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CAMBRIDGE TECHNICALS LEVEL 2 (2016)

Examiners' report

INFORMATION TECHNOLOGY

05882, 05883, 05884

Unit 1 January 2023 series

Version 1

Contents

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 and the mark scheme can be downloaded from OCR.

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Unit 1 series overview

Candidates who did well on this paper generally did the following:	Candidates who did less well on this paper generally did the following:
• identifying certain types of hardware and their uses • knew the differences between operating systems and their uses.	• struggled to differentiate between a router, hub and switch • could not identify the correct features of presentation software or describe the function of Event Viewer.

General comments on the paper

Entries for the January 2023 series were the highest ever. The mean was slightly lower than those seen in previous January series with an identical standard deviation to January 2022. The 'achieved' boundary was set at 26, the same as in January 2021, and one lower than in January 2022.

Assessment for learning
Centres are always 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 a good balance of performance across the learning outcomes in this series.

Learning outcome 1: questions 1, 4, 7, 9, 11, 18, 20, 25, 30

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 to develop knowledge around types of computer systems, networks, connectivity methods, topologies, network protocols, computer components, devices and fault diagnosis. Learners performed well in identifying hardware but struggled in selecting the best description of a plotter. They also found identifying the characteristics of a router, hub and switch challenging.

Learning outcome 2: questions 3, 13, 22, 23, 28, 31, 32, 35, 37, 38

Performance on this LO was satisfactory, and this is the heaviest weighted LO within the unit. Learners found two questions more challenging, one of which asked them to identify the features of presentation software and the other to describe the function of Event Viewer. Candidates did manage to identify correct operating systems when presented with a choice of their uses really well.

Learning outcome 3: questions 10, 12, 15, 16, 17, 24, 27, 36

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 very good for this learning outcome, with learners understanding the importance of safely handling hardware and understanding the importance of backing up before upgrading software.

Learning outcome 4: questions 2, 8, 14, 19, 26, 33, 34, 39

Performance on this LO was good, with learners demonstrating a strong knowledge of social media and security. Particularly strong performances were seen in questions about phishing and identifying the correct benefit of managing personal finance. Learners did struggle with a question on the uses of artificial intelligence, however.

Learning outcome 5: questions 5, 6, 21, 29, 40

This LO carries the lowest weighting in the unit and performance of learners was very good. The LO is holistic in nature and draws together the learning from the unit to reflect on the practical uses of IT within business. The question the learners did the best in was one on how IT can best support business activities such as marketing, analysis and project management.

Appendix 1 Questions

Question 1

Which **one** of the following **best** describes the purpose of a mouse?

A | It controls a pointer on a screen

B | It controls network components

C | It inputs audio

D | It inputs text

[1]

Question 2

Which **one** of the following **best** describes the risk when code is maliciously placed on a computer system?

A | Identity theft

B | Phishing

C | Spamming

D | Virus attack

[1]

Question 3

Which of the following are features of presentation software? (Select **three**).

A	It can use animations

B	It can use filters

C	It can use transitions

D	It has fields

E	It has master views

[1]

Question 4

What type of component is shown above?

A	Display port

B	Firewire port

C	Motherboard

D	Optical storage

[1]

Question 5

Which of the following are benefits of using IT to work with others? (Select **three**)

A	Can track changes to documents

B	Documents can be easily shared

C	No need to be in the same location

D	No need to destroy records

E	Reduces the number of staff needed

[1]

Question 6

Which **one** of the following is a disadvantage of using IT in the support of business activities?

A	Fewer records are needed

B	No need for vast physical storage space

C	No staff training is required

D	The systems across the business are not compatible

[1]

Question 7

Which **one** of the following **best** describes a plotter?

A | An input device for printing bitmap graphics

B | An input device for printing vector graphics

C | An output device for printing bitmap graphics

D | An output device for printing vector graphics

[1]

Question 8

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

The delivery of voice communications over the internet is called VoIP.

True

False

[1]

Question 9

Which **one** of the following refers to a type of storage device?

A | FTP

B | Hybrid

C | LAN

D | Mesh

[1]

Question 10

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

You should always make a backup of the system before upgrading the software on your computer.

True

False

[1]

Question 11

Which **one** of the following describes the purpose of a network switch?

A | Directs data packages to their destination

B | Switches between binary and hexadecimal

C | Switches the signal from analogue to digital

D | Turns the computer on and off

[1]

Question 12

Number	Description	Expected Result	Actual Result	Solution
1	Home button	Returns user to home page		
2	Logo position	Logo appears top left on each page		

What type of document is shown above?

A | A Gantt chart

B | A test plan

C | A Health and Safety policy

D | A Risk Assessment

[1]

Question 13

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

The sole function of an operating system is to control peripherals.

True

False

[1]

Question 14

Which **one** of the following is an advantage of using email to communicate rather than using a telephone?

A | A record of the communication is always made

B | It is free

C | It is more personal

D | It is quicker

[1]

Question 15

Which **one** of the following is **not** the responsibility of an organisation?

A Carrying out risk assessments

B Ensuring a suitable working environment

C Providing training for workers

D Using correct health and safety practice when handling hardware

[1]

Question 16

Which **one** of the following is **not** the responsibility of an individual?

A Following health and safety policies

B Providing suitable medical screening

C Reporting anything unsafe

D Using tools correctly

[1]

Question 15

Question 17

What type of procedure is being carried out in the screen shown above?

A	A software installation
B	A system backup
C	A system reboot
D	A system upgrade

[1]

Question 18

You want to use Device Manager to remove a printer from your computer system.

Drag and drop the steps you would take from the options below in the correct order 1 to 4.

Options

Delete the selected printer from the 'print queue' and 'printer' sections	Select 'View' from the toolbar
Restart your computer	Select 'Show hidden devices' from a menu

1

2

3

4

[1]

Question 19

Which of the following are activities enabled by the 'cloud'? (Select **three**)

A | Anyone with permissions can access data

B | You can access data from any location

C | You can access unlimited storage

D | You can file hard copies

E | You can store and recover system data

[1]

Question 20

Which **one** of the following is **not** a type of connectivity port?

A | DVD

B | DVI

C | USB

D | VGA

[1]

Question 21

Which **one** of the following **best** describes a benefit of using a text message when working with others?

A | A message can be received without disturbing a meeting in silent mode

B | It can be sent using any type of desktop computer

C | There is no chance that the message will be missed

D | There is no limit to the message length

[1]

Question 22

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

A web browser is a piece of hardware for accessing information on the world wide web.

True

False

[1]

Question 23

Which **one** of the following **best** describes an app capable of running on two or more different hardware platforms?

A	Communication

B	Game

C	Mobile

D	Multi-platform

[1]

Question 24

When employees are working with computers, which **one** of the following is a responsibility of the employer?

A	A credit check

B	A sight check

C	A sound check

D	A spot check

[1]

Question 25

Drag and drop each device from the options below to the box that **best** describes its purpose.

Options

| Router | Hub | Switch |

A connection point in a network that directs traffic to the correct destination	A connection point for computers and devices in a network	Connects two or more networks and directs traffic around them

[1]

Question 26

Which **one** of the following is a benefit of using the internet to manage personal finance?

A   Can make cash deposits 24/7

B   Can view transactions 24/7

C   Face-to-face interaction

D   Instant response to human help requests

[1]

Question 27

Which of the following should be done to ensure safety when handling hardware? (Select **three**)

| A | Follow the company's health and safety policy |

| B | Unplug the equipment before opening its outer cases |

| C | Use a password |

| D | Use appropriate PSE |

| E | Work in low light |

[1]

Question 28

Which **one** of the following would be most suitable for a supermarket to use when forecasting future sales?

| A | CAD |

| B | Database |

| C | Presentation |

| D | Spreadsheet |

[1]

Question 29

Drag and drop each business activity that IT can be used to support from the options below to the box that **best** describes an example of its use.

Options

| Marketing | Analysis | Project Management |

Using data capture and software tools to look for better ways of doing tasks

Using time management and planning software to plan activities as part of a project

Using software tools and social networking sites to increase customer involvement

[1]

Question 30

Which of the following are examples of mobile devices? (Select **three**).

A Bus topology

B Smart phones

C Tablets

D Wearables

E Wide Area Network

[1]

Question 31

Which **one** of the following **best** describes a debugger?

A   A program designed to carry out a limited maintenance task

B   A program that converts source code to machine code

C   Software that helps a programmer track down faults in a program

D   Software that removes redundant code

[1]

Question 32

Drag and drop each operating system from the options below to the box that **best** describes an example of its use.

Options

Google ChromeOS   Linux   IOS

Mostly opens web applications to be run

Used just for Apple hardware

Used on many servers in businesses

[1]

Question 33

Which **one** of the following is an example of a business networking site?

A E.Factor

B Reddit

C Telegram

D Twitter

[1]

Question 34

Which **one** of the following is **not** a use of artificial intelligence?

A Chatbots

B Inventing software programs

C Medical diagnostics

D Scientific exploration

[1]

Question 35

Which **one** of the following **best** describes the function of Event Viewer?

A   It displays detailed information about significant actions on your computer

B   It frees up space on your disk drive

C   It monitors various activities on a computer such as CPU or memory usage

D   It provides information about the processes and applications running on your computer

[1]

Question 36

Which **one** of the following is **not** a correct use of personal safety equipment?

A   Ensuring safety glasses are cleaned regularly

B   Never using a grounding clip with an anti-static mat

C   Using an anti-static wrist band when building a PC

D   Wearing safety shoes when there is a risk of static build-up

[1]

Question 37

Which **one** of the following **best** describes digital video?

A | It enables you to manipulate images visually on a computer

B | It is a method in which figures are manipulated to appear as moving images

C | It is an electronic representation of moving visual images in the form of encoded digital data

D | It represents moving visual images with analogue signals

[1]

Question 38

Which **one** of the following would be considered a feature of an effective mobile app?

A | It has complex navigation screens

B | It is intuitive to use

C | It is specific to one type of device

D | Its security prevents users from personalising the app

[1]

Question 39

Drag and drop each name of a social media site from the options below to the box that describes it.

Options

Ryze	TikTok	Twitter

Links business professionals, particularly new entrepreneurs

Used for microblogging and social networking

Used to share videos

[1]

Question 40

Which **one** of the following is the **best** definition of bias in data collection?

A | A trend or deviation from the truth

B | A truthful result

C | A valid set of questionnaires

D | An invalid set of questionnaires

[1]

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