

# L2 Lead Examiner Report 1903

March 2019

BTEC Level 2 Technical Diploma in Digital Technology (Data Management, Digital Applications, Networking and Cybersecurity) and Pearson BTEC Level 2 Technical Certificate in IT Technical Support in IT Sector.

For Unit 5: IT Service Solutions (21262K)

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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:

<https://qualifications.pearson.com/en/support/support-topics/results-certification/grade-boundaries.html?Qualification-Family=BTEC-Level-2-Technical>

### Unit 5 : IT Service Solutions.

Grade	Unclassified	Level 2		
		Pass	Merit	Distinction
<b>Boundary Mark</b>	0	14	21	29

## Introduction

This was the third series of the new specification, and as such, the third time that this unit has been externally assessed.

The exam paper followed the format identified in the sample assessment materials. The paper was split into four questions. Each question required learners to demonstrate knowledge and understanding of a range of specification topics and apply this knowledge to the scenario. Each question is weighted in accordance to the specification design.

Each of the questions were marked using a 'levels based' approach to assessment where the overall quality of the response was considered rather than the specific number of facts stated from the indicative content, although this obviously had a bearing on the quality of the response. More detail can be found below in the individual question section of the report.

## Introduction to the Overall Performance of the Unit

This report has been written to help you understand how learners have performed overall in the exam. For each question there is a brief analysis of learner responses. You will also find examples of learner responses to the questions that have been well answered. These should help to provide additional guidance. We hope this will help you to prepare your learners for future examination series.

Learner performance varied throughout the paper. The style of the assessment is challenging due to the depth and breadth of knowledge required to fully address the demands of the paper. Each question demanded depth of knowledge and across the paper this also required breadth as each of these questions examined different areas of the specification.

Unfortunately, some of learners did not make full use of the stimulus material provided in the question and either wrote generic responses or did not actually answer the question but wrote about a different area of knowledge.

The emphasis in this paper is on learner's application of their knowledge to a variety of IT related situations. The higher mark bands focused on the ability to demonstrate application rather than the ability to recall theory. Learners that were able to access higher marks for these questions were able to apply their knowledge and understanding to the stimulus and provide realistic and appropriate responses. It will

be important for learners to have practice in doing this in their preparation for the assessment and for centres to use the level-based mark schemes in the SAM when preparing learners for this assessment in future.

It is essential that centres stress to learners the need to read the stimulus information carefully before they answer questions and to be prepared to use this information within their responses. Where learners are unable to apply the stimulus in their answer it will significantly restrict the number of marks learners can receive. Generic responses will only gain limited credit.

## Individual Questions

### Tasks

The following section considers each question on the paper, providing examples of popular learner responses and a brief commentary of why the responses gained the marks they did. This section should be considered with the live external assessment and corresponding mark scheme.

#### Task 1

Learners were required to complete an IT service catalogue to explain the benefits and drawbacks of current working practices. There were 9 marks available for this task.

#### Assessment guidance

Assessment focus	Band 0	Band 1	Band 2	Band 3
Activity 1: IT service catalogue	0	1–3	4–6	7–9
	No rewardable materials.	Generic benefits and drawbacks may be presented rather than linking knowledge and understanding related to the given IT service catalogue and the organisation's needs.  Limited or inaccurate use of specialist terms and technical language.	Explanation of benefits and drawbacks are mostly supported through linkages and application of knowledge and understanding related to the given IT service catalogue and the organisation's needs.  Some appropriate and accurate use of specialist terms and technical language.	Explanation of benefits and drawbacks are supported throughout by linkage and application of knowledge and understanding related to the given IT service catalogue and the organisation's needs.  Appropriate and accurate use of specialist terms and technical language.

The learner has included a range of benefits and drawbacks for each service currently in place. They refer to the services given in the scenario and on the template (word processing, spreadsheets and landline telephone) and they make sense. There is an understanding of the services with appropriate consideration of the scenario rather than just generic statements although not all areas are linked. A mark of 7 has been awarded.

Service name	Service description	Benefits	Drawbacks
Word-processing software	Used to: <ul style="list-style-type: none"> <li>store ingredients and recipe information</li> <li>store customer details including any intolerances</li> <li>keep track of stock</li> </ul>	<ul style="list-style-type: none"> <li>The benefits of having your store Ingredients and recipe information on a word document is it is easy to access as the document will be saved under something regarding ingredients and recipe information meaning it will be easy to find for whoever is needing access to the document.</li> <li>Storing customer details on a word document is a good idea because it can be laid out as a table so each customers details are separated avoiding confusion.</li> <li>Keeping track of stock on a word document is a really good idea as you can list each thing with the stock information next to it so it will be very visible that the stock has been counted correctly.</li> </ul>	<ul style="list-style-type: none"> <li>The drawback of having the ingredients and recipe information on a word document is if you have saved it under 'store ingredients and recipe information' for example that could just be for that particular week so if you need to look for some information from a certain recipe from 2 weeks ago you may go on the wrong document and collect information on a recipe that is old. To avoid this confusion the business could start saving there information on recipes and store ingredients under 'store ingredients and recipe information 05/07/19' this will now make things a lot clearer.</li> <li>The fall down on storing client information on a word document is that the business need to be 100% sure that the devices they are using have been updated and are clear of any viruses before putting anyone's name phone number or address on there. To avoid this information falling into the hands of somebody it shouldn't they ill also need to make sure all the client information is also backed up to a server. Also Katie needs to be able to trust her colleagues as it's only a word document anyone of the workers and go onto the computer and take anyone's information they wanted so Katie should put a password on this that only she knows to avoid anything like this happening.</li> <li>Keeping track on a word document is a downfall as there will be so much stock going on one document things could get mixed up or something could get put next to something else and if a worker is in a rush and needs to know how much flour there was last week they could look at something completely different and right that down stock count should be put onto a spreadsheet which is made for things like this.</li> </ul>
Landline	Used to communicate with	The benefits of using a landline for all of this in the	The drawbacks of using a landline for all these things
telephone	suppliers, customers and staff, including: <ul style="list-style-type: none"> <li>taking orders</li> <li>arranging delivery information</li> <li>contacting suppliers</li> <li>getting feedback from customers</li> </ul>	business is that it will make the process of all of these things a lot quicker. Doing all of this over an email you could come across not that interested or you may come across that not much effort is going into the customer's cake. By phoning your customer you will be able to understand exactly what the customer wants whilst making conversation with them making them feel comfortable that they are in good hands and that there cake is going to be just the way they want it. Also a customer can ring the store and give you feedback which you could reply with asking them to put there opinion and experience with your business on your website. Arranging delivery information on the phone will be quick and easy for yourself and the driver as times addresses and other information will get sorted really quick making things run smoother.	is that nothing is being written down or noted anywhere. <ul style="list-style-type: none"> <li>Taking orders on a landline is a drawback because if you and the customer are in conversation and they have said they want blue icing on just one tier you may completely forget that they have said that and say to the baker to just do it as it comes originally . To avoid this happening the business should send a confirmation email as soon as they get of the phone and send it to the client to check that everything that was discussed on the phone was heard and understood correctly.</li> <li>Arranging delivery information on a landline you could give the wrong address out and if there is only one phone call made and the driver does not ring there store back they will automatically think that that is the correct address for this order. If the driver turns up and the cake is wrong and was meant for a different address this is going to look bad on the business. To prevent this from happening the business will need to supply a tablet with the driver to have on them all of the time whilst completing deliveries son as soon as they have got off the phone to the driver they can email them the information they have just said on the phone, to make sure that everything came across clearly.</li> <li>Contacting suppliers and getting feedback from customers first of all contacting a supplier by landline anyway is quite unprofessional the business should write a formal email to the supplier addressing exactly what is happening and explain particularly what they need doing so the store and the supplier are both on the same page and both have a clear view on what needs to happen and be produced.</li> <li>Getting customer feedback is all well and good as someone taking the time to ring the store to give you good feedback is good , if they have enjoyed there experience with you , your</li> </ul>

			<p>business should already have Facebook page and you could ask the client whether they would like to put there feedback on your page so everyone can see it and even people who follow your page on Facebook could send this feedback to a friend who they know will need a cake soon. Also you replying to your customer on Facebook for example 'we are so glad you and your family enjoyed your cake from us hopefully hear from you again in the future' this to people who have never had a cake from you before that you and your team are really interested in your business and about your clients opinion and experience with you.</p>
Spreadsheet software	<p>Used to record:</p> <ul style="list-style-type: none"> <li>staff working hours</li> <li>costs of cake ingredients</li> </ul>	<ul style="list-style-type: none"> <li>Using spreadsheet for staff working hours is really good spreadsheets are there purposely for this reason meaning that all the workers will be able to see there scheduled hours clearly and know what how many hours they are doing in that week meaning they could possibly work out how much money they are going to get payed after that week if they wish to do that and then maybe plan something to do as they know how much money they will be receiving</li> <li>Putting the cost of cake ingredients is really good to put on a spreadsheet as it will all be spaced out and the business will clearly be able to see the cost of each cake ingredient also if the price of any of the cake ingredients goes up over the months the business will be able to check how much they used to be and add up how much more they are spending.</li> </ul>	<ul style="list-style-type: none"> <li>The drawback of having the hours and days scheduled on a spreadsheet is that it will always need to be updated meaning you could write the wrong thing into the spreadsheet or right a different shift meant for somebody else. There is an actual website called 'hot schedules' which a lot of business use especially in places like KFC and McDonald's. And this website allows your store manager to set day and night shifts you can also clock in and clock out as this website comes with one already on it which you can access you can swap shifts message managers and do basically anything work related on here so instead of having everyone use the same spreadsheet for their shifts and times the business could try a website like this where you have your own username and password where when you log on and it is just your individual shifts no one else is on there also causing less confusion as well.</li> <li>Cost of cake ingredients on a spreadsheet is a drawback because it could be calculated wrong and cause the business less or more money than it needs to.</li> </ul>

This learner has attempted some benefits and drawbacks for each service currently in place. There is some understanding of some of the services, but others show limited understanding. Some of them are looking more at the use rather than the benefit and some of the drawbacks are repetitive and user issues rather than a service issue. A mark of 3 has been awarded.

Service name	Service description	Benefits	Drawbacks
Word-processing software	<p>Used to:</p> <ul style="list-style-type: none"> <li>store ingredients and recipe information</li> <li>store customer details including any intolerances</li> <li>keep track of stock</li> </ul>	<p>One benefit of using Word-processing software for this scenario would be that they would be able to save/organise all of their work they have done safely in folders.</p> <p>Another benefit of using Word-processing software would be that it's much faster than hand writing all of the information down on paper.</p> <p>Lastly, another benefit of using Word-processing software would be that there are loads of custom options you can have access to which will enable Katie to make her work as professional as possible.</p>	<p>One drawback of using Word-processing software would be that there is a possible chance of a power cut happening while Katie is doing her work, meaning that she could lose a lot of her data.</p> <p>Another possible drawback would be that there could be a breach in online security where hackers might try and steal important information.</p> <p>Lastly, another drawback could be that the PC Katie is using could possibly crash/freeze which could mean it would take longer for her to finish her work.</p>
Landline telephone	<p>Used to communicate with suppliers, customers and staff, including:</p> <ul style="list-style-type: none"> <li>taking orders</li> <li>arranging delivery information</li> <li>contacting suppliers</li> <li>getting feedback from customers</li> </ul>	<p>One benefit of using Landline telephone for this scenario would be that it's very quick and easy to use if she needed to contact her suppliers/clients.</p> <p>Another benefit would be that it would be much cheaper for her to use her telephone than paying for travel to physically meet them face to face.</p> <p>Lastly, another benefit would be that Landline telephone is very good for making quick calls with clients/suppliers.</p>	<p>One drawback of using Landline telephone would be that when Katie is calling her clients/suppliers there is a possible chance of the call to cut out/lose signal meaning she could possibly miss hear important information.</p> <p>Another drawback would be that Katie wouldn't be able to go into lots of detail about what she wants from her suppliers as well as getting lots of feedback from her customers over the phone.</p>
Spreadsheet software	<p>Used to record:</p> <ul style="list-style-type: none"> <li>staff working hours</li> <li>costs of cake ingredients</li> </ul>	<p>One benefit of using Spreadsheet software for this scenario would be that she would be able save all of her work safely and organise all of the important databases about cots/staff working hours in folders.</p> <p>Another benefit would be that with spreadsheet software it enables Katie to customise all of her different databases so it's easier to read and makes it more professional.</p> <p>Lastly, another benefit would be that it would be much faster to spreadsheet software rather than doing everything on pen and paper.</p>	<p>One drawback of using spreadsheet software for this scenario would be that there is a possible chance of there being a power cut which could lead to Katie losing her data.</p> <p>Another drawback would be that there is a possible chance of her computer system being hacked and having important information being stolen.</p> <p>Lastly, another drawback would be that Katie's computer could possibly freeze/crash which could mean it could take a lot longer for her to finish all of her work.</p>



Areas where responses were weak, learners tended to:

- repeat the service description without any consideration of benefits or drawbacks
- include benefits and drawbacks without fully considering the scenario and the service description

Where learners did well they tended to have a systematic approach to benefits and drawbacks and appeared to understand the current service descriptions and how they affected the organisation and stakeholders.

### Task 2a

Learners were given a second scenario with additional information on the organisation. They were asked to provide IT recommendations to meet the organisation's needs. There were 16 marks available for this task.

### Assessment guidance

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
<b>Activity 2: IT recommendations</b>	0	1-4	5-8	9-12	13-16
	No rewardable material.	Recommendations evidence: <ul style="list-style-type: none"> <li>• limited awareness of the scenario</li> <li>• limited understanding of the organisation's key IT service needs</li> <li>• limited coverage of:                             <ul style="list-style-type: none"> <li>o information and data requirements for the stakeholder</li> <li>o the hardware and software to be used</li> <li>o how components of the system will be connected and/or communicate</li> </ul> </li> <li>• limited recommendation(s)</li> </ul>	Recommendations evidence: <ul style="list-style-type: none"> <li>• some awareness of the scenario</li> <li>• some understanding of the organisation's key IT service needs</li> <li>• some coverage of:                             <ul style="list-style-type: none"> <li>o information and data requirements for the stakeholder</li> <li>o the hardware and software to be used</li> <li>o how components of the system will be connected and/or communicate</li> </ul> </li> <li>• some recommendation(s)</li> </ul>	Recommendations evidence: <ul style="list-style-type: none"> <li>• detailed awareness of the scenario</li> <li>• adequate understanding of the organisation's key IT service needs</li> <li>• adequate coverage of:                             <ul style="list-style-type: none"> <li>o information and data requirements for the stakeholder</li> <li>o the hardware and software to be used</li> <li>o how components of the system will be connected and/or communicate</li> </ul> </li> <li>• adequate recommendation(s) considering the additional preferences</li> </ul>	Recommendations evidence: <ul style="list-style-type: none"> <li>• comprehensive awareness of the scenario</li> <li>• comprehensive understanding of the organisation's key IT service needs</li> <li>• comprehensive coverage of:                             <ul style="list-style-type: none"> <li>o information and data requirements for the stakeholder</li> <li>o the hardware and software to be used</li> <li>o how components of the system will be connected and/or communicate</li> </ul> </li> <li>• effective recommendation(s) considering the additional preferences</li> </ul>

The learner has considered recommendations basing some of them on the drawbacks used in the previous activity (although this is not shown in this report). The recommendations are appropriate and relevant to the scenario. There is consideration of the different software that could be used instead of just using the given services as well as other communication methods rather than the landline telephone. Hardware has been included for use by staff. Automated procedures

have also been covered. There are areas where the information provided is weaker than required for the top mark band, but coverage is detailed so a mark of 12 has been awarded.

Current IT issues	Stakeholders affected	Recommended improvements	Software and Hardware
Store and manage ingredient information and customer intolerance	Staff, Katie and customers	Use couple computers, monitors, printers and basic peripherals also everything will be backed up. Everything will be linked to the database so it'll be easy to access and track.	<ul style="list-style-type: none"> <li>• Access to Database storage</li> <li>• Online orders are linked to the database</li> <li>• Mouse</li> <li>• Keyboard</li> <li>• Computers x2</li> <li>• Printers</li> <li>• Monitors</li> <li>• Office 365</li> <li>• Back up</li> <li>• Switches to connect everything</li> </ul>
Store staff and suppliers information and allow remote access	Staff, Katie and suppliers	Stored on the database and the staff will have their own login.	<ul style="list-style-type: none"> <li>• Website that is quick access on the desktop or on the move</li> <li>• Login for staff and suppliers to share information</li> <li>• Printers for the invoices</li> <li>• Application that all staff will be able to see all the information</li> </ul>
Provide remote access for the staff to work rotas and other key document	Staff and Katie	My schedule is easy to use because you can find out on what day the staff are working this is very easy software to use, easy to have a quicker access to the website as an icon on the desktop meaning that the staff can access it quickly. There are limits for	<ul style="list-style-type: none"> <li>• My schedule – McDonald's</li> <li>• Website that is quick access on the desktop or on the move</li> <li>• Limit staff and supplier access</li> </ul>

		the staff what they could see for example they only can see what they do in the business.	
Communicate electronically with staff, suppliers and customers	Staff, suppliers, customers and Katie	Benefit of Outlook is that nothing can go wrong because it's physically written down, email is easy to use and it's fast to get information about stuff. Making sure there's no miss understanding and every business uses emails. Staff could be away from the office and still be getting emails by using 3G/4G and in the office broadband is getting used.	<ul style="list-style-type: none"> <li>• Email</li> <li>• Outlook</li> <li>• Tablets 3G/4G</li> <li>• Broadband</li> </ul>
Make online cake orders, payments and provide feedback to Katie	Customers and Katie	Instead of having phone feedbacks you could use survey monkey to create a survey for the customers to get quick answers. People can write reviews of the business on trip advisor to improve business awareness. I would set up my own website that could take card details but this needs to be secured another method I would use is PayPal this is much secured. I would make sure everything backed up on the website and the database.	<ul style="list-style-type: none"> <li>• Survey monkey</li> <li>• Credit card payment</li> <li>• Trip advisor</li> <li>• Security on website</li> <li>• Firewall</li> <li>• PayPal</li> <li>• Back up of website and database</li> <li>• Own website writers review</li> </ul>
See pictures of the cakes before placing an order	Customers and Katie	By using social media Katie will get more customers especially if she will use Instagram that page is used for pictures so she could post her pictures of the cakes there, most people have social media so they'll be able to see Katie's cakes. On the website I would also show pictures of the cakes.	Social media: <ul style="list-style-type: none"> <li>• Facebook</li> <li>• Instagram</li> <li>• Twitter</li> <li>• Digital camera</li> <li>• Own website</li> <li>• Snapchat</li> </ul>
An automated ordering system that can calculate the ingredients required for each product	Staff	For example the database will show amount number and if there would underestimate then Katie will have order the stock the system will automatically will order stock if the	<ul style="list-style-type: none"> <li>• Database/ form which calculates all ingredients</li> <li>• It has its own system to narrow down the ingredients</li> </ul>

		the staff what they could see for example they only can see what they do in the business.	
Communicate electronically with staff, suppliers and customers	Staff, suppliers, customers and Katie	Benefit of Outlook is that nothing can go wrong because it's physically written down, email is easy to use and it's fast to get information about stuff. Making sure there's no miss understanding and every business uses emails. Staff could be away from the office and still be getting emails by using 3G/4G and in the office broadband is getting used.	<ul style="list-style-type: none"> <li>Email</li> <li>Outlook</li> <li>Tablets 3G/4G</li> <li>Broadband</li> </ul>
Make online cake orders, payments and provide feedback to Katie	Customers and Katie	Instead of having phone feedbacks you could use survey monkey to create a survey for the customers to get quick answers. People can write reviews of the business on trip advisor to improve business awareness. I would set up my own website that could take card details but this needs to be secured another method I would use is PayPal this is much secured. I would make sure everything backed up on the website and the database.	<ul style="list-style-type: none"> <li>Survey monkey</li> <li>Credit card payment</li> <li>Trip advisor</li> <li>Security on website</li> <li>Firewall</li> <li>PayPal</li> <li>Back up of website and database</li> <li>Own website writers review</li> </ul>
See pictures of the cakes before placing an order	Customers and Katie	By using social media Katie will get more customers especially if she will use Instagram that page is used for pictures so she could post her pictures of the cakes there, most people have social media so they'll be able to see Katie's cakes. On the website I would also show pictures of the cakes.	<p>Social media:</p> <ul style="list-style-type: none"> <li>Facebook</li> <li>Instagram</li> <li>Twitter</li> <li>Digital camera</li> <li>Own website</li> <li>Snapchat</li> </ul>
An automated ordering system that can calculate the ingredients required for each product	Staff	For example the database will show amount number and if there would underestimate then Katie will have order the stock the system will automatically will order stock if the	<ul style="list-style-type: none"> <li>Database/ form which calculates all ingredients</li> <li>It has its own system to narrow down the ingredients</li> </ul>

The learner has considered some recommendations but not all have appropriate reasons for being recommendations. Not all are related to the scenario or drawbacks from Activity 1. For example, the learner references a website but there is not one in place at present. There is some mention of hardware and software but no consideration to the use of mobile devices when suggesting Skype. There is some awareness of the scenario but limited understanding. A mark of 5 has been awarded.

Current IT issues	Stakeholders affected	Recommended improvements	Software and Hardware
Communicating electronically with staff, suppliers and customers.	All stakeholders/customers	One recommended improvement I would give for communicating electronically would be that they could use an email service like "Outlook" or "Gmail" to send each other messages online, to do this they would need "browser software" on their devices like "Chrome" or "Microsoft Edge".	The software needed for this improvement would be a piece of "browser software" and access to an email service. The hardware needed for this to work could be many different devices. This can work on tablets, mobile phones, computer systems etc. The hardware wouldn't need to be anything powerful either to run this software, low tier computers with an I3 processor and 4GB of RAM (even less) can still run this software.
Having remote access for staff.	Staff	One recommended improvement I would give for members of staff accessing remotely would be giving staff the freedom to access the organisations "server" remotely to get into all of their files and folders they have saved on it. Furthermore, another way staff could use remote access would be through the "Cloud". This would enable staff to access all of their saved work online and use it anywhere there is an internet connection.	The software needed for this improvement would be a type of cloud software like "Dropbox" where staff can access all of their files as long as they're on an internet connection. The hardware needed for this to work could again be on many different devices like, smart phones, computer systems, tablets etc. The hardware wouldn't need to be anything powerful as well very similar to what I stated before however, the staff will need a router/connected to some sort of network to access this.
Store and manage ingredient information/customer intolerances and supplier information.	Katie, Bobbie and customers	One recommended improvement I would give for the stakeholders affected would be to use the correct software for their issue. The piece of software they should use would be database software specially "Microsoft access", this piece of software comes with a variety of tools and helpful shortcuts to help the stakeholders store all of their information safely and accurately.	The software needed for this improvement would be the database software "Microsoft Access" which is part of the "Office software bundle" which I would highly recommend. The hardware needed for this piece of software to run efficiently would be a computer system that has an I5 processor and 8GB of RAM (or higher) to run this software without any lag or freezes.
Make online payments, cake orders and provide feedback for Katie as well as seeing pictures before ordering.	Customers, Katie	One recommended improvement I would give for this issue would be that they use a piece of graphic software like "Dreamweaver" or "Adobe Illustrator". With this piece of software it will enable Katie to customise the website as she pleases to fit her customers' needs.	The software needed for this improvement would be the graphic software "Dreamweaver" and "Adobe Illustrator". The hardware needed for this piece of software to run efficiently would be a computer system that has an I7 processor and 16GB of RAM, so the software can run without any lag or freezes.
Communication when delivering cakes.	Bobbie	One recommended improvement I would give for this issue would be that they use a piece of VOIP software like "Skype" to contact Katie while delivering cakes. This is because Skype can work on multiple devices and you can even do voice calls/video calls to contact Katie about the timing of delivery of cakes.	The software needed for this improvement would be the VOIP software "Skype". The hardware needed for this piece of software to run would be an I3 processor and 4GB of RAM (could be higher). Furthermore, Bobbie will need to be on an internet connection to run this properly so he has to be connected to a network/router.

Areas where responses were weak, learners tended to:

- produce generic recommendations not based on their response in Task 1
- include recommendations that were not related to the scenario provided

Task 2b

This task required learners to produce an IT system diagram to correctly represent the hardware and software recommended in Task 2a. There were 8 marks available for this task.

**Assessment criteria**

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
<b>Activity 2: IT recommendations</b>	0	1-2	3-4	5-6	7-8
	No rewardable material.	Recommendations evidence: <ul style="list-style-type: none"> <li>limited technical understanding</li> <li>limited use of an appropriate IT system diagram</li> </ul> Recommendations are vague	Recommendations evidence: <ul style="list-style-type: none"> <li>some accurate technical understanding</li> <li>some use of an appropriate IT system diagram</li> </ul> Recommendations are mostly clear.	Recommendations evidence: <ul style="list-style-type: none"> <li>mostly accurate technical understanding</li> <li>mostly accurate use of an appropriate IT system diagram</li> </ul> Recommendations are clear.	Recommendations evidence: <ul style="list-style-type: none"> <li>accurate technical understanding</li> <li>accurate use of an appropriate IT system diagram</li> </ul> Recommendations are sound.

The system diagrams shown were both awarded 3 marks which is at the lower end of mark band 2.

Diagram 1 – the learner has created a diagram that includes most the of the required coverage but there is limited evidence of flow. Software and hardware have been included and links to the recommendations made in their previous activity (this is not the diagram following activity 2a in this report but is an idea of the standard required for marks to be awarded at the top of mark band 3). This is considered a good diagram for this level learner. A mark of 6 has been awarded.

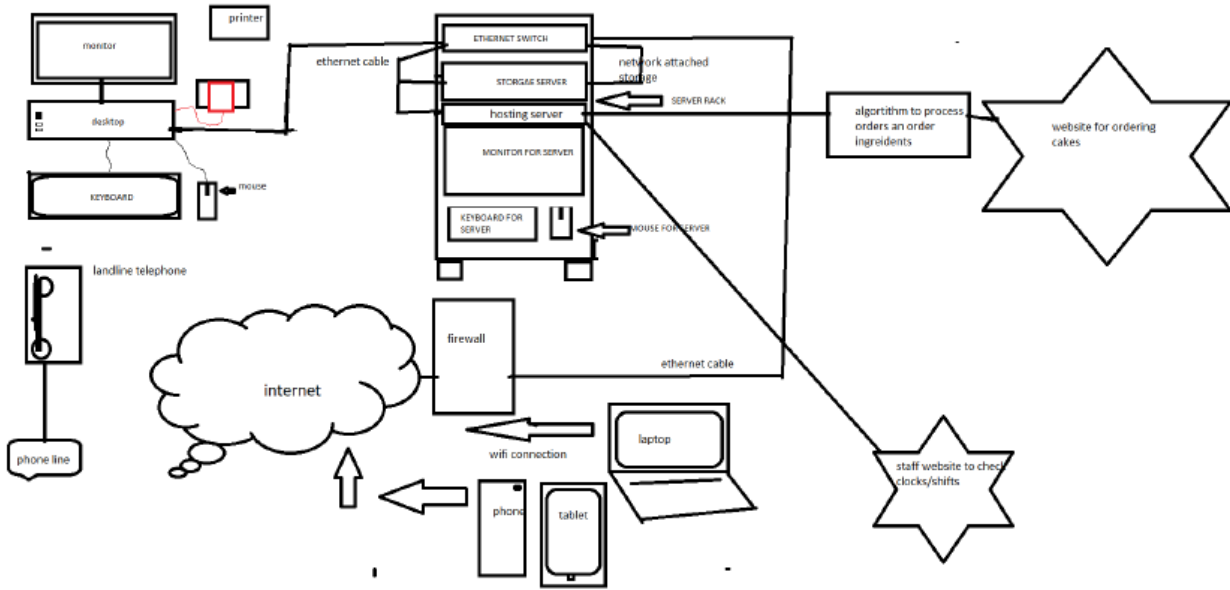
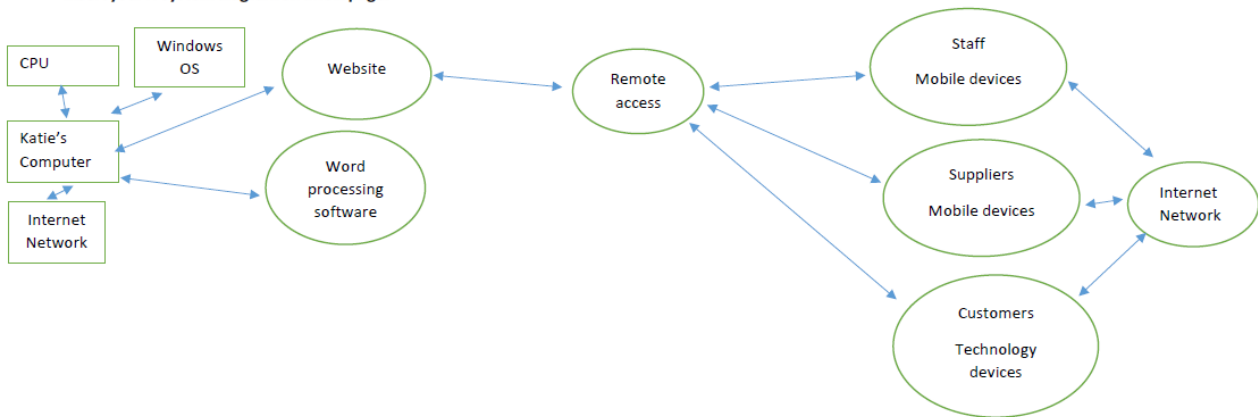


Diagram 2 - The learner has created a basic diagram showing connections. They have considered most areas have two-way connection, but it all seems a bit random and confusing. There is no understanding of how the system fits together in terms of the company, staff and customers. The learner has listed items but doesn't understand how they fit into the system. A mark of 3 has been awarded.

-Insert your IT system diagram on a new page.



Katie need a computer with a hardware from the CPU such as motherboard, hard disk and etc. and Windows Operating software such as Windows 10 to make the computer function which support Word processing software such as Microsoft Word to store the data of the Customer details including any intolerances which is critical to every food company and recipe with ingredient information for her to use it when baking a cake. She can store all the data in her computer since it has space of 512GB which is enough to store thousands of data.

Learners should be reminded that they need to connect the various components of the system and consider the flow direction. Where learner have not done that well with Task 2a and considered the hardware and software, they tended not to have sufficient information to include in the diagram.

### Task 3

Learners were required to analyse the recommendations made in Task 2a. They needed to consider:

- how their recommendations would address the needs of the organisation
- benefits and drawbacks of their recommendations to the company and its stakeholders
- the implications that their recommendations would have for the organisation

There were 12 marks available for this task.

### Assessment guidance

Assessment focus	Band 0	Band 1	Band 2	Band 3	Band 4
<b>Activity 3: Impact and implications review</b>	0	1–3	4–6	7–9	10–12
	No rewardable material	Limited analysis of recommendations and how they meet the needs of the organisation  Shows limited consideration of benefits and drawbacks of recommendations.  Shows limited consideration of the implications of the recommendations for the organisation.	Some analysis of recommendations and how they meet the needs of the organisation  Shows some consideration of benefits and drawbacks of recommendations.  Shows some consideration of the implications of the recommendations for the organisation.	Adequate analysis of recommendations and how they meet the needs of the organisation  Shows adequate consideration of benefits and drawbacks of recommendations.  Shows adequate consideration of the implications of the recommendations for the organisation.	Comprehensive analysis of recommendations and how they meet the needs of the organisation.  Shows comprehensive consideration of benefits and drawbacks of recommendations.  Shows comprehensive consideration of the implications of the recommendations for the organisation.

Recommendations are appropriate and how they meet the needs of the organisation – those used are explained and follow on from the previous activity. Consideration of benefits and drawbacks – these are both detailed and appropriate and relate to the scenario. Implications – cost, possible unauthorised access, damage (accidental), errors could lead to problems, someone has to maintain the website. All are provided with appropriate reasons and are worth 12 marks at the top of mark band 4.

**How your recommendations will address the needs of the organisation**

The first recommendation would be to backup all of the customers information so in case of an accident the information would not be lost which would lose the organisation a lot of time and the recipes so in. these 2 recommendation would save a lot of time and help the business in case of an accident.

The second one would be too diverse from using only landline telephones and start using something more modern such as a video call through skype this addresses the problem of phone lines being down or if they cannot be understood problem soles mistakes are made.

Thirdly, the company should have a website for customers to order from since if someone's phone lines are down they cannot or they would like specific instruction and a preview pf the cake, the website would also have a review page so customers can trust the reviews.

Lastly an algorithm should be designed to order/ processes orders from the website so it a cake is ordered the algorithm would order the needed ingredients to replenish the stock.

**Benefits of your recommendations to the organisation and its stakeholders**

The first benefit would be that the customer's information is stored in case of a computer error, accident or malicious activity. The backup of these details also make it faster to check and complete the cake making process, if a customer is allergic to something it is easier and safer to check since it's backed up.

If the company moved/ broadened their spectrum of ways to contact customers/ clients if would greatly benefit the company for example, more people are likely to order on a video call than a landline since it is easier to convey information but also can be more reliable than a landline which can go down if serve weather condition's affected either party. Also they would be able to deliver the cakes for effectively because they can check midway through the journey that the client is still available to collect or the client could ring the delivery driver to tell him to leave the cake somewhere or take it back in case an emergency transpires. The last benefit for not using landline is to help the client/customers preview the cake to make sure it's right over a video call where they could see if the design was right or something needed to change which would be a lot harder suing a landline because the clients would have a hard time visualising the cake.

There are multiple benefits of devolving a website such as the customer being able to order a cake anytime of the day, if the customer is not able to contact the business in working hours they can do it online in the evening to be seen in the morning by the business.

The website would also be able to give previews of the cake such as the design on the top e.g. if they select "pink dinosaur" it would show them a picture of a previous design that is the same or very similar.

There would also have a part for reviews on the website where past customers could review their experience which can help other customers to purchase because it shows that the business is reliable.

The algorithm would be a great help to the business because It could work our If it needs to order ingredients for a specific order or it can replenish the most used ones depending on the orders.

**Drawbacks of your recommendations to the organisation and its stakeholders**

The draw backs to making a server to store clients data on is cost the servers can take a lot of money to make and maintain and also normally need specific skilled staff to maintain them. The servers can be very complicated to setup a learning how to use them is a steep learning curve so it would take a while for it too become efficient.

The server is also very large and would take up a lot of space in the building and normally needs a lot of cooling so it cud be quite loud.

The draw backs to having video calls and skype is that a lot of internet would be use which means that the cost would rise considerably.

The security of the client could be in very high danger is the server is not secured properly because a employee could download a piece of software thinking its safe when it could leak all the data or it could be malware such as randsome ware.

A lot of the existing staff would not know how to use the new server properly so it could be damage by careless ness.

The website could be hacked

The algorithm could break and order then wrong amount of items

The cost of all the new equipment is very expensive so the financial state would not be good.

**The implications that your recommendations will have for the organisation**

The initial cost for the server is huge so the company could go in to final debt for a while before the company start making a profit of the server.

The development of a website can be very expensive and very complicated

If the website is hacked the company could go out of business since customer details would be leaked and whom affected could press charges for careless ness.

The server could be damaged by staff who don't know how to use it properly so some components would be damaged and the parts/ labour to repair them are quite high so the company would suffer finical loss.

If the algorithm breaks / error the company could accidentally buy too much or too little stock for the products on order. the algorithm could error and order too much flour or eggs and the company would suffer finical loss.

The website needs to be maintained by staff that is well trained and can cost a lot of money to hire.

The company could go down if they do not get enough sales due to the high upfront cost of the new system



Initial comments tend to be recommendations rather than how the recommendations will address the needs of the organisation. This has already been covered in Activity 2a so cannot be considered again for marks – there needs to be additional comments on the recommendations. There is some coverage for benefits and drawbacks of their recommendations and training and implied costs have been included for the implications. A mark of 4 has been awarded for this response.

<p><b>How your recommendations will address the needs of the organisation</b></p> <p>&lt;the recommendations I provided will allow the company to easily and remotely access and alter information this includes information on customers and their orders pay roll information and stock information if the recommendations are followed then all orders will automatically remove ingredients from the stock file and staff will be alerted when stock of a certain item is low. My recommendations will also allow the staff to contact each other and customers whilst away from the store this will allow Bobbie to contact the staff if more information on a delivery is required. All of my recommendations address a need the company have stated they require. &gt;</p>
<p><b>Benefits of your recommendations to the organisation and its stakeholders</b></p> <p>&lt;my recommendations will allow the company and its stake holders to easily complete simple and complex tasks such as ordering stock and updating finances and customer information. The recommendations I have provided allow the customer to place orders and contact staff digitally via email or their website it also allows for the staff to view information remotely and provides them with portable to device so that they can do so.my recommendation allow for all tasks to be simplified and made easier for all stakeholders. &gt;</p>
<p><b>Drawbacks of your recommendations to the organisation and its stakeholders</b></p> <p>&lt;the drawbacks of my recommendations are that staff may have to be trained and will have to become used to the new software and hardware and if a server is purchased there may be a large initial cost for the company my recommendations also mean that the customer would have to adapt to the new software such as the email and website. &gt;</p>
<p><b>The implications that your recommendations will have for the organisation</b></p> <p>&lt;the implications are that the company will have to purchase new software and hardware and train the staff to use it another implication is that people may have to be hired to maintain and create backups of files of the server if purchased if not there would be a subscription to use some cloud based software. &gt;</p>

## Summary

Based on their performance on this paper, learners should:

- use appropriate technical language throughout their responses
- tailor their response based on the command word in the question, e.g. explain requires an expansion of a point made
- be clear about terminology used in the specification as these words will be repeated in the task
- use the task scenarios to demonstrate their ability to apply their knowledge
- link their responses between tasks where necessary
- check their work carefully to ensure they have answered all questions
- use the assessment criteria to see the requirements for each task to understand what they have to do to achieve the marks.

An overall summary of recommendations on how learners could improve their performance in the assessment has been included:

### Task 1

Learners should take time to read the scenario and service catalogue to fully understand the current working practices. Where the organisation is not currently using IT, learners should consider how IT could be used, using their knowledge of IT systems within organisations. Learners need to explain benefits and drawbacks of current working practices rather than just provide a list. They need to justify why they consider them to be a benefit or a drawback.

### Task 2a

Learners are expected to provide recommendations based on the drawbacks they have considered in Task 1. The more drawbacks they include, the more recommendations they will have for this task. Learners are not expected to justify their recommendations in this task (this is required in Task 3).

### Task 2b

This task was not well answered. Learners should be reminded that they must include a diagram rather than statements/paragraphs of written text. Diagrams submitted tended to be limited in content and some did not include any connections. Learners should be encouraged to research existing diagrams to provide them with an idea of what they should include in theirs. Where connections were included, learners did not always consider the direction of the connection flow.

### Task 3

Learners should be reminded that the benefits and drawbacks of their recommendations are awarded marks in Task 2a and this task requires them to explain how these will affect the company. Just repeating the recommendations from the previous task will not achieve any marks.

Although learners included the basics for the task, there was little evidence of comprehensive analysis of the recommendations for marks to be awarded in the top mark band. Learners need to be reminded that they have to analyse the recommendations rather than just list them.

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