

L2 Lead Examiner Report 2003

March 2020

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.

Unit 5: IT Service Solutions (21262K)

Edexcel and BTEC Qualifications

Edexcel and BTEC qualifications come from Pearson, the world's leading learning company. We provide a wide range of qualifications including academic, vocational, occupational and specific programmes for employers. For further information visit our qualifications website at <http://qualifications.pearson.com/en/home.html> for our BTEC qualifications.

Alternatively, you can get in touch with us using the details on our contact us page at <http://qualifications.pearson.com/en/contact-us.html>

If you have any subject specific questions about this specification that require the help of a subject specialist, you can speak directly to the subject team at Pearson. Their contact details can be found on this link:

<http://qualifications.pearson.com/en/support/support-for-you/teachers.html>

You can also use our online Ask the Expert service at <https://www.edexcelonline.com>

You will need an Edexcel Online username and password to access this service.

Pearson: helping people progress, everywhere

Our aim is to help everyone progress in their lives through education. We believe in every kind of learning, for all kinds of people, wherever they are in the world. We've been involved in education for over 150 years, and by working across 70 countries, in 100 languages, we have built an international reputation for our commitment to high standards and raising achievement through innovation in education. Find out more about how we can help you and your learners at: www.pearson.com/uk

March 2020

21262K_2003_ER

All the material in this publication is copyright

© Pearson Education Ltd 2020

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
Boundary Mark	0	15	22	29

Introduction

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

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

Each of the activities were marked using a 'levels based' approach to assessment where the overall quality of the response was considered rather than a specific number of facts stated. More detail can be found below in the individual activity 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 task. For each activity there is a brief analysis of learner responses. You will also find examples of learner responses to the activities that have been well answered. These should help to provide additional guidance. We hope this will help you to prepare your learners for future assessments.

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

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

The emphasis in this task 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 activities 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 scenarios carefully before they cover the activities and to be prepared to use this information within their responses. Where learners are unable to apply the scenario in their answer it will significantly restrict the number of marks learners can receive. Generic responses will only gain limited credit.

Individual Questions

Activities

The following section considers each activity on the set task, providing examples of popular learner responses and a brief commentary of why the responses gained the marks they did.

Activity 1

Learners were required to complete an IT service catalogue to explain the benefits and drawbacks of current working practices. A template is provided that includes the service name and service description from the scenario. 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 and most of them 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. Some areas covered are weaker than others. A mark of 7 has been awarded.

Service name	Service description	Benefits	Drawbacks
Landline telephone	Used to: <ul style="list-style-type: none"> enable patients to make appointments contact the patient with any queries contact the doctor from reception. 	<ul style="list-style-type: none"> A major benefit for using a landline telephone for a surgery would be that since the phone is connected to the wall, it can be accessed or called at any time of the day or night. This enables patients to make appointments whenever they need to. It is also very easy for the doctor or receptionist to contact the patients, the phone will always have service so they don't need to worry about poor connection on the phone. Landline telephones are quite important in a hospital due to the doctors, receptionists, and nurses contacting each other, this saves them running up and down the hospital to look for whoever they need. Instead, they can just call whichever doctor or nurse they need. This makes it easier for the company to get things done and will also benefit the patients 	<ul style="list-style-type: none"> A drawback to having a landline telephone in a hospital would be that if a patient calls up and nobody is at the other side of the phone then they won't be able to answer. There will always have to be someone to answer the phone. Landline telephones for contacting patients with any queries can be very long compared to using a mobile phone. Mobile phones can be accessed anywhere in the surgery at any time as long as they are charged. It can take a while to type in numbers and actually call the patients rather than using a mobile phone which is much quicker. If the doctor isn't able to answer the phone due to them being busy then it will waste the receptionist's time by calling them.
Computer	Used to: <ul style="list-style-type: none"> record appointments Monitor attendance of patients. 	<ul style="list-style-type: none"> A computer used to record appointments can be very useful for the company. Data can be backed up at any point and made sure it's in a safe place. Using a computer to monitor the attendance of patients is a very quick and easy way of doing it compared to writing it down on paper. It will also be a lot easier to read and understand from a computer. 	<ul style="list-style-type: none"> A drawback of using a computer to record appointments is that if someone hacked into the system and stole the data, it could be very bad for the surgery due to patients personal data being breached, this comes under the data protection act in 1998 and is against the law. A drawback of using a computer to monitor attendance would be that if the computer is destroyed or hacked into then all data is leaked and can be accessed by anyone, another reason would be that on a computer it's very easy to mistype something rather than if you're actually writing it down on paper
Filing cabinet	Used to: <ul style="list-style-type: none"> store copies of patient records. 	<ul style="list-style-type: none"> A benefit of using a filing cabinet to store all patients' records and data would be good because all the data is easily stored, this could make it easier for doctors to find copies of the records. It is also very easily accessible instead of logging onto a computer and having to find the documents, you can just go into the cabinet and get it out. 	<ul style="list-style-type: none"> A drawback of using a filing cabinet would be that it takes up a lot of space and if someone stole the records from the cabinet then the patient's data could be released or even worse destroyed. Another drawback of using a filing cabinet would be that it can easily be misplaced by somebody.
Loudspeaker	Used to: <ul style="list-style-type: none"> call patients to the doctor's room. 	<ul style="list-style-type: none"> A benefit of loud speaker to call patients to the doctor room would be that it saves someone's time having to go collect them from the waiting room. Instead they can just listen out for their name and just walk there themselves. This saves doctors and receptionists time massively. 	<ul style="list-style-type: none"> A drawback of this could be that the patients might not hear their name being called on the loud speaker and this would waste the doctor and patients time. It will also cost the surgery money to actually buy the speakers. And get them placed in the sitting area.

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 are limited. 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
Landline telephone	Used to: <ul style="list-style-type: none"> enable patients to make appointments contact the patient with any queries contact the doctor from reception. 	The landline telephone is constantly connected by a landline so unlike a mobile phone it will have constant connectivity. The number can be given to a patient so they can stay in contact with the surgery. The patients can contact the doctor from the reception or at home using their phone.	The landline telephone is not mobile and cannot be moved around for the use of receptionists and doctors A single landline telephone may be too little for the use of five hundred patients as too much traffic with the landline telephone.
Computer	Used to: <ul style="list-style-type: none"> record appointments monitor attendance of patients. 	The benefits of using a computer with recording appointments is that the spell check on software can stop any grammar errors from appearing which could interfere with the patient's appointments and medical record. A database software can monitor the attendance of patients and even send out emails automatically if the patient is reported not being there.	The downside with using a computer is if there is a power cut the staff won't be able to access the appointments and monitor attendance of patients.
Filing cabinet	Used to: <ul style="list-style-type: none"> store copies of patient records. 	A filing cabinet is a secure way of holding copies of patient records.	If the filing cabinet is damaged the contents of the cabinet could also be damaged. A computer could store the medical records easier and can update them when required while a paper copy cant.
Loudspeaker	Used to: <ul style="list-style-type: none"> call patients to the doctor's room. 	The loudspeaker can easily inform anyone to go to the doctor's room. The loudspeaker can easily inform anyone which room they need to go to.	If a patient is deaf they may not be able to hear the loudspeaker and will be unaware that they are being called. If there is a blind person they may not be able to find out where to go by saying the room number

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
- comment on user rather than the service itself.

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.

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

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. Automated procedures have also been covered. There are areas where the information provided is not as comprehensive as required for the top mark band (some areas are a little generic), but coverage is detailed so a mark of 12 has been awarded.

Current IT issues	Stakeholders affected	Recommended improvements	Software and Hardware
Create computer based records	Clients Administrative assistant Receptionist Doctors Nurses	Creating computer based records will help the surgery keeping hold and to secure their data I would recommend that when using a computer and to keep data secure to save all data to the iCloud as that allows access from all staff and will secure the data and have regular backup plans so the patients data is kept secure and reduces the risk of losing it. It will help the stakeholders as it allows communication between staff and will allow another method when communication with staff and patients.	The software which should be used when creating computer based records should be excel as it offers a clear spreadsheets which will display the data of records easily and also allows you to change and update the work easily and quickly such as setting up an auto checklist which you are able to type the first letter of the word and it will appear in the box. Hardware which the staff should be using is a pc that allows you to download most software and it is easy to use and can keep hold and present data easily such as retrieving old data can be found more efficient and when displaying the data it's clear and easy to use.
Communication with patients other than phone	Clients Receptionist Administrative assistant	Having access to communicate other than phone for clients and staff therefore they can communicate through email or messages which can be done at any point throughout the day however when emailing you need access to the internet however on messages you are not required to having access to the internet therefore when staff are communication to clients they are able to message instead of	Communication with staff to patients can be through the software Outlook which is a communication software which allows people to communicate to each other by sending messages and attaching any additional files that are needed this communication hasn't got an option through the communication on a phone therefore only messages will be sent and received. Hardware that the customers and
		communication through a phone call which the clients may not want therefore giving them an alternative contact method will help the patients.	staff should be using is mobile phones as they have the ability to download outlook which then enables communication through messages and also allows phone calls therefore communication through a mobile device is very flexible and gives the patients options to how they want to discuss their personal issue
Allow doctors and nurses to access and update patient records electronically.	Clients Doctors Nurses	Having a computer in a doctors room gives them access to maintain and update the patients records electronically such as when finishing with their client they are able to check and update information about the patient therefore it is more accurate as the doctor is also helping the client and they have the best view on the situation of the client. The software that the doctors and nurses should use is Word because it allows staff to date patients records easily and show's a clear layout of all information	Doctors and nurses should have a electronic device in their work space as it allows them to update any needed information and therefore a software they should use to update patients information should be Word as it allows multiple access on the same document so it can be accessed by the receptionist and the doctors also it's a clear layout and doesn't require high IT knowledge when using it. Hardware that the doctors should use is a Tablet as it's a small device and has the ability to use most software because its small which can then be placed somewhere which the patient won't see or get in anyone's way when working.
Store patients records and backups securely	Clients Administrative assistant Receptionist	Storing patients data and to ensure it is protected by saving the data in more than one area such as having it saved in one secure place and having another copy in another area which makes the data more secure and less likely to lose any data and setting up an automatic backups in a secure place as well so when changing old data it will be updated in a new version automatically and regularly to ensure data is saved securely a place which it can be saved in is the cloud	Storing data and protecting it the software which allows staff to access it from anywhere is the Cloud as you are able to upload files which contain personal data of patients and it can be saved their till you personally delete and if there was to be an accidental delete or issue having backups will enable you to retrieve the data you lost from the last backup you did and other doctors can access the same files or you are able to adapt the files to make sure certain staff don't
		as it allows automatic backups and is always accessible for staff when being at different computers.	access the files. When keeping store of data the hardware which is recommended is a Pc as it can save and keep data protected and will store large amounts of data whilst protecting it from malicious threats that they may receive.
Improve checking in procedures	Receptionist Clients	Having a check in tablets which can show when the patient checks in or not will reduce the waiting in a line and patients have asked for a improvement on making them not wait in a line when registering therefore a tablet will show how to log in and alter the receptionist that the client has logged in which then they can then tell the doctors and nurses that they have attended their appointment and are ready when they are.	Software that should be used is a Excel spreadsheet as it allows you to easily create a clear displayed spreadsheet showing clear check in tables that allows patients to click yes to when signing and filling in their personal information which will then alert the receptionist that they have attended their appointment. Hardware that should be used is a tablet as they are a cheap hardware and are small so many can be placed in the receptionist without taking up huge amount of space to when other patients would rather speak 1 on 1 and their touchscreen allowing patients to easily use the device.

The learner has considered some recommendations but not all have appropriate reasons for being recommendations. There is some mention of hardware and software. There is some awareness of the scenario but limited understanding. A mark of 5 has been awarded.

Current IT Tasks	Stakeholders affected	Recommended improvements	Software and Hardware
<ul style="list-style-type: none"> Meeting appointment times Updating patient records Working with receptionists for follow-up appointments 	<ul style="list-style-type: none"> Doctors and nurses Clients Receptionists 	<ul style="list-style-type: none"> Notification system to remind the doctors about the appointment an hour beforehand. Cloud-based server for patients to update their own records. Receptionists to get shared access to doctor's calendars. 	<ul style="list-style-type: none"> Storage Server Website Shared drive for the calendars
<ul style="list-style-type: none"> Making appointments for patients Making follow-up appointments Contacting patients at home if necessary Recording patients' attendance and monitoring cancellations 	<ul style="list-style-type: none"> Receptionists 	<ul style="list-style-type: none"> Have a system on a website that would let patients see taken dates and times by making them into grey blocks. Give them a chance to make an appointment on the website using a 2 week time range to select the date and time after a set interval. For contacting the patients the receptionists need to use the landline phone Recording their attendance can be done by having a touch screen system for them to sign in on when walking in. 	<ul style="list-style-type: none"> Website Web Development Coding Landline Phone Touch Screen all-in-1 PC without any peripherals.
<ul style="list-style-type: none"> Making sure that patients records are up to date and accessible to doctors and nurses 	<ul style="list-style-type: none"> Administrative assistant 	<ul style="list-style-type: none"> Storing the files on a web database therefore it is updated automatically when prompted by the patient online. 	<ul style="list-style-type: none"> Web server Website User Interface for the doctors to use by logging into the website
<ul style="list-style-type: none"> Recording patient's complaints Communicating with the staff about patient information 		<ul style="list-style-type: none"> The complaints can be stored on an SQL database with the date and message stored with the client's name & phone number. This way a member of staff can call them to resolve the issue. To communicate with the staff you use a local landline phone. 	<ul style="list-style-type: none"> Landline Phone

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
- recommendations were not always appropriate

Activity 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
Activity 2: IT recommendations	0	1-2	3-4	5-6	7-8
	No rewardable material.	Recommendations evidence: <ul style="list-style-type: none"> limited technical understanding limited use of an appropriate IT system diagram Recommendations are vague	Recommendations evidence: <ul style="list-style-type: none"> some accurate technical understanding some use of an appropriate IT system diagram Recommendations are mostly clear.	Recommendations evidence: <ul style="list-style-type: none"> mostly accurate technical understanding mostly accurate use of an appropriate IT system diagram Recommendations are clear.	Recommendations evidence: <ul style="list-style-type: none"> accurate technical understanding accurate use of an appropriate IT system diagram 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 with some evidence of flow. Software (limited) and hardware have been included and some 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.

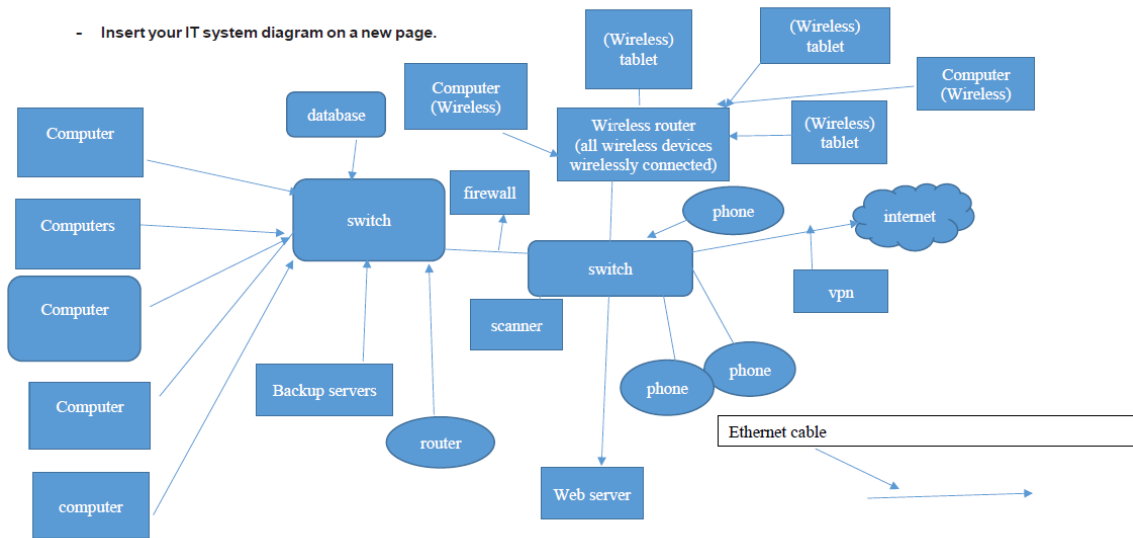
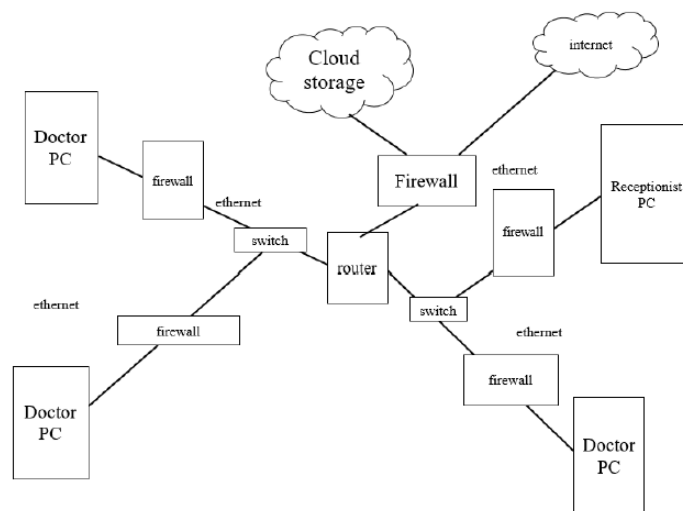


Diagram 2 - The learner has created a basic diagram showing connections (although no evidence of direction of flow). They have considered most areas but it all seems a bit random and confusing. There is no understanding of how the system fits together in terms of the doctors, receptionist and patients. The learner has listed items but doesn't understand how they fit into the system. A mark of 3 has been awarded.



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. When using past papers as a revision tool, it might be useful to provide learners with examples of diagrams from the very basic to the more complex. This will provide learners with the opportunity to understand how they work and how each section fits together. The assessment guidance for this unit refers to a system diagram rather than a data flow diagram.

Activity 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
Activity 3: Impact and implications review	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.

Some of the recommendations are appropriate and how they meet the needs of the organisation. Consideration of benefits and drawbacks – these are detailed and mostly appropriate and relate to the scenario although the drawbacks focus user error and hacking. Implications – these are not as well covered as some of the other

areas of the report and not all are appropriate as an implication to the surgery. There is sufficient information provided to be awarded 10 marks which is the lower end of mark band 4.

How your recommendations will address the needs of the organisation

- My first recommendation to create computer-based records would be that it's a lot more secure than just keeping patients personal data in a filing cabinet, by keeping it saved on a computer which is backed up elsewhere is very beneficial for the company. It means that if the data on the computer is long or destroyed then there is always another backup of the records in the filing cabinet. By keeping data online it means it can be accessed from all over the hospital by any doctor, nurse, or receptionist that needs it at the time, this will save people running around the building looking for a patients records, instead they can just log into their computer and find it on there.
- A recommendation for communicating with patients other than by phone would be for them to come in and fill out a form, or even log in at home and fill the form out from home. This will save the patients and receptionists time instead of them having to have a conversation they can just read it from the form and plot it straight onto the records. Once the form is filled out, the receptionists can then log it online and in the filing cabinets and therefore it can easily be accessed by any doctor that needs it. It saves patients having to wait for the receptionist to finish what they're doing.
- A way of saving doctors time when trying to find the patients records would be that if the records are recorded electronically, they can be accessed by anyone who's given access, this makes it a lot quicker for doctors and nurses to find data about their patients. Instead of them having to go downstairs and speak to the receptionist, they can just log into their computer and get the records electronically.
- A good way of storing patient's data safely and securely would be to keep it saved electronically and have scheduled backups every day, but also keep the records in a filing cabinet. This is the best way of making sure the patient's time isn't wasted and the files are kept safe.
- A way of improving checking procedures would be for the patients to register electronically instead of having to wait at reception for the receptionist, this saves patients time and will also mean the receptionists don't have to keep logging patients in, so therefore they will have more time to don their other jobs.

Benefits of your recommendations to the organisation and its stakeholders

- A benefit of keeping a computer based record as well as records kept safe in a filing cabinet would be that it means the data is more secure and is less likely to be lost or destroyed, especially if the data is personal for the patients. If there was a fire and all the filing cabinets burnt and everything was destroyed, at least the records will be backed up somewhere else.
- A benefit of patients having to come into the surgery and fill out a form instead of speaking to the receptionist would be that it saves the receptionist's time along with the patient's time. Another way could be for the patients to be send a form online and then they are able to fill it out whenever they can and just send it back to the receptionist, this saves them having to change their day around going to the surgery.

- A benefit of doctors and nurses being able to update patients records electronically would be that it is a lot more quick and easy for the doctors and nurses, instead of them having to write down all the records, then go put all then information in the filing cabinet, they can just record it on their computers and save patients time and also their time.
- By the surgery keeping patients records saved securely online and also in the filing cabinets, it makes sure that records don't go missing, aren't destroyed and are kept safe from hackers. If the files were just kept in the filing cabinet they could easily be misplaced, lost, or even destroyed if there was a fire. If the records are backup up on a computer then there won't be any worries about losing data because it will be saved on multiple devices, this can save the company a lot of trouble if the files had been lost.
- A major benefit of doing checking procedures online would be that it saves patients have to wait for the receptionists to finish what they're doing, instead they can check into the surgery on a device and it will automatically be placed into the system, this will also save receptionists having to speak to all the different patients coming in to check in.

Drawbacks of your recommendations to the organisation and its stakeholders

- A major drawback of creating computer based records would be that the data is more likely to be breached if it's online, whereas if it was just in a filing cabinet it can be harder to get the patients personal data. Getting patients personal data breached can be a very big problem for the surgery, this goes under the data protection act of 1998, it is very illegal and can cause a lot of problems for the surgery and the people running it.
- A drawback of communicating with patients other than by phone would be that if they come in and fill out a form by themselves or if they fill out the form online, they could do it wrong and cause a lot of disruption in the surgery, if the patients come in and speak to the receptionists instead then they will be able to understand what they're doing more.
- A drawback of letting nurses and doctors change records electronically would be that it's very easy to mistype something or not fill something out, this can cause confusing in the surgery and will waste patients, doctors, nurses, and receptionist's time massively.
- A drawback of storing patients personal data online and in a filing cabinet could be that the data is more likely to be hacked into if it's on a computer, and if the files are put in filing cabinets it can easily be misplaced or taken out by anyone, this will cause a lot of trouble in the surgery and will make patients angry. It is against the law to lose peoples personal data, this is the data protection act of 1998.
- Although by patients checking in electronically it will save receptionists, and patient's time, patients could easily forget to log in or they might not be able to log in from home due to no internet access. This is unfair for the patients and may make life a lot harder for them.

The implications that your recommendations will have for the organisation

- An impact that will be made by keeping patients records saved online and in a filing cabinet would be that the patient's personal data is less likely to be lost or destroyed, this will have a good impact on everyone in the surgery and will keep them happy.
- An impact of patients having to come in and fill out a form by themselves would be that although it saves a lot of time for patients and receptionists, it could cause forms to be filled out wrong, this will cause mayhem in the surgery as the doctors won't know the right information about their patients

- An impact of letting nurses and doctors change patients records electronically would be that its very easily mistyped on a computer and this could mean patients data being put in wrong. This will have a massive impact on the patients and doctors, the patients will be very angry because of their time that they've wasted and doctors will be the ones who have to go back and change it.
- An impact of storing patients personal data in filing cabinets as well as online could be that the more places the data is saved or kept, the more likely the data is to be hacked into or lost. A major impact of the data being lost or stolen would be the Tythebridge surgery being sued for a lot of money, the data protection act of 1998 makes sure that all personal data is kept securely, if the surgery went against this and lost the data then it can be very bad for the company.
- An impact of patients having to check in online or on a device in the Tythebridge surgery would be that it saves the patients and receptionists time but on the other hand, it can cause data to be wrong. Also if the patient doesn't have their own device or internet access then they won't be able to check in as easily as going and speaking to reception. This can be very unfair towards patients who don't have internet access or can't access the surgery check in online. The impact on the surgery would be that it wastes their time and means that the check in data can easily be wrong if the patients don't fill it in.

Initial comments on how the recommendations will address the needs of the organisation are quite generic and some comments are a repeat of the surgery's needs. There is some coverage for benefits and drawbacks of their recommendations although weak. There are implications that are appropriate. The implications take this from Band 1 to Band 2 are detailed enough to allow 4 marks awarded to be awarded.

<p>How your recommendations will address the needs of the organisation</p> <p>I recommend that we make a website so that patients can login and make appointments from home this I also said that they should use face id tracking systems and finger print scanners this will make the staff have less labour I also suggested that they should use a file server to keep all records in it to make the doctors have easy access to the patients medical records this is also protected by a VPN and a firewall and the computers also have anti-virus software if they do need paper documents they can print it off whenever</p>
<p>Benefits of your recommendations to the organisation and its stakeholders</p> <p>You will be able to make appointments electronically you will also be able to sign in with out wait at the reception you will also be able to access the patients records and anytime and you will also be able to make changes to the records you wont need to use paper as much because it will done electronically and the appointment system is a lot more efficient and effective</p>
<p>Drawbacks of your recommendations to the organisation and its stakeholders</p> <p>The drawbacks would be cost you would have to pay for the software and hardware and the training will take time which will cost money because they wont be treating patients it will also take sometime to install all the hardware and software</p>
<p>The implications that your recommendations will have for the organisation</p> <p>Maintenance of the network things can break or get old which will slow things down so you need to maintain the network and keep it UpToDate Replacement costs for any broken parts as this could cost the company a lot of money and you need a technician Security needs to be updated and to a high standard otherwise your system will get hacked or slow down due to malware and viruses Keep everything up to date all software will automatically check for updates every Sunday at 3 am, otherwise this could slow and break the network.</p>

Areas where responses were weak, learners tended to:

- repeat the recommendations from Activity 2a without considering the headings on the template
- include limited benefits and drawbacks without fully considering the scenario
- include limited implications and focus on cost

Where learners did well, they tended to have a systematic approach to the benefits and drawbacks of their recommendations and the implications they might have.

Summary

Based on their performance on this paper, learners should:

- use appropriate technical language throughout their responses
- use the scenarios to demonstrate their ability to apply their knowledge
- check their work carefully to ensure they have covered all activities
- use the assessment criteria to see the requirements for each activity to understand what they must do to achieve the marks.

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

Activity 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. Learners should not include user error as this is not a drawback of the software.

Activity 2a

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

Activity 2b

Although the quality of the diagrams is improving there are still areas that can be improved. Some diagrams submitted were limited in content and some did not include any connections. Learners should be encouraged to research existing diagrams (or use those from previous set tasks that the teacher might have provided) to give them an idea of what they should include in theirs. Where connections were included, learners did not always consider the direction of the connection flow.

Activity 3

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

Although learners included the basics for the activity, 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, for the company in the scenario, rather than just list them.

For more information on Pearson qualifications, please visit

<http://qualifications.pearson.com/en/home.html>

Pearson Education Limited. Registered company number 872828
with its registered office at Edinburgh Gate, Harlow, Essex CM20 2JE

Ofqual



Llywodraeth Cynulliad Cymru
Welsh Assembly Government



