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CAMBRIDGE TECHNICALS LEVEL 2 (2016)

Examiners' report

IT

05882, 05883, 05884

Cambridge TECHNICALS

Unit 1 Summer 2019 series

Version 1

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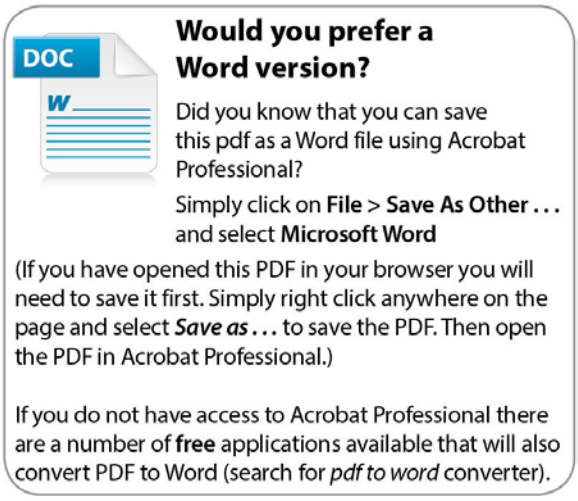

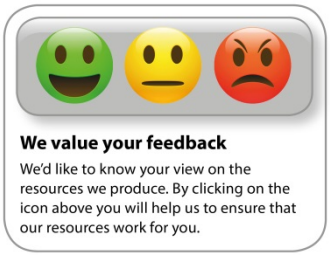

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Introduction

Our examiners' reports are produced to offer constructive feedback on candidates' performance in the examinations. They provide useful guidance for future candidates. The reports will include a general commentary on candidates' performance, identify technical aspects examined in the questions and highlight good performance and where performance could be improved. The reports will also explain aspects which caused difficulty and why the difficulties arose, whether through a lack of knowledge, poor examination technique, or any other identifiable and explainable reason.

Where overall performance on a question/question part was considered good, with no particular areas to highlight, these questions have not been included in the report.

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Unit 1 series overview

General comments on the paper

Learners taking the CBT assessment for this unit in June performed reasonably well. As stated in previous reports, centres would be advised to focus not only on the knowledge requirements across the five learning outcomes for this unit but also ensure learners are familiar with the different assessment styles used in this summative assessment – i.e. linking boxes, true/false, diagram-related questions and select 'three'. There was quite a consistent performance across all five outcomes this series.

Learning outcome 1: questions * - *

This LO covers knowledge of hardware components and performance was good. LO1 is one of the weightier LOs within the unit and as a result centres should spend more time with their learners developing knowledge around types of computer system, networks, connectivity methods, topologies, network protocols, computer components, devices and fault diagnosis. As was the case in January 2018, almost all candidates managed to match input devices in one question.

Learning outcome 2: questions * - *

Performance on this LO was also good; particularly given this is the heaviest weighted LO within the unit. Learners again seemed more prepared for software-based questions rather than questions that had more of a hardware focus. Candidates struggled on two questions, one about the most appropriate operating system to use when developing cross-platform software and the other about determining types of system maintenance.

Learning outcome 3: questions * - *

The focus of LO3 builds on LO1 and LO2 and requires learners to demonstrate knowledge of how to install and upgrade hardware and software. Performance was quite strong. Candidates again did quite poorly on a straightforward question about what equipment an IT technician would need to wear in a warehouse, and another question on who has overall responsibility for ensuring an IT technician knows how to correctly use personal safety equipment provided by a company. Candidates performed strongly on a question about the main reason for updating software.

Learning outcome 4: questions * - *

Performance on this LO was the strongest again, with learners demonstrating a good level of knowledge of social media and security. As in January 2019, candidates performed poorly on a question about artificial intelligence, so it is recommended that time is spent learning about AI and its potential uses. There was a strong performance in a question about risks of downloading files from the Internet as well as uses of social media sites.

Learning outcome 5: questions * - *

This LO carries the lowest weighting in the unit and performance of candidates was strong. The LO is holistic in nature and draws together the learning from the unit to reflect on the practical uses of IT within business. Candidates performed well on all LO5 questions.

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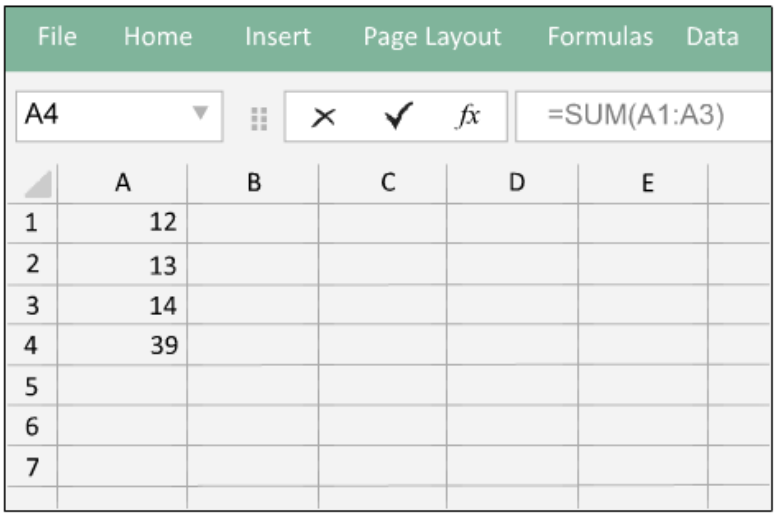
Appendix 1 Questions

Question 1

Which software application is shown in the diagram below?



A Database

B Email

C Graphics

D Spreadsheet

[1]

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Question 2

What is the **main** reason you might choose to store data on a flash drive rather than on an optical disk?

A Flash drives are harder to lose than optical disks

B Flash drives can have a larger storage capacity than optical disks

C Data is less likely to be corrupted on a flash drive

D Flash drives are less portable than optical disks

[1]

Question 3

Read the statement below and select if it is **true** or **false**.

An employer should provide an anti-static wrist band for an IT technician to wear when replacing a hard drive.

True

False

[1]

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Question 4

Which of the following are **benefits** of using the Internet when researching a school project? (Select **THREE**).

A Chatting with friends

B Finding sources of information

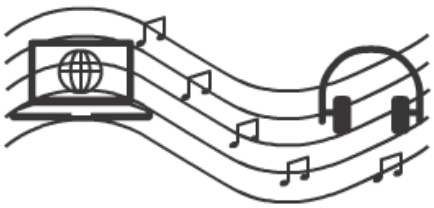
C Using online dictionaries

D Watching videos related to the topic

[1]

Question 5

Which of the following uses of the Internet is represented in the diagram below?



A Communication

B Gaming

C Music streaming

D Personal finance

[1]

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Question 6

Read the statement below and select if it is **true** or **false**.

Video conferencing allows employees to easily share ideas with others who are in remote locations.

- True
- False

[1]

Question 7

Employees can use screen sharing to collaborate in their work.

Which of the following is a **benefit** of collaborating by screen sharing?

A Can delete a virus while they are working

B Can help a colleague with a problem

C Can help to speed up work rates

D Can keep an eye on employees without them knowing

[1]

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Question 8

Which of the following are uses of artificial intelligence in scientific exploration? (Select **THREE**).

A Analysing data from radio telescopes

B Navigating a spacecraft to distant planets

C Printing a replacement part in an orbiting space station

D Sharpening blurry images

[1]

Question 9

Embedded systems are used to control central heating systems.

Which of the following is a feature of an embedded system used in a central heating system?

A Able to carry out many different tasks

B Can work in a wide range of temperatures

C Has access to a very large amount of computer memory

D Requires a full-size keyboard to input settings

[1]

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Question 10

Read the statement below and select if it is **true** or **false**.

Speakers are an example of an input device.

- True
- False

[1]

Question 11

Which **one** of the following software applications is used to view **pages of information** when using the Internet?

A Desktop publisher

B Text editor

C Web browser

D Word processor

[1]

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Question 12

What would be the **main** reason for updating a piece of software?

A To remove a scratch from the installation CD

B To remove a security weakness in the current version

C To remove health and safety risks

D You do not know how to use the current version

[1]

Question 13

Which of the following personal safety equipment would an IT technician need to wear when unpacking monitors in the warehouse?

A Anti-static wrist band

B Face mask

C Safety glasses

D Safety shoes

[1]

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Question 14

Which of the following are **organisational** health and safety responsibilities? (Select **THREE**).

A Carrying out risk assessments

B Charging for medical screening

C Providing appropriate personal safety equipment

D Providing a suitable working environment

[1]

Question 15

Who has overall responsibility for ensuring that an IT technician knows how to correctly use personal safety equipment provided by a company?

A The employer

B The Health and Safety Representative

C The IT manager

D The IT technician

[1]

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Question 16

The Internet can be used for communicating with others. Which of the following are ways that the Internet can be used to communicate with others? (Select **THREE**).

A Making video calls

B Sending emails

C Sending hardcopy photos

D Sending messages

[1]

Question 17

Click on each device and then link it by clicking on the task it would be used to complete.

To remove a link, select the linking line.

device	task
mouse	inputting text into a document
keyboard	choosing an item from a dropdown menu
microphone	recording a sound on a smartphone

[1]

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Question 18

Which of the following describes the **main** purpose of the sound card in a computer used for playing games?

A To allow players to block out unwanted sounds from the games

B To allow players to block out unwanted images from the games

C To output high definition video to enhance the gamer's experience

D To output multi-channel sound to enhance the gamer's experience

[1]

Question 19

When developing cross-platform software, which is the **most** appropriate operating system to use?

A Google Chrome

B Linux

C Mac OS

D Windows

[1]

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Question 20

Which of the following is a **function** of an operating system?

A Emptying junk mail folders

B Managing hardware components

C Removing viruses

D Sending emails

[1]

Question 21

What is the function of event viewer software?

A To perform diagnostic tests at start-up

B To schedule appointments

C To set alarms

D To show a log of system and application messages

[1]

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Question 22

Which of the following is a type of system maintenance?

A Compressing files

B Deleting unwanted files

C Deleting spam emails

D Error reporting

[1]

Question 23

A network manager has been asked to produce a test plan before carrying out a software upgrade.

Drag and drop the stages that the manager should follow and put them in the correct order.
The first one has been completed for you.

Define expected result

Define test data

Record actual result

Define feature to be tested

[1]

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Question 24

Which of the following statements defines user acceptance testing?

A Alpha testing

B Checking the system works as expected

C Paying the final invoice

D White box testing

[1]

Question 25

Which of the following is an **advantage** of buying concert tickets online rather than in person from the venue?

A The tickets will be cheaper

B Seats can be chosen by the purchaser

C Credit cards can be used for payment

D Tickets can be printed at home so there is no need to queue to get the tickets at the venue

[1]

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Question 26

Using the Internet can involve risks to files, data and computer systems.

Which of the following is a risk of downloading a file from the Internet?

A The computer might overheat while downloading

B The file could be infected with a virus

C The file size could be too large to download

D The wrong file version could be downloaded

[1]

Question 27

Click on each use of a social media site and then link it by clicking on the relevant example.

To remove a link, select the linking line.

use of a social media site	example
advertising	uploading a copy of your project plan
communication	posting a comment about a friend's photo
file sharing	showing your product to potential customers

[1]

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Question 28

What is the **main** disadvantage of using IT in support of business activities?

A Different software applications may not always create files that are compatible

B Capturing live data can take many people a long time

C It is difficult to calculate profits

D Sharing work files is slow

[1]

Question 29

Which of the following is a network protocol?

A BIOS

B CPU

C HTML

D TCP

[1]

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Question 30

Complete the following sentence:

Maintaining a hard drive by moving separated file segments back together is called

A clean-up.

B defragmenting.

C deleting.

D file removal.

[1]

Question 31

For which of the following tasks could cloud storage be used for? (Select **THREE**).

A Sending multiple emails at once

B File sharing

C Music and film streaming

D Remote accessing of files

[1]

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Question 32

What use of IT is being described in the statement below?

'The use of dedicated websites and applications to interact with other users'.

A Online sellers engaging with their customers to raise awareness of products

B Capturing data about sales

C Social networking

D Software development

[1]

Question 33

Which of the following is a function of utility software?

A Managing resources

B Publishing photos

C Recording sounds

D System monitoring

[1]

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Question 34

Click on each activity then link it by clicking on the relevant personal safety equipment that employees should wear to minimise any risk.

To remove a link, select the linking line.

activity	personal safety equipment
building a computer system	anti-static mat
upgrading computer components	safety glasses
using compressed air	anti-static wrist band

[1]

Question 35

Read the statement below and select if it is **true** or **false**.

A hub connects multiple computers or other network devices together.

- True
- False

[1]

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Question 36

Which of the following statements about apps is true?

A They are always free to use

B They are designed for single platforms

C They can be used on mobile devices

D They work on all operating systems

[1]

Question 37

Which of the following devices is **least** likely to contain a GPS receiver?

A Integrated car navigation system

B Laptop computer

C Portable satellite navigation unit

D Smartphone

[1]

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Question 38

What type of application software can be used to combine text, video and animations into a presentation?

A Compiler

B CRM

C Debugger

D Multimedia

[1]

Question 39

An organisation keeps its customer records. What type of operational activity is this?

A Data collection

B Data manipulation

C Data processing

D Data storage

[1]

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Question 40

Click on each storage method and then link it by clicking on its most appropriate use.

To remove a link, select the linking line.

storage method	use
external hard drive	quickly sharing files with others in different locations
1 GB USB memory stick	storing many large video and image files
cloud storage	moving a few small files from one laptop to another

[1]

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