CAMBRIDGE TECHNICALS LEVEL 2 (2016)

Examiners' report

IT

05882, 05883, 05884

Unit 1 January 2020 series

Version 1

Contents

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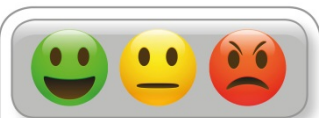
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Introduction

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. A full copy of the question paper can be downloaded from OCR.

You can now find the results awarded in 2018/19 for some Cambridge Technical subject areas.

As a centre approved to offer our Cambridge Technicals qualifications, we wanted to let you know we have now published the results awarded for 2018/19 Level 2 and 3 Cambridge Technicals (2016 suite). This information is helpful in allowing you to compare your centre achievements alongside national outcomes.

To browse to the document, log in to Interchange, click on 'Resources and materials>Past papers and mark schemes' in the left-hand menu and select 'Cambridge Technicals (2016) Results Awarded 2018/2019' from the drop-down list.

Unit 1 series overview

General comments on the paper

Learners taking the CBT assessment for this unit in January performed reasonably well. The mean was lower than in the two 2019 series, but higher than the two in 2018. 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'. Learning outcomes 2 and 4 had strong answers this series.

Learning outcome 1

This LO covers knowledge of hardware components and performance was generally strong. 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 systems, networks, connectivity methods, topologies, network protocols, computer components, devices and fault diagnosis. Almost all candidates were able to identify a USB stick and identify input, output and storage devices. Candidates found it more difficult to match network components such as hubs, switches and routers to their definitions.

Learning outcome 2

Performance on this LO was very good overall; 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 only found one question more challenging, which asked them to identify the relevant operating system which is commonly used for open source software.

Learning outcome 3

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 mixed this series. Hardly any candidates managed to put the steps of an installation plan into the correct order and found it difficult to identify organisational responsibilities regarding health and safety. On the positive side, almost all candidates identified the reason for having a backup plan when installing or upgrading software and also did well regarding the use of an anti-static mat.

Learning outcome 4

Performance on this LO was very strong as usual, with learners demonstrating a good level of knowledge of social media and security. Particularly strong performances were seen in questions about benefits of purchasing insurance online, examples of social media sites, functions of fitness trackers, applications used in emerging technology and uses of the Internet. The only slightly weaker responses were for activities that are enabled by cloud storage.

Learning outcome 5

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 did very well on identifying the type of software which would be most useful for a design student to help with their work. The lowest outcomes were for a question on which type of software application would be best suited for a sales manager to access stock levels.

Appendix 1 Questions

Question 1

Which **ONE** of the following is **not** a benefit of purchasing insurance online?

A | Able to compare the different companies and benefits

B | Able to search anytime for insurance deals

C | Able to compare the prices

D | Able to speak to someone in person

[1]

Question 2

Which **ONE** of the following is the most appropriate reason to upgrade software?

A | A patch has been released

B | The organisation wants to do it

C | IT support have nothing to do

D | Recovery of backups

[1]

Question 3

Which **ONE** of the following is **not** an example of a social media site?

A   Facebook

B   LinkedIn

C   Online banking

D   Twitter

[1]

Question 4

When diagnosing a fault which **THREE** tools are helpful?

A   PIST

B   Device Manager

C   Task Manager

D   Update Manager

[1]

Question 5

Which **THREE** of the following are functions of the operating system?

A | Managing resources

B | Organising how memory is used

C | Controlling storage media

D | POST

[1]

Question 6

Which **ONE** type of application software is used for help with drafting designs?

A | CRM

B | CAD/CAM

C | CMM

D | Databases

[1]

Question 7

Drag and drop the steps of the installation plan and put them in the correct order below.

The last one has been completed for you.

Confirm compatibility
Select tools and resources
Identify health and safety requirements
Ensure system is backed up
Implement the installation or upgrade safely

[1]

Question 7
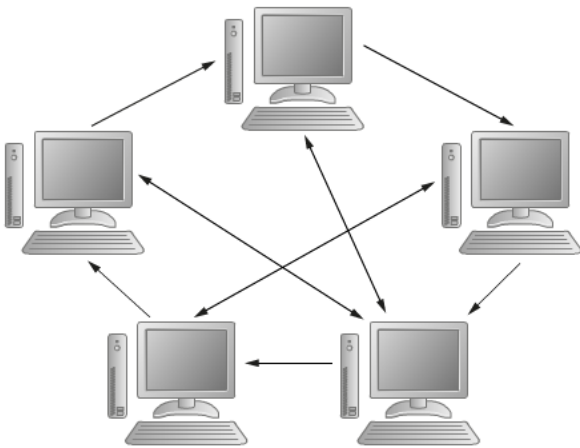
Question 8

What network topology is shown in the diagram above?

A | Star

B | Mesh

C | Ring

D | Bus

[1]

Question 9

Which operating system does Tizen OS run on?

A Windows

B Linux

C Mac OS

D Google Chrome

[1]

Question 10

A school wants to send updated information to large groups of parents.

What would be the **most** appropriate communication to use?

A VoIP

B Video calling

C Text messaging

D Online chat

[1]

Question 11

All of these types of hardware are used to store data: USB, CD, Scanner and Hard drive.

True

False

[1]

Question 12
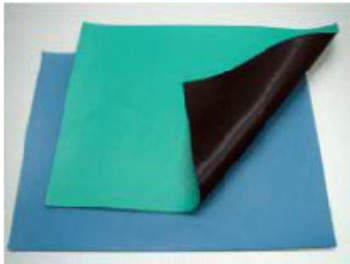
The image above is an example of which personal safety equipment?

A	Safety shoes

B	Hearing checks

C	Anti-static wrist band

D	Anti-static mat

[1]

Question 13

A compiler is used to translate code into machine code before the program can be run.

True

False

[1]

Question 14

Which utility software is used to show the details of the performance of the CPU or memory usage?

A   Event viewer

B   Disk manager

C   Performance monitor

D   Project manager

[1]

Question 15

Which **THREE** activities are enabled by cloud storage?

A   Remote access

B   Fast download time

C   Music and file streaming

D   Disaster recovery

[1]

Question 16

Which software application is used to debug and test other programs?

A   Interpreter

B   Web browser

C   Debugger

D   Operating system

[1]

Question 17

Read the statement below and select **true** or **false**.

An IT technician does not need to use an anti-static mat to reduce the effects of electrical discharge when working on computer equipment.

True

False

[1]

Question 18

Which **ONE** of the following is **not** a use for social media sites?

A   Marketing

B   File-sharing

C   Communication

D   Online banking

[1]

Question 19

Are the following examples of multimedia content? Presentation, Animation and Video. Select **true** or **false**.

True

False

[1]

Question 20

Which connectivity port uses this device?

A	DVI

B	VGA

C	USB

D	NIC

[1]

Question 21

Which of the following are network protocols? (Select **THREE**).

A | Ethernet

B | HTTP

C | TCP

D | HTML

[1]

Question 22

Which type of software would be most useful for a design student to help with their work?

A | Utility software

B | Presentation software

C | Graphics software

D | Video software

[1]

Question 23

Which type of software application would be best suited for a sale manager to access stock levels?

A | Social media software

B | Database management software

C | Program development software

D | Spreadsheet software

[1]

Question 24

Which is the most appropriate definition of user acceptance testing?

A | It is the last phase of the software testing process, to make sure the users can use it in the real-world environment.

B | It is the process of testing.

C | It is testing that the client can use the software.

D | It is a document that holds information about testing.

[1]

Question 25

Which is the most appropriate explanation of the advantage of using the internet for education?

A | It is largely a low-cost effective method of accessing resources, people, online training and information from a variety of countries.

B | It is largely useful for storing and emailing coursework.

C | It is relatively useful for accessing resources.

D | It is a great place to play games.

[1]

Question 26

Which **ONE** hardware component expands the functionality of the computer?

A | Power supply

B | Motherboard

C | Network Interface Card

D | Expansion Card

[1]

Question 27

Which of the following statements are functions of a fitness tracker? (Select **THREE**).

A | It can show the number of steps you have taken in a day.

B | It can be synced to a smart phone.

C | It can make phone calls.

D | It can display your heart rate.

[1]

Question 28

Click the device and then link it by clicking on whether it is an input, output or storage device.
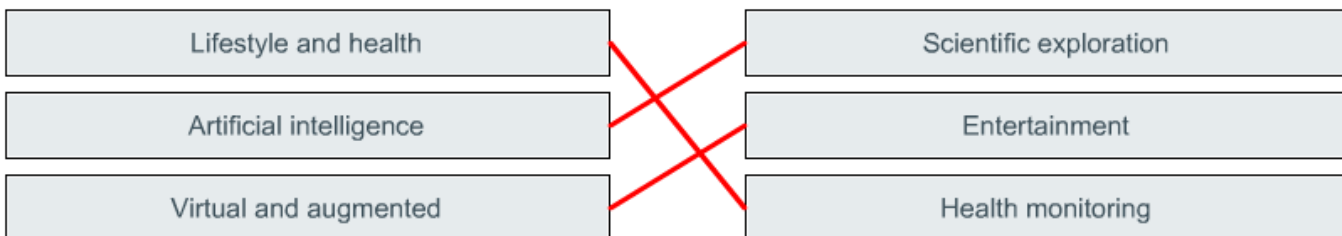
To remove a link, select the linking line.

Speakers	Input
Microphone	Storage
USB	Output
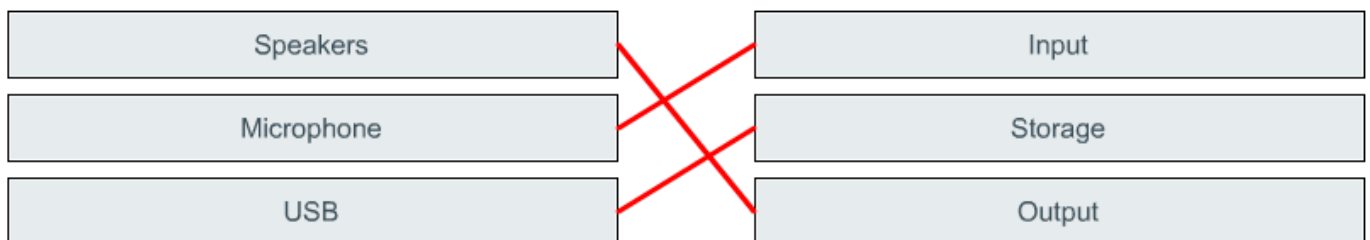
[1]

Question 29

Click each emerging technology and link it to the correct application.

To remove a link, select the linking line.

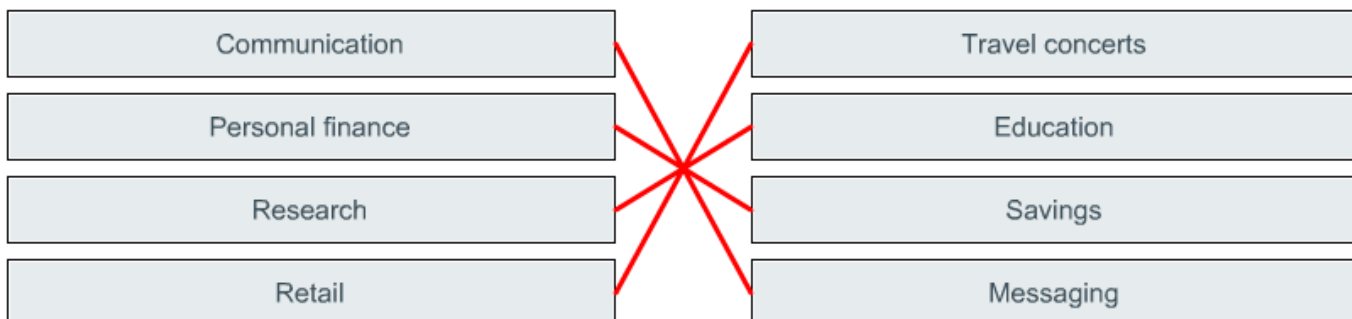| Lifestyle and health | | Scientific exploration |
| Artificial intelligence | | Entertainment |
| Virtual and augmented | | Health monitoring |

[1]

Question 30

Click each use of the internet and link it to the correct activity.

To remove a link, select the linking line.

Communication		Travel concerts
Personal finance		Education
Research		Savings
Retail		Messaging

[1]

Question 31

Which **ONE** of the following is **not** a "type" of Computer System?

A	Netbook

B	Game console

C	Scanner

D	Laptop

[1]

Question 32

What does WLAN stand for?

A	Working Long Area Network

B	Wide Locally Area Network

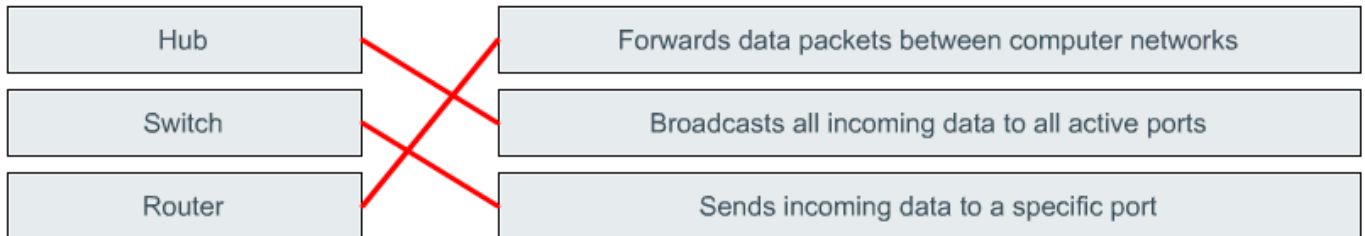| C	Wide Local Areas Networks

D	Wireless Local Area Network

[1]

Question 33

Click on the network component and link it with the most appropriate definition.

To remove a link, select the linking line.

Hub	Forwards data packets between computer networks
Switch	Broadcasts all incoming data to all active ports
Router	Sends incoming data to a specific port

[1]

Question 34

Which **ONE** of the following is **not** an example of personal safety equipment?

A | Anti-static mat

B | Hearing checks

C | Safety glasses

D | Safety shoes

[1]

Question 35

Which **ONE** of the following is an example of collaboration and sharing?

A   Screen sharing

B   Video calls

C   Software tools

D   Text message

[1]

Question 36

Which operating system is more commonly used for open source software?

A   Windows

B   iOS

C   Google Chrome

D   Linux

[1]

Question 37

A doctor needs to transfer paper records into an application software program to make them more manageable. Which **ONE** of the following is the most appropriate?

A | Database management software

B | Program development software

C | Social media software

D | Spreadsheet software

[1]

Question 38

Select the **ONE** most appropriate reason for ensuring there is a backup plan when installing or upgrading software.

A | It needs to be done.

B | You have a backup method if something malfunctions and you need to restore to the original version.

C | It helps with testing.

D | Ensures you have followed documentation.

[1]

Question 39

Which **ONE** of the following is **not** a benefit to an employee working remotely?

A | Can fit work around family commitments

B | Issues can be easy to solve

C | Faulty IT equipment is easily repaired

D | Does not need to travel

[1]

Question 40

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

A | Providing suitable personal safety equipment

B | Following health and safety policies

C | Providing suitable medical screening

D | Carrying out risk assessments

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