more storage in order to convert the image.



This response gained 4 marks. The first response gains the marks for '... she reduces the file size', 'which makes it quicker to transfer and save'. The expansion mark is just enough to award against 'faster to download'. The second response gains the marks for 'quality of the image may be lower', 'and could be more distorted'.

It becomes an easier file to save, transfer and import so that it can be included on the newsletter. By doing this, she reduces the file size which makes it quicker to transfer and save.

(ii) Explain **one** drawback to FCG of converting the file from BITMAP (.bmp) format to JPEG (.jpg) format.

(2)

The quality or pixels of the image will be lower and could become more distorted which would overall reduce the quality of the newsletter.

### Q01c

Learners were required to explain the roles of Simple Mail Transfer Protocol (SMTP) and Internet Message Access Protocol (IMAP) in the transmission of emails.

The question was marked using a points-based system, learners gaining 2 marks each for an explanation of SMTP and IMAP. Majority of learners gaining between 1 and 3 marks, with a small number achieving the full 4 marks.

The following gained 1 mark. The first response gains 1 mark for '... how emails are sent'. The second response is not mark worthy.

#### SMTP

Simple mail transfer protocol is how the E-mails are sent between two people

#### IMAP

internet message access protocol allows for the sending and reception of E-mails

This response gained 4 marks. The first response was awarded 2 marks for 'allows emails to be sent', 'from one email server to another'. The second response was awarded 2 marks for 'allows users to receive emails', '... to access the mail server to view the email'.

#### SMTP

Simply allows emails to be sent from one mail server to another allowing the receiver to open the email which is sent by the sender.

#### IMAP

IMAP is the protocol which allows users to receive emails over the transmission of the internet and allows user of the system (receiver of the email) to access the mail server to view the email.

## Q01d

Learners were required to describe how keeping the antivirus software up to date reduces the risks of viruses on the computer. Some learners did not achieve a mark because they misread the question and described antivirus software in general.

The question was marked using a points-based system, learners gaining marks for their descriptions of updating antivirus software reduces risks of viruses on the computer. Majority of learners gained between 1 and 3 marks, with a few gaining the full 4 marks.

This response did not gain any marks. The learner describes antivirus software rather than describing how keeping the antivirus software up to date reduces the risks of viruses.

(4)

Kerry having a antivirus software is a benefit not only for her but her business as an antivirus software monitors all the running programs from her computer and if she has downloaded a file that contains malware or viruses the antivirus software will remove that virus safely and this will protect all her files but also keep the performance of her computer running fast. Also keeping her antivirus regularly up to date will stop or reduce the risks of hackers trying to get into her computer.

The response shown below gained 4 marks. The learner describes the need for keeping the antivirus software up to date, '... lots of new virus' are created every day', '... every day, antivirus software needs to be updated so it can identify the patterns in the virus', '... they update their databases', 'where previously identified malware is recorded'.

Since a lot of new virus' are ~~are~~ created every day, antivirus software needs to be updated so it can identify the patterns in the virus' and terminate ~~the~~ them. They also update their databases, where previously identified ~~the~~ malware is ~~stored~~ recorded so that it can be easily identified if it gets onto the computer.

### Q1e

This was the first level based extended question on the paper. Learners were asked to discuss how the community group can ensure that the social media site provides a positive user experience for the online community. 2 and 5

The majority of learners scored between 2 and 5 marks (Level 1 and 2).

The following response was placed in Level 1 mark band. The learner makes two points about accessibility and security which demonstrates isolated elements of knowledge and understanding. The response is generic to social media and not linked to the context in the question, with limited discussion.

FCG has to ensure that the site is compatible for users to make sure that they can use the social media site. Accessibility is also a huge factor as some users may have disabilities that may mean they struggle when using a device so making sure the site is accessible for users is a big part of the site.

FCG has to also ensure that the social media site is secure for the users and that data stored is kept safe and not vulnerable from hackers that may take advantage of the data stored. As well as this, they will need someone to constantly run the social media site to ensure that if the users need help, there will be somebody there to help them do it.

This response was placed in Level 3 mark band. The learner has demonstrated accurate knowledge and understanding with minor gaps and omissions. Most of the points raised are relevant to the context in the question, with a developed and logical discussion. The response considers a range of different aspects and how they interrelate.

The learner has discussion at least one point from each section: 'needs to be easily accessible and easy to use', 'accessibility features'.

Additional relevant details include: 'could set up a login to access', 'to prevent hate comments and online abuse', 'can upload photos and videos for the community to share', 'should have the correct security ... use a report it button'.

FCG can ensure a positive user experience by using features given by the social media site. For example, FCG can use chatrooms for the community to discuss topics and opinions, they could set up a login to access the community page to prevent hate comments and online abuse. FCG can also upload photos and videos for the community to share that allows everyone to have a positive impact on the community.

The social media site would have to include the correct security system to make sure that the community is only influenced in a positive manner. Many sites use a 'Report it' button that will ensure that any negativity is reported.

The site also needs to easily be accessible, and easy to use, especially when there are some people that may find using the internet difficult. Accessibility features are useful as they can help people view the screen easier by using e.g. <sup>making</sup> the font size bigger.

## Question 2

The scenario for this question was based around a college that has a local area network (LAN) that can be access by students on-site and remotely.

### Q2a

The college restricts access to the server room by a keypad entry system where a four-digit code is issued on a weekly basis to authorise entry to users.

This was a points based question where the learners were required to explain two ways in which an ID card entry system makes access to the server room more secure than a keypad entry system. Two marks were to be awarded for identification points and two for the expansion.

In general learners made a good attempt at the question, with most learners gaining between one and three marks. Most marks were awarded for identifying that the four-digit number could be seen or guessed, and an ID card was unique. They expanded mostly to say they know who was entering the room.

This response gained 2 marks. The first response gains 1 mark for '... someone may watch them entering the code' identification for first mark point. The second response gains 1 mark for 'it will track who has entered' expansion for sixth mark point.

1 When using a keypad entry system if people who do have access do not cover the keypad when entering the code someone may watch them entering the code and enter after they have left. However, with an ID card the card will be on their person which makes it less likely for this to occur.

2 When using an ID card it will track who entered as it will have their name and photo on it this allows them to find out easily who is accountable for a security breach.

This response gained 4 marks. The first response is just enough to gain the full 2 marks for the whole response for identification and expansion for the sixth mark point, 'an ID card ... is something personal that identify an user. There is only one copy of each'. The learner shows an understanding that ID cards are unique and can identify a person.

The second response is just enough to gain the full 2 marks for the whole response for identification and expansion for the fifth mark point, 'if someone manages to steal your ID card you can report to the college ... so if someone tries to access using that card can be stopped before accessing ...'. The learner shows an understanding that the college can deactivate lost cards, which will prevent anyone gaining access if they find the card.

accessing with an  
1. ID card is more secure because is something personal that identify an user. ~~There are~~ there is only one copy of each. ~~no~~ with a keypad entry system if someone else manage to learn the four-digit code can access all the data on the server without being ~~noticed~~

2. ~~no~~ If someone manage to steal your ID card you can immediately report to the college that you lost your ID card so if someone tries to access using that ID card can be stopped before accessing unauthorised information

### Q02b

Following on the theme from **Q02a** learners were asked to describe the process used by the system to authenticate passwords to allow access to the system.

Most learners achieved between 1 and 3 marks. A number of learners did not gain any marks because they did not read the question correctly and described passwords in general rather than how they worked.

This response was awarded 0 marks. Learner explains how to create an account with a username and password.



When first gaining access students are asked to create an account with a username and password which they need to remember in order to continue gaining access. The username and password will need to consist of certain characters in order for it to be secure. For example they could use validation e.g. format check this will mean that the username will have to look a certain way for example SmithJohn17 if it does not then they will not gain access. Also when creating passwords the system will also provide verification checks this is when the user must type in their password twice to make sure it's ~~the~~ suitable and meets the criteria of what it should look like.

This response was awarded 4 marks. The response has outlined '... passwords will be stored somewhere on the server', 'when students enter their username and password, it is checked against the records ... to see if they match anything', 'if they do, access is granted', 'if they don't they have to enter something different and try again'.

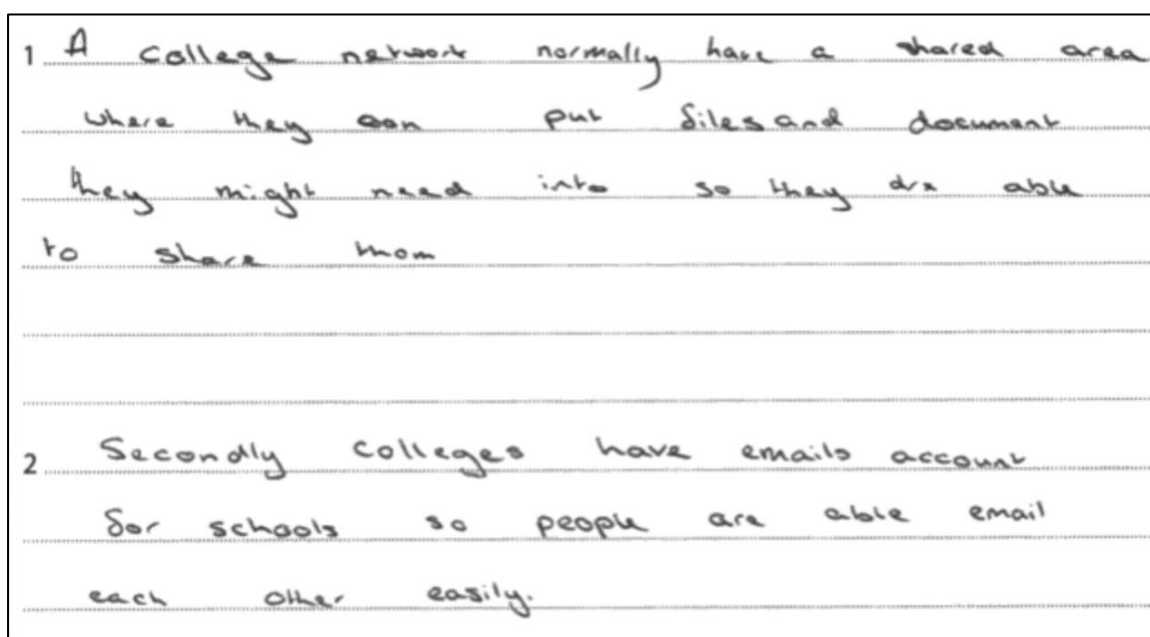
Their usernames and passwords will be stored somewhere on the server. When the students enter their username and password, it is checked against the records in the credentials file to see if they match anything. If they do, access is granted. If they don't, they have to enter something different and try again.

## Q02c

The learners were required to explain two features of the college network that students can use to work collaboratively.

The majority of learners scored 0, 1, or 2 marks. Most candidates did not appear to have understood what was being asked in this question. Most answers focussed on collaboration rather than features of the college network to collaborate.

This response was awarded 1 mark. The first response gains 1 mark for 'shared area'. The second response is not mark worthy.



1. A college network normally have a shared area where they can put files and document they might need into so they are able to share them.

2. Secondly colleges have email accounts for schools so people are able to email each other easily.

This response was awarded 4 marks. The first response gains 2 marks for 'shared area', 'allows students to access ...'. The second response gains 2 marks for '... can be worked on together through programs such as OneDrive', 'allowing multiple people to work on the same document simultaneously'.

- 1 A shared area allows students to access resources saved there by teachers or other students allowing all of them to obtain what they need.
- 2 Documents can be worked on together through programs such as OneDrive allowing multiple people to work on the same document simultaneously.

### Q02d

This was the second level based extended question on the paper. In the college, many students use personal laptops to access the college network which can have implications for the security of data stored on the network.

Learners had to discuss systems and procedures the college and students could use to keep data on the network secure when students access the network using their personal laptops.

The majority of learners scored between 1 and 6 marks (Level 1 and 2). The learners who scored higher marks gave structured responses. Majority of marks linked into L1 or L2 band rather than L3, due to lack of depth or lack of developed process. Discussions seemed to be too general, missing out key terms.

This response was awarded Level 1, 3 marks. The learner has demonstrated isolated elements of knowledge and understanding with major gaps or omissions. The points made are relevant to the context in the question, but there is limited general discussion. Little consideration of different aspects given, 'update with latest antivirus', 'malware'.

The learner has given a response from two different perspective but there is a very narrow discussion.

The students could stay up to date with the latest antivirus and anti-malware software. This would keep data on the network secure as they wouldn't accidentally upload a file from their laptops which has malware in it to the network. The students should also be careful about what they are choosing to upload to the network, as uploading a file with malware could lose them, ~~the~~ or others, their work.

The college could also regularly scan the network with an antivirus to make sure no malicious software has been uploaded. They ~~can~~ <sup>should</sup> also scan files which are being attempted to be uploaded to the network to check whether they are safe to have or not.

This response was awarded Level 3, 8 marks. The learner has demonstrated accurate knowledge and understanding with minor gaps or omissions. Most of the points are relevant to the context in the question with a developed and logical discussion that considers a range of different aspects and how they interrelate. They have discussed 'usernames and passwords', 'antivirus', and 'firewall'.

One procedure they can implement is a username & password system to allow them to use the remote desktop connection. This ~~will~~ could be changed weekly, in order to prevent non-college students from accessing the LAN.

The college could ask for students to bring their laptops into the college in order for anti-virus software to be installed & carry out checks on the computer. If students laptops are found to have malware/viruses on their laptop, they will not be given the username & password needed to use the remote desktop connection.

The college can implement a hardware firewall on to the server, so any incoming traffic from outside the college onto the network will have to pass through the firewall & pass its checks in order to access the network.

The college could back up the data on the network using cloud storage on a remote server, so that in the case of a breach/loss of data, some of the data will be recoverable. This would help to allow the college to operate as normal in the event of an attack.

### Question 3

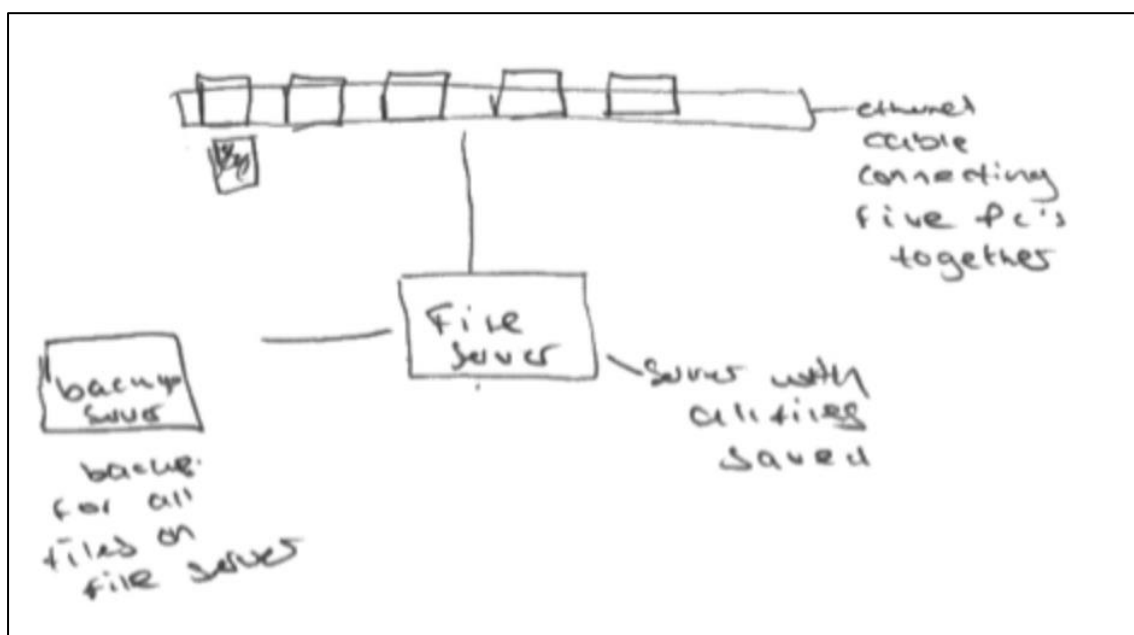
The scenario for this question was based around a small company that is moving to a purpose-built office. The company have asked an IT expert for advice about suitable IT systems. They have recommended a local area network (LAN) that provides wired connections for five PCs, file and backup servers, network printers, secure internet access and wireless access for laptops and other mobile devices.

#### Q03a

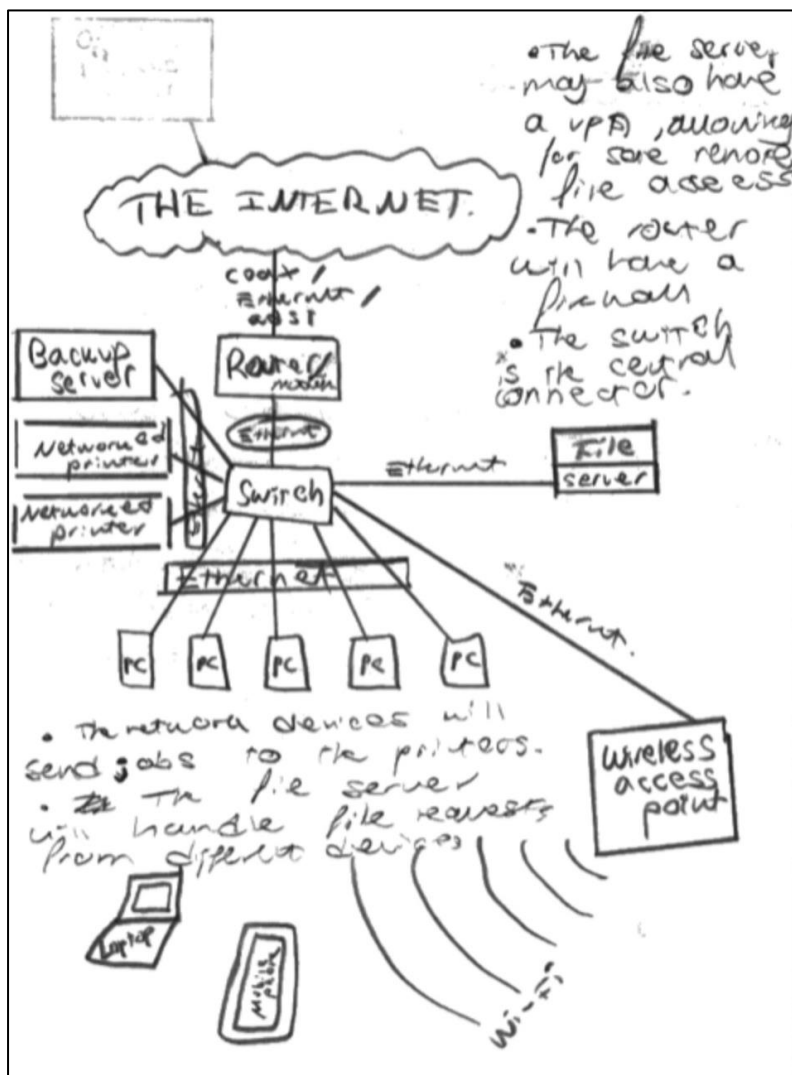
Learners are required to draw a diagram to show the setup of the LAN that includes devices, connections and annotations.

The majority of learners scored between 2 and 4 marks (Levels 1 and 2).

The following response gained Level 1, 2 marks. Diagram provides coverage of mostly appropriate devices, but has omitted the printers and mobile devices. Wired connection type has been highlighted, but has omitted wireless connections. Some annotations have been included.



The following response gained Level 3, 6 marks. Diagram provides thorough coverage of appropriate devices that fully meet the requirements of the scenario. Wired connection types are shown with accurate annotations.



### Q03b

The small company have chosen a LAN with five PCs and wired connections. Learners have to explain two implications of using wired rather than wireless connection.

Majority of learners achieved 2 marks. The learners gained marks for the identification, but lost marks for their expansion. Most marks were awarded for 'signal is reliable / stable', 'secure', 'no mobility' 'tripping hazards' and 'faster'. A lot of learners discussed cost as an implication without realizing wireless also costs.

This response was awarded 1 mark. The first response gains 1 mark for 'wired PC's cannot be or are more difficult to move around'. The second response is not mark worthy.

1. Wired PC's cannot be or are more difficult to move around so are not portable, which makes it difficult for the user to use their PC somewhere else.

2. Wired PC's can not be used remotely by the user, the user can not work at home or gain access from somewhere else.

This response was awarded 4 marks. The first response gains 2 marks for 'health and safety risk', 'of tripping over a cable'. The second response gains 2 marks for 'higher bandwidth', 'better upload and download speeds'.

1. A wired connection means you have there is a greater health and safety risk of tripping over a cable, and cables can become unplugged or damaged very easily.

2. A wired connection will give a more reliable connection with a higher bandwidth, ~~so~~ meaning the computer will have better upload and download speeds.

### Q03c

A network operating system will be installed on the file server, and learners were required to describe two roles of a network operating system apart from 'security'.

Few learners gained marks, and the learners that did mainly were awarded for mentioning 'memory management', 'multi-tasking' and 'device drivers'. Some learners described operating systems in general.



This response was awarded 2 marks. The first response gains 2 marks for 'manages memory', 'makes sure enough memory is being used for each task'. The second response is not mark worthy.

1 One role of a network OS is that it manages ~~the~~ memory ~~in the~~ This means it makes sure enough memory is being used for each task.

2 Another role of a network OS is that it manages the

This response was awarded 6 marks. The first response gains 3 marks for 'memory management', 'allocate blocks of memory to programs ...', 'decides how much memory each program gets ...'. The second response gains 3 marks for 'device drivers', 'communication with peripheral devices', 'translates signals from peripheral devices and translates it into ...'.

1. Memory management is another role of the operating system. This will allocate ~~the~~ blocks of memory to programs so multiple programs ~~can~~ can run at once. It decides how much memory each program gets and decides when to unallocate memory. The operating system will track and protect applications from each other to ensure they don't over write each other.
  
2. The operating system controls and uses device drivers. Device drivers are used for communication with peripheral devices. It translates signals from peripheral devices and translates it into something the operating system can understand. It tells the operating system what the device does and how it can be used. The peripheral device is put in a buffer until it can be used.

### Q03d

Learners have to discuss the implications for the company of using cloud storage for backup rather than an on-site server.

Most learners achieved between 1 and 6 marks (Levels 1 and 2).

Lots of learners seemed to misread the question and discussed cloud storage in general.

This response gained Level 1, 2 marks. The learner demonstrated isolated elements of knowledge and understanding with major gaps / omissions. The points made were relevant to the context in the question, but there is limited general discussion. Little consideration of different aspects. Learner discusses 'remote access'.

Using a cloud storage can benefit the company quite a lot as cloud storage can be accessed on any computers, ~~and~~ because it is better than an on-site server because this server only allows for users to access data when they are logged on to the company computers. Cloud storage can also be easily accessed out home which can help the employees to produce good work.

The saved data on the cloud storage can be accessed any time and anywhere without having any problems. Because this is a backup storage it won't need to be activated so far it to be used as it automatically detects any data that needs to be stored.

Overall the cloud storage for backup is better than on-site-server as it is easy to use, it saves and saves a lot of time.

This response gained Level 3, 8 marks. Learner has demonstrated accurate knowledge and understanding with minor gaps / omissions. Most of the points are relevant to the context in the question, and the learner has given a developed logical discussion that considers a range of different aspects and how they interrelate.

Using cloud storage will help protect back-ups from a disaster event which could happen to the building. If the building were to flood or be ~~hit~~ <sup>on</sup> fire the main file server as well as the back-up would be destroyed, leaving the company without their crucial data needed for operations. Data being stored off-site on the cloud would prevent this. Cloud storage is managed by the service provider which means the company won't have to worry about maintenance and organization as this is managed for them. This also means they won't need to train or employ a specialist to maintain their back-ups on their on-site server saving them money. Cloud is an internet based service which means it is susceptible to potential malicious users accessing their backed-up files. By having the back-ups onsite directly connected to the network it would decrease this threat. By using cloud the company also has limited control on the structure of the system and how data is stored. ~~What~~ <sup>This</sup> type of control would be available if they maintained their own onsite server.

## Question 4

The scenario focusses on a financial services company relocating to a smaller office. Following the move they are going to offer some employees the option to work from home.

### Q04a

The learners are required to discuss how technology enables employees to work effectively from home, whilst considering factors affecting access to systems and data, communication and data security.

This question was well attempted by most learners although, the breadth of answer was somewhat generic with the learners discussing general remote working. This resulted in learners gaining between 1 and 4 marks (Level 1).

This response was awarded Level 1, 4 marks. The learner has demonstrated isolated elements of knowledge and understanding with major gaps / omissions. One point has made which is relevant to the context in the question 'data security. Work can be sent encrypted ...'.

Additional generic point shave been given with limited discussion, 'access data from anywhere with mobile devices', '... rather than having to travel to and from work ...', and 'communciate using emails'.

Employees will have access to systems and data to help them work effectively. Rather than having to travel to and from work, employees have more time to work. Employees can access the data from anywhere with mobile devices.

Employees will have ~~an~~ communication to help them work effectively. Rather than a manager calling a ~~meeting~~ meeting for all employees, they can send them an email. For those who understand ~~quicker~~, will save time, and have more time to work. Employees will have this communication from applications like email or devices like phones.

Another way technology enables employees to work from home is data security. Work can be sent encrypted and then decrypted using the received key while physical mail can be stolen easily.

Technology also enables to do work faster. Employees can at home type up a document quickly without having worry about handwriting mistakes or spelling mistakes as the computer sets that out.

Home personal computers are also possibly better than office work computers. This difference in technology will make it easier and more effective to do work at home.

This response was awarded Level 3, 9 marks. The learner has demonstrated mostly accurate and thorough knowledge and understanding with minor gaps or omissions. Most points made are relevant to the context in the question, with clear links. There is a well-developed, logical discussion which considers a range of different aspects and how they interrelate.

With advances in technology employees can effectively work at home as long as they have an internet connection to connect with their work server. In order to access the system and data workers could use a VPN connection (Virtual Private Connection) which will allow them to safely and securely connect to their work local area network. Since GBA provides financial services and ~~to~~ advice to clients it is important that all data is kept secure due to the fact that bank details ~~are~~ may be stored, so the use of a VPN connection which essentially passes data through a 'funnel' will ensure that it is secure.

In terms of communication it is extremely easy for workers to communicate with each other through the use of emails, instant messages and social media. When employees work from home they will still be able to contact other employees to ask for help or to ask questions. Employees will also be able to communicate with their clients using this method as long as both people have a secure internet connection. Employees could also

Use VoIP (voice over the Internet protocol) to communicate through methods such as Skype which will allow employees and clients to ~~to~~ essentially talk face to face over the Internet. Data security is an important factor to consider when working from home especially due to the fact sensitive information is being ~~transferred~~ handled. To ensure data is secure all employees should ensure that anti-virus software is on their devices and is up to date to prevent any viruses ~~to~~ which could put the data at risk.

#### Q04b

The company has decided to update all of its IT systems due to their age and the learners are required to evaluate the advantages and disadvantages of updating. They should consider the impact on the company and their employees, making a recommendation on whether to proceed with the update.

The majority of marks were awarded between 5 and 8 marks (Level 2).

This response was awarded Level 1, 4 marks. The learner has demonstrated isolated elements of knowledge and understanding with major gaps / omissions. Few points made are relevant to the context in the question. The learner has provided limited evaluation which contains generic points. A brief attempt at a conclusion.

Learner discusses the old laptops for the first part of the response which gains no marks.

'updating the IT systems will make them more secure ...'; '... improve productivity especially for the employers that will be working from home'; '... employees may need to be trained to use the newer IT systems'.



Some of GBA's IT systems are over 5 five years old. They are very much outdated which means they lack the features of ~~performance~~ ~~performance~~ and security that newer and updated IT systems have. In terms of security outdated IT systems, <sup>means GBA</sup> are more prone to data loss or being hacked. ~~update~~ GBA's employees ~~that~~ will also work at home are prone to ~~lose~~ data loss or hacking, especially if they have outdated IT systems. Updating ~~these~~ IT systems will make them more secure which will protect against data loss or hacking. In terms of features, ~~newer~~ older IT systems will lack the features that allow them to be faster, ~~and~~ and more efficient. ~~newer~~ updated IT systems will bring in these new features that could also improve productivity especially for the employees that will be working from home. This overall benefits the system but one disadvantage that could come ~~in~~ if all IT systems are updated is that the employees

may need to be trained to use the <sup>newer</sup> ~~newer~~ IT systems especially as they are over five years old there could be drastic changes. ~~newer~~ In conclusion I would recommend GBA to proceed with the update of its IT systems. ~~as~~ as it would improve the company as a whole. ~~log~~

This response was awarded Level 3, 10 marks. The learner has demonstrated

mostly accurate and detailed knowledge and understanding with minor gaps or omissions. Most points made are relevant to the context in the question, with clear links. There is a well-developed, logical evaluation which considers different aspects and competing points.

'staff ... so they need training', 'training will consume a lot of money and time', 'downtime for the implementation of the new system ... wasting and losing money and time', 'have a maintenance team', 'they will be more efficient'. Attempt made to include a brief conclusion.

Updating all of its IT systems, GBA needs to consider that their staff will not know how to operate them as in the last 5 years they used the same systems, so they need training. Training for the employees will consume a lot of GBA's money and time.

The company should be aware ~~they~~ that they will need a down-time for the implementation of the new systems. GBA may lose customers in this down-time, which means that they are wasting and losing money and time.

GBA needs also to have a maintenance team that is capable of solving ~~at the~~ all problems that the new systems may have because in 5 years, a lot of ~~upta~~ new features can be added in.

GBA should take all of these to see how much money and time they are going to waste. It is a good idea of updating the systems as they will be more efficient and performant, but I recommend that they can do it in stages because all of the systems updated it's risky and too dangerous for the company.



## Summary

Based on their performance on this paper, learners should:

- Ensure they read the scenario to gain an understanding of the context of the question
- Ensure they read the questions carefully to enable them to answer the question fully and gain the higher mark bands

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