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Examiners' Report

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Introduction

This is the ninth time that candidates have sat examinations for this unit, which requires them to explore how current and emerging digital technologies impact on the lives of individuals, organisations and society. This is an un-tiered paper that has been specifically designed so that the accessible questions are more prevalent earlier in the paper, with questions becoming progressively more difficult. This paper has been designed to allow candidates of all ability ranges to find questions that are both challenging and interesting throughout. Candidates are introduced to a scenario, where they can contextualise their responses. Additionally, candidates will find that 'command words' are used consistently in the paper to indicate the type of response expected. It is hoped that candidates will demonstrate the knowledge, understanding and skills required to be savvy users of ICT. Candidates who achieved high marks often provided more detailed responses and, increasingly, candidates are providing more than just simple statements, including examples and reasons where expansions or explanations were required. In the extended questions, candidates demonstrated a better understanding of the requirement to analyse, evaluate, make reasoned judgements and present conclusions. Candidates should develop their use of subject specific language and should make better use of the Technology Update document, published every Spring, to clarify what technology they are expected to learn about.

Question 1 (c)

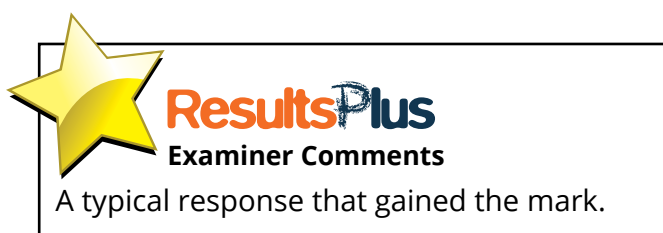
Most candidates gained the mark for this question and were able to identify a type of connectivity that could be used to connect a smart TV to a router, with the most popular answers being 'WiFi' and 'Ethernet'. Where candidates gave an incorrect answer, it was generally for just identifying 'wireless', 'cable' or 'wire', all of which are too vague. 'Bluetooth', 'Firewire', 'SCART' and 'HDMI' would not be appropriate in the context of the question.

(c) A smart TV can be connected to a router using a USB connection.

State **one other** type of connectivity that could be used to connect a smart TV to a router.

(1)

~~Wireless~~ WiFi

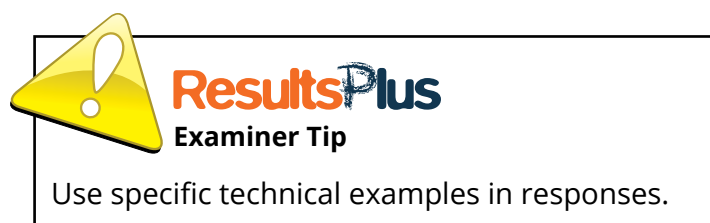


(c) A smart TV can be connected to a router using a USB connection.

State **one other** type of connectivity that could be used to connect a smart TV to a router.

(1)

Wireless



Question 1 (d)

Most candidates gained at least one of the two available marks for this question. Most popular correct responses related to not having to wait for the content to be downloaded, streaming not storing a copy of the file or 'buffering'. Common incorrect responses related to cost, ownership and copyright. Many candidates incorrectly stated that downloading didn't need an internet connection, without referencing the fact once it had been downloaded content could be viewed without an internet connection. Those candidates that attempted a response relating to 'watching live broadcasts / content' often struggled to explain this point correctly.

(d) Amy streams a video to her smart TV.

Give **two** ways in which streaming is different from downloading.

(2)

- 1 It doesn't take a lot of storage space, like downloading does
- 2 You can watch it instantly rather than having to wait for it to download



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Examiner Comments

A typical response that gained both marks.

(d) Amy streams a video to her smart TV.

Give **two** ways in which streaming is different from downloading.

(2)

- 1 Streaming lets you watch it live.
- 2 Streaming doesn't require much data.



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Examiner Comments

This response gained one mark for the first point.

You are able to watch live broadcasts using streaming.

However, the same amount of data is used for streaming as when downloading.

Question 1 (e)

Most candidates gained both marks for this question. Popular answers were 'social media', 'blogs', and 'forums'. Even though proprietary names were accepted, where candidates had listed two proprietary names, they often came from the same marking point, e.g. 'Facebook' and 'Twitter' and therefore only achieved 1 mark. A common incorrect answer was 'email', which is not an online community.

(e) Amy can share the videos she likes with her friends.

List **two** types of online community that she could use to do this.

(2)

1 Social networking site

2 Online blog (vlog)



ResultsPlus
Examiner Comments

A typical response that gained both marks.

(e) Amy can share the videos she likes with her friends.

List **two** types of online community that she could use to do this.

(2)

1 Facebook

2 ~~two~~ Twitter



ResultsPlus
Examiner Comments

As these are both types of social media, only one mark can be awarded.



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Examiner Tip

When asked to list/give/state more than one type of something, provide discrete examples.

(e) Amy can share the videos she likes with her friends.

List **two** types of online community that she could use to do this.

(2)

- 1 Social Media
- 2 Facebook



ResultsPlus

Examiner Comments

Facebook is a type of social media, so this was also treated as a repeated response and only one mark was awarded.

Question 1 (f)

Most candidates gained at least two of the three available marks for this question. Correct responses included 'third party payment processor' and 'credit / debit card' including examples specifying proprietary names for these answers. It was pleasing to see responses that referenced 'Bitcoin' – suggesting candidates were aware of developments in online payment technology. Other common incorrect responses were 'online banking' and 'Apple Pay', which suggests candidates don't fully understand how digital wallets function as a method of payment. Some candidates suggested offline methods such as cash, cheque and others suggested the terms of loans e.g. pay off all at once, or monthly instalments which suggest candidates misinterpreted the question.

(f) Amy can use the internet to subscribe to online content. /

Give **three** online payment methods that Amy could use.

(3)

- 1 Debit card
- 2 Credit card
- 3 Third - Party payment site



ResultsPlus Examiner Comments

This response gained two marks.

Candidates often listed 'credit card' and 'debit card' as separate responses, these were from the same marking point as with previous series and therefore only gained one mark.

(f) Amy can use the internet to subscribe to online content.

Give **three** online payment methods that Amy could use.

(3)

- 1 Credit Card payments
- 2 third party payments e.g. paypal
- 3 COUPON codes



ResultsPlus Examiner Comments

This response gained all three marks.

Question 1 (g)

Most candidates gained at least one of the two available marks for this question. Candidates often struggled to gain the second mark for a linked response. Many candidates identified benefits relating to 'portability' and 'trip hazards' but then often just stated 'no wires' in relation to the response, which in effect repeats the question.

(g) Devices can connect using wired or wireless methods.

Explain **one** benefit of wireless connectivity.

(2)

There are no wires to limit the portability of your device and can use the internet without cables and play music via Bluetooth.



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Examiner Comments

This response gained both marks as 'limit' is enough to imply that the wires 'restrict' (for the first mark) the portability (for the second mark).

(g) Devices can connect using wired or wireless methods.

Explain **one** benefit of wireless connectivity.

(2)

Wireless connectivity doesn't have wires meaning multiple devices can use it at once and ~~share peripherals~~ therefore share peripherals



ResultsPlus

Examiner Comments

Many responses stated that wireless connectivity allows more devices to connect to the network (which is also true of wired connectivity and, therefore, is not a benefit), rather that it supports different types of devices (such as those without wired ports).

Question 2 (a)

Most candidates gained one of the two available marks for this question. Responses often related to 'cloud' storage and 'SD / memory cards', followed by 'hard drive'. When candidates did not gain marks, it was often for vague responses such as 'internal storage', 'external storage' and 'local storage'. Some candidates just stated 'USB' and therefore did not gain the mark as it was not specific enough, or 'SIM card' which is not an appropriate storage medium. On several occasions 'GB' and 'MB' were given as an incorrect response.

2 Amy stores movies and photos on her smartphone.

(a) List **two** types of storage that she could use with her smartphone.

(2)

- 1 The cloud
- 2 Internal memory on her phone.



ResultsPlus

Examiner Comments

This response gained both marks. 'Memory' was considered enough for the mark. ('Internal storage' would not have been enough as it is essentially a repeat of the question).

2 Amy stores movies and photos on her smartphone.

(a) List **two** types of storage that she could use with her smartphone.

(2)

- 1 ~~Cloud storage~~ remote storage
- 2 USB



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Examiner Comments

Remote storage was considered enough for 'cloud storage'.

'USB' on its own was not accepted.

Question 2 (b) (i)

This question required candidates to analyse a table representing part of a specification for a smartphone. Candidates were then required to calculate the maximum number of photos that could be kept on 16GB of additional storage that could be used with this smartphone.

The table provided in the paper showed that each photo had a file size of 2MB and a resolution of 8MP (a distractor).

Candidates, therefore, had to apply two ICT skills to answer this question:

- 1) Know how many MB are in a GB (accepting 1000 or 1024).
- 2) Knowing how many 2MB photos could be kept on the total storage available (thereby ignoring the 8MP [resolution] distractor).

Once candidates had arrived at 16,000MB, they were then required to know that you would have to divide that total available storage by the amount of MB in a single photo (2MB).

Candidates were not required to arrive at the correct answer, but they were expected to show their working.

Therefore, a candidate could have responded by writing:

There are 1000MB in a GB so you would divide 16000 by 2.

Or, candidates could have provided the mathematical method:

$$16000 \div 2$$

Some candidates carried out calculations with the numbers in the question showing little understanding of what they represented. Many candidates incorrectly identified 1GB = 100MB, but gained a mark for the correct process afterwards. Where candidates correctly identified 1GB = 1000MB or 16GB = 16000MB, they often gained the second mark for the process or the correct answer.

(b) Amy adds **16 GB** of storage to her smartphone.

Part of the specification of her smartphone is shown here:

Camera quality	File size	Number of photos
8 MP	2 MB	800

(i) Calculate the **maximum** number of photos she could keep on the 16 GB of additional storage. Show your working.

(2)

$$1600 \text{ MB} = 16 \text{ GB}$$

$$\frac{1600}{2} = \underline{\underline{800}}$$



ResultsPlus Examiner Comments

One mark awarded as the candidate has not demonstrated an understanding of how many MB in a GB, but has carried out the correct process to deduce the number of photos from the total storage arrived at. The examiners applied follow-through in instances such as these.

(b) Amy adds **16 GB** of storage to her smartphone.

Part of the specification of her smartphone is shown here:

Camera quality	File size	Number of photos
8 MP	2 MB	

(i) Calculate the **maximum** number of photos she could keep on the 16 GB of additional storage. Show your working.

(2)

Handwritten working:

$2 \times 100 = 200$

$\frac{16000}{200} = 80$

$80 \times 100 = 8000$

$\frac{16000}{2} = 8000$

8000 photos



ResultsPlus
Examiner Comments

Both marks awarded as 16000 shows the candidate understands there are 1000MB in a GB. This is then shown to be needed to be divided by 2.

(b) Amy adds **16 GB** of storage to her smartphone.

Part of the specification of her smartphone is shown here:

Camera quality	File size	Number of photos
8 MP	2 MB	

(i) Calculate the **maximum** number of photos she could keep on the 16 GB of additional storage. Show your working.

(2)

$$16 \text{ gb} = \cancel{2000} 16000 \text{ mb}$$

$$16000 \div 2$$

$$= 800 \text{ photos}$$

800 photos.



ResultsPlus Examiner Comments

Two marks awarded here.

The candidate has shown they understand that there are 1000MB in one GB and then gone on to show that they understand that this number needs to be divided by 2. The fact that they arrived at the wrong number (800) in the end is irrelevant as they have already demonstrated the required knowledge to gain both marks.

(b) Amy adds **16 GB** of storage to her smartphone.

Part of the specification of her smartphone is shown here:

Camera quality	File size	Number of photos
8 MP	2 MB	8,000 8,000

(i) Calculate the **maximum** number of photos she could keep on the 16 GB of additional storage. Show your working.

(2)

$$2\text{MB} \times 500 = 1000$$

~~16 x 500~~

$$500 \times 16 = \underline{8000}$$



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Examiner Comments

Two marks are awarded here.

An unexpected (but awardable) method used was to deduce that there would be 500 photos in a GB, then multiply this by 16 to give the correct answer.

Question 2 (b) (ii)

Most candidates gained the mark for this question with responses relating to 'resolution' or 'quality' being the most common, followed by 'size / dimensions' and 'HD to SD'. Common incorrect answers related to 'cropping', 'zooming', 'square', 'turning off flash', 'don't use filters' and 'file size' – the last one being a repeat of the question.

- (ii) State **one** camera setting that Amy could change to reduce the file size of a photo.

(1)

Image resolution could be reduced.



ResultsPlus
Examiner Comments

A typical response that gained the mark.

- (ii) State **one** camera setting that Amy could change to reduce the file size of a photo.

(1)

Crop the photo.



ResultsPlus
Examiner Comments

This response did not gain the mark.

Question 2 (d) (i)

Some candidates incorrectly stated that an email can only be sent to one person at a time and more stated that once the email is sent the sender no longer retains the original photograph. In many responses candidates incorrectly stated that emails required Internet access, whereas other methods e.g. social media, did not. Candidates also incorrectly referred to email not being popular so people wouldn't check their emails. Correct responses often related to the hacking and security of emails or the number of photos being limited. Candidates often did not achieve a linked response so were only awarded one mark.

(ii) Amy decides not to use email.

Describe one other method she could use to share her photos.

(2)

She could bluetooth the photos.



Question 2 (d) (ii)

Most candidates achieved at least one mark for this question. Candidates often identified 'social media' being an appropriate alternative to email for sharing her photos. However, they did not achieve the second mark as they often said 'share' which is just a repeat of the question or 'send' rather than 'post' or 'upload'. 'Bluetooth' was another popular correct response, but again candidates failed to get the first part of the marking point. A common incorrect response was 'SMS' which is not used to send photographs.

(ii) Amy decides not to use email.

Describe **one other** method she could use to share her photos.

(2)
she could use bluetooth as it quicker and easier to send to other people. Also, it will send the images automatically to there phones and it doesnt use as much data.



ResultsPlus
Examiner Comments

This response gained both marks.

(ii) Amy decides not to use email.

Describe **one other** method she could use to share her photos.

(2)

She could bluetooth the photos.



ResultsPlus
Examiner Comments

This did gain a mark, but it was not acceptable to use 'Bluetooth' as a verb too.

(ii) Amy decides not to use email.

Describe **one other** method she could use to share her photos.

(2)

She could add her photos to an online album which her friends could look at, this is an online collection of photos she takes and uploads



ResultsPlus
Examiner Comments

Both marks were awarded for this response.

Question 2 (e) (i)

Most candidates were able to identify a privacy setting that needed to be checked and often it was about checking whether friends were the only ones able to see her profile. Incorrect responses often were generic or a repeat of the question, e.g. 'check the profile is private' or 'set profile to private'.

(e) Amy sets up an online profile.

- (i) State **one** privacy setting that Amy should check before using her online profile.

(1)

if the subwebsite is secure



ResultsPlus
Examiner Comments

Security is not the same as privacy and was seen as too vague to gain the mark.

(e) Amy sets up an online profile.

- (i) State **one** privacy setting that Amy should check before using her online profile.

(1)

She should check the settings to make sure only people she knows can see her profile.



ResultsPlus
Examiner Comments

A typical response that gained the mark.

Question 2 (f) (ii)

Most candidates gained the mark for this question, with 'private message', 'direct message', 'IM' and 'comment' being the most common awardable responses. Candidates occasionally identified 'tagging' which was incorrect as tagging was in the question, which asked for one **other** feature.

- (ii) State **one other** feature of a social network that Amy could use to communicate with friends.

(1)

Private messages so only a friend can see
or if she wants to make a group chat with them all
in there at once



ResultsPlus
Examiner Comments

A typical response that gained the mark.

- (ii) State **one other** feature of a social network that Amy could use to communicate with friends.

(1)

Twitter.



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Examiner Comments

A typical incorrect answer identifies an independent application rather than a feature of a social network.

Question 3 (a) (ii)

Most candidates gained at least one of the two available marks for this question. 'More ideas' and 'quicker' were the most common correct responses for the advantages of working collaboratively. Sometimes, candidates stated something such as 'working together as a team' – giving a definition of collaborative working rather than an advantage of it. Another popular incorrect response related to the social side of collaboration rather than its benefit.

(ii) Give **two** advantages of working collaboratively.

- 1 You can share ideas so ~~it~~ minds are ^{working} ~~working~~
- 2 the others may spot errors you miss.



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Examiner Comments

A typical response that gained both marks.

(ii) Give **two** advantages of working collaboratively.

(2)

- 1 more ideas
- 2 wider range of skills.



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Examiner Comments

Both these responses were on the same mark point and could not be awarded twice. 1 mark was awarded.

Question 3 (a) (iii)

Most candidates gained at least one of the two available marks for this question. Many responses related to 'distractions', 'discussions' and 'reaching agreements'. Incorrect responses often related to waiting for files being sent to and from each other, which wouldn't be an issue when working collaboratively, as it is usually done through hosted applications.

(iii) Explain why working collaboratively may mean that Amy and her friends take longer to edit the video.

(2)

Because both are using internet to communicate and edit making the bandwidth slow.



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Examiner Comments

There were responses such as this that related to the possibility of 'internet slowing down' or 'lagging with too many users', which are not valid responses in this context.



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Examiner Tip

Make sure you understand the context of the question and respond in that context.

Because they may disagree about something in the video and can't decide who's doing what

(iii) Explain why working collaboratively may mean that Amy and her friends take longer to edit the video.

(2)

Because they may disagree about something in the video and can't decide who's doing what



ResultsPlus

Examiner Comments

Disagree gains a mark and this is then linked to the need to coordinate people. Two marks awarded.

Question 3 (b)

Most candidates gained one of the available three marks for this question. Candidates often struggled to identify features of a tablet computer that make it a multifunctional device. They often stated what a tablet could do, rather than the feature that facilitated that function. For example, the candidate would state 'can take pictures' rather than 'camera'. Common correct responses were 'screen', 'apps', 'speakers', 'microphone' and 'camera'.

take longer for the edits they are making to appear for other users.
(b) Amy uses her tablet computer to watch the video.

State **three** features of a tablet computer that make it a multifunctional device.

(3)

- 1 has a camera to take photos
- 2 has an internet connection (WIFI) to access the internet
- 3 ~~has a accelerometer~~ can play video games on it (using accelerometer)



ResultsPlus Examiner Comments

This response gained all three marks. The candidate chose to exemplify their response by giving the functions that the given features would provide.

(b) Amy uses her tablet computer to watch the video.

State **three** features of a tablet computer that make it a multifunctional device.

(3)

- 1 You can use internet
- 2 You can message people
- 3 You can get games on it.



ResultsPlus Examiner Comments

An example of a response that stated what a tablet could do, rather than the features that facilitate those functions.



ResultsPlus Examiner Tip

Candidates must be aware of the features and functions of digital devices, as stated in the specification.

(b) Amy uses her tablet computer to watch the video.

State **three** features of a tablet computer that make it a multifunctional device.

(3)

1 touchscreen

2 Buttons

3 speaker



ResultsPlus
Examiner Comments

This response gained all marks.

Question 3 (c)

Most candidates gained two out of the three marks for this question and were able to identify the smartphone's hotspot could be used and that the mobile data would then be shared. Candidates often failed to identify the mark point about connecting the devices themselves.

(c) Amy's tablet computer does not have an internet connection.

Describe how she could use her smartphone to give her tablet computer access to the internet.

(3)

Amy can use her smart phone to give her tablet internet access because of mobile hotspots. Amy's phone will provide a hotspot which is a secure internet connection which Amy's tablet could connect to.



ResultsPlus Examiner Comments

The candidate gains a mark for stating that Amy could use a mobile hotspot (provided by her phone).

A second mark would have then been awarded if the candidate had stated that the tablet could then connect to the hotspot (as the response had already identified that the phone was providing the hotspot, the inference would have been that the candidate understood the two devices were being connected). However, the candidate incorrectly states that the tablet would connect to 'a secure internet connection', which is not the same as saying that the tablet could have connected to a hotspot. Despite perhaps having experience, or *knowledge* of this process, the candidate has failed to provide sufficient evidence of an *understanding* of the process of sharing connectivity between these two devices.

(c) Amy's tablet computer does not have an internet connection.

Describe how she could use her smartphone to give her tablet computer access to the internet.

(3)

Amy can create a hotspot on her smartphone using her data her phone then can be connected to devices via bluetooth or wifi then amy will have to put in the hotspot password into her tablet to connect to the hotspot.



ResultsPlus
Examiner Comments

This response gained all three marks.

Question 3 (d)

Most candidates gained both marks for this question, providing two correct interface features, often referencing two separate biometric features. Incorrect responses often related to the locking of the screen if the password is typed in incorrectly too many times or left idle or responses which were not user interface feature, for example security questions.

(d) Amy's tablet computer is password-protected.

List **two other** user interface features that digital devices use to prevent unauthorised access.

(2)

- 1 A ~~finger~~ fingerprint sensor
- 2 You have to put a pattern in at the beginning.



ResultsPlus
Examiner Comments

This response gained both marks.

use the mobile data because when she has to pay an unwanted bill.
(d) Amy's tablet computer is password-protected.

List **two other** user interface features that digital devices use to prevent unauthorised access.

(2)

- 1 biometric password
- 2 ~~unwanted~~ Face recognition unlocking



ResultsPlus
Examiner Comments

Face recognition is a type of biometric security, so this was treated as a repeat and only awarded one mark.

Question 3 (e) (i)

Most candidates did not gain marks for this question as candidates were confusing proprietary and open source software with off the shelf and custom written or local applications and hosted applications. Therefore, there were answers such as the requirement of an internet connection or requiring a password to access. The most popular correct response related to proprietary software being more secure, but candidates were unable to explain why.

(e) Amy uses proprietary software on her tablet computer.

(i) Explain **one** advantage of using proprietary software rather than open source software.

The source code doesn't come with the ⁽²⁾
~~software~~ _{source code} which means it is harder for
hackers to find ~~the~~ vulnerabilities in the
software.



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Examiner Comments

This response was awarded two marks for a relevant, linked response.

(e) Amy uses proprietary software on her tablet computer.

(i) Explain **one** advantage of using proprietary software rather than open source software.

proprietary software is faster and has ⁽²⁾
better quality of connection rather than a
source software



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Examiner Comments

A typical response that did not gain marks.

Question 4 (a) (ii)

Most candidates gained at least one of the two available marks for this question as they were able to identify that BestNet had a 'greater data allowance', but then often failed to develop the response for the second mark. More able candidates added that on demand needed a lot of data. Some candidates attempted to achieve a second mark by stating that ADSL was better than fibre, which was not valid. Some commented on the speed being better, when it was actually slower. This question highlighted the misunderstanding that data allowance relates to storage.

- (ii) Amy's family choose BestNet because they use 'on demand' services on their new TV.

Explain why BestNet is a better choice than NextNet.

(2)

BestNet has a higher data allowance than NextNet which is needed for Amy's family to use the "on demand" service.



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Examiner Comments

This candidate was able to identify that BestNet had a 'higher data allowance', but then failed to develop the response sufficiently for the second mark, as no explanation is provided.

- (ii) Amy's family choose BestNet because they use 'on demand' services on their new TV.

Explain why BestNet is a better choice than NextNet.

(2)

Best net is a better choice than Next net because on demand services uses a large amount of data and Next net only has 10gb of data allowance, as for Best net at 500b



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This linked explanation gained two marks.

Question 4 (b)

Most candidates gained both marks for this question. Many gave responses relating to affordability and location. However, some candidates often stated location without expanding upon the issue relating to location – remoteness.

(b) State **two** reasons why some people **cannot** access the internet.

(2)

- 1 Religion jobids it.
- 2 Live in a remote location



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Examiner Comments

Both marks gained for two valid responses.

(b) State **two** reasons why some people **cannot** access the internet.

(2)

- 1 it's expensive
- 2 Digital divide



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Examiner Comments

Some candidates stated 'digital divide', which was not enough to gain a mark, as the question was in effect asking for the causes of this, not what it was. This response gained 1 mark for 'it's expensive'.

(b) State **two** reasons why some people **cannot** access the internet.

(2)

- 1 Finacial issues (not enough money)
- 2 Religaus reasons (some religons ban the use of internet)



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Examiner Comments

Another exemplary response for 2 marks.

Question 4 (c)

Candidates did not demonstrate good understanding of the purpose of a media server. A great deal of responses linked to streaming from the internet or providing connected devices access to the internet. Some candidates thought a media server was a server used by on-demand online services such as Netflix, or was a device that managed network connections or monitored the websites that users visited.

(c) Amy's family use a media server on their home network.

Describe the purpose of a media server.

(2)

A media server allows the family to store the movies they watch so they can watch ~~there~~ them any time without latency.



ResultsPlus
Examiner Comments

This response gained one mark for correctly stating that a media server stores movies. There is not enough in the expansion to gain the second mark from the mark scheme.

Question 4 (e) (i)

Most candidates gained at least one of the two available marks for this question. Candidates sometimes failed to achieve both marks as there was no mention of the data / information being sent to a third party. Some responses related to hacking, or hackers gaining access to her data, which doesn't reflect a good understanding of **how** spyware poses a threat. Candidates sometimes incorrectly referenced a person spying on them rather than what the spyware was doing.

(e) Spyware is a threat to Amy's data.

(i) Describe how spyware is a threat to her data.

(2)

the spyware can log her key input and the websites she has been on potentially giving the details to the owner of the spyware.



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Examiner Comments

This response demonstrates sufficient understanding of the two marking points and was awarded both marks.

(e) Spyware is a threat to Amy's data.

(i) Describe how spyware is a threat to her data.

(2)

spyware can find and save/steal personal data from screens and use this for crimes such as: phishing, identity theft and more



ResultsPlus
Examiner Comments

An example of a response that failed to achieve both marks as there is no mention of the data / information being sent to a third party.

Question 4 (e) (ii)

Most candidates gained both marks for this question as they were able to correctly identify two other types of online threat. Some candidates failed to gain two marks as they referred to different types of threat from the same mark point (usually different types of viruses). Some stated malware and virus, so were only able to gain one mark as viruses are a type of malware, so this was treated as a repeat.

(ii) List **two other** types of online threat to Amy's data.

(2)

1. Phishing
2. ~~Malware~~ Malware



ResultsPlus
Examiner Comments

Phishing is distinct from malware and so two marks were awarded.



ResultsPlus
Examiner Tip

It is important to give distinct responses for this type of question.

(ii) List **two other** types of online threat to Amy's data.

(2)

1. Hackers
2. Spy ware



ResultsPlus
Examiner Comments

A small number of candidates did not gain a mark for repeating 'spyware', as they were asked to list two **other** types.



ResultsPlus
Examiner Tip

Read the stem of the question carefully.

Question 4 (f)

Most candidates gained at least three of the six available marks for this question. Generally, candidates had good knowledge relating to this response and how the internet and social media were particularly useful in terms of socialising. Most responses focused on 24/7, instant access, keeping in contact when people are away, sharing media and commenting. Many responses expanded those points, discussing forums, interest groups, gaming and publicising events through social media. Many candidates mentioned making new friends through the Internet, although this wasn't necessarily expanded upon. The main issue with some responses to this question was that candidates ignored the requirements of the question and provided **both** benefits and drawbacks, rather than a reasoned argument to support Amy's view. A significant number of candidates weighted their discussion heavily against internet socialising and warned of obesity, isolation, cyberbullying, depression and lack of social skills. This seemed to suggest that candidates had planned to answer all extended questions in this way.

***f) Amy thinks that using the internet improves how she socialises.**

Make a reasoned argument to support this view.

(6)

The Internet allows Amy to contact people worldwide. This improves how she socialises because she can talk to more people from different backgrounds. Also, online socialising is helpful because people drawn together by it often have the same interests and hobbies. Thirdly, using the Internet improves the way she socialises because she may be more comfortable talking over the Internet than face-to-face, therefore it is a good way of practising socialisation practice. This means that online socialisation improves how she socialises in general, online and in person.



ResultsPlus
Examiner Comments

An example of a four mark response. It draws on a range of subject content but lacks the depth of reasoning required for marks from level 3, the highest mark band.

Question 5 (a) (i)

Most candidates gained at least one of the three available marks for this question, with most responses identifying that the 'S' in HTTPS meant 'secure'. Developed points related to how this protects customer data and linking it to hackers. However, some candidates failed to gain marks as they incorrectly suggested that the use of HTTPS meant the site was not a fraudulent/phishing site.

5 Amy's family use many online services.

(a) (i) Explain why online banking services often use HTTPS.

(3)

Online banking services often use HTTPS, to show that their services are reliable. It also shows that they aren't fake and this could be ~~for~~ for the copyright law, so nobody steals their website.



ResultsPlus
Examiner Comments

This response did not show adequate understanding to gain marks. Reliability is irrelevant to the question here.

5 Amy's family use many online services.

(a) (i) Explain why online banking services often use HTTPS.

(3)

Because they don't want peoples details to get seen and then other people access them so they make the website secure.



ResultsPlus
Examiner Comments

A linked response that gained all three marks.

Question 5 (a) (ii)

Most candidates gained at least one of the two available marks for this question, with responses relating to 'checking balance / statements / recent transactions' and 'money transfers'. However, again there was an issue relating to candidates giving responses from the same mark point. The most common incorrect answers were online payment, online banking, online shopping, or responses that were too vague.

(ii) List **two** services to customers that banks provide online.

(2)

1. Emailing to ask questions
2. ~~Bank~~ Checking balances online and paying bills online.

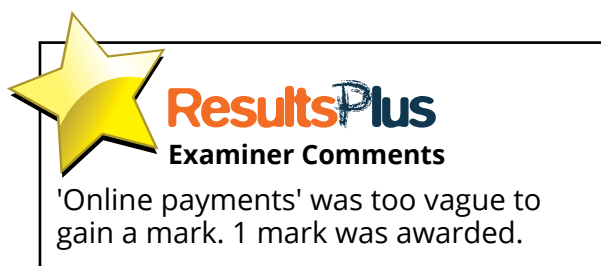


Sure their user's information is not stolen.

(ii) List **two** services to customers that banks provide online.

(2)

1. Online Payments
2. Online Support.



Question 5 (a) (iii)

Most candidates gained the mark for this question, with the most common correct response related to cash withdrawals and deposits. There was some misunderstanding in this question of the term “service” – with some candidates suggesting banks cannot provide a guarantee that your details are safe, that they can’t prevent hacking or that they can’t give you other people’s information or even suggesting some non-bank related services such as online shopping, deliveries and entertainment. Other incorrect responses related to a valid response for the previous question, such as loans, and therefore were incorrect.

payments.
(iii) State **one** service to customers that banks **cannot** provide online.

(1)

Banks cannot provide transactions online.



ResultsPlus

Examiner Comments

An example of an incorrect response.

(iii) State **one** service to customers that banks **cannot** provide online.

(1)

The deposit of money into your account.



ResultsPlus

Examiner Comments

A typical response that gained the mark. For responses such as this, 'money' was inferred to mean 'cash' when the candidate stated or implied 'deposit'.

Question 5 (b)

Most candidates gained at least two of the three available marks for this question. However, sometimes responses simply stated that people use devices more, or people / devices use the Internet, without describing how. Creation and use of websites to allow online shopping was a common answer. Some candidates tended to focus on answering points that related to the benefits of online shopping and not specifically how the use of the digital device changed the way that organisations operate. Sometimes, candidates focussed on how businesses changed internally in terms of work and employees' use of devices rather than focussing again on the customers' use of digital devices and what changes have been made as a result.

(b) Explain why customers' use of digital devices has changed the way that organisations operate.

(3)

Lots of customers uses of digital devices has changed the way organisations operate such as # RSS feed is a headline which can pop up on a digital device and organisations have used this to there advantage as they know people are always using their digital devices. Also QR code's are being used by organisations as it is a more efficient method however you need the required app to use this.



ResultsPlus
Examiner Comments

This response gained one mark as, although it mentions two things that organisations can do (RSS feeds and QR codes), it does not go on to expand either point.

(b) Explain why customers' use of digital devices has changed the way that organisations operate.

(3)

By customers using digital devices more and more for different social media sites, organisations are trying to change the way they operate to suit this. They are doing so by creating social media accounts to advertise their organisation ~~also~~ in an attempt to get new customers and more customers.



ResultsPlus
Examiner Comments

This response gained all three marks as it explains how customers' use of social media (1) has stimulated organisations to create social media accounts for advertising purposes (1) so they can attract new customers (1).

Question 5 (c)

Most candidates gained at least one of the three available marks for this question, with candidates often simply restating the question. Many correct responses achieved marks relating to the fact that those without access are disadvantaged or those with access are advantaged. Candidates often failed to gain the first marking point relating to services being online or giving examples of appropriate services. However, when this mark was achieved it was often for giving examples.

(c) Explain why access to the internet should be equally available.

(3)

It is unfair on other people as it would keep the isolated from many things such as news and social media. Without social media they would ever have to spend money on the phone or travel to talk to their friends or most people.



ResultsPlus
Examiner Comments

An example of a linked response for three marks.

(c) Explain why access to the internet should be equally available.

(3)

Access to the internet should be equally available because many businesses/operations involve internet access therefore if some people can't access the internet they may not receive the services they need or want.



ResultsPlus
Examiner Comments

Another three mark response.

(c) Explain why access to the internet should be equally available.

(3)

Access to the internet should be equally available because many people use it for different reasons and everyone should be available to it.



ResultsPlus

Examiner Comments

An example of a response that failed to gain marks because it essentially repeats the question and does not provide any reasoning.

Question 5 (d)

Most candidates gained at least three of the six available marks for this question, with many responses discussing teleworking (mostly positive and some negative points), access to information, improved communication and distraction, and how these were achieved. Fewer candidates made points relating to video-conferencing and travel or monitoring, etc. Fewer candidates seemed to get to the higher mark bracket than seen in Q4(f) as they lacked a balanced discussion and benefits of teleworking were often anecdotal such as “comfort of own home” and “not spending money on travel”. Top level candidates could effectively discuss flexible working, maximising working time, working on the move, cloud and SaaS, as well as the negatives such as poor work / life balance, lack of social interaction, distractions, etc. Many lower mark band responses discussed working with computers as opposed to the Internet e.g. RSI, back pain, office software, etc. or talked about how the Internet benefits candidates doing work, not related to the impact of the use of the Internet on how people work, as required by the question.

*(d) Many employees use the internet for work.

Discuss the impact of the use of the internet on how people work.

(6)

The people use internet because they can do their job in very easy way and they can find new job and share their work with the people they are working with also they can use the website and ^{then get some new} idea to create the best project and they can get some more ideas from some other people as well if they don't understand they can go on the website for the meaning and what to do.



ResultsPlus Examiner Comments

This response provides a few relevant ideas but does not expand upon them. Although this would usually provide for the award of a mark from the top of Level 1 (2 marks), QWC is not acceptable for this level and 1 mark was awarded.

* (d) Many employees use the internet for work.

Discuss the impact of the use of the internet on how people work.

(6)

Due to the internet people can work from home which means they don't have to commute to work leading to less CO₂ emissions. The negative to this is that they might not get as much work done as if they were working from an office.

A positive to the internet and employees using it is that less office space is needed if people worked from home saving companies money ~~but~~ also the employees using the internet could create an easier environment for them to go on social media when they should be working. This could ~~also~~ lead to being a threat to hacking. ~~as~~ If the company used WiFi they could be at risk of hackers as it is easier to hack into WiFi it is also slower than Ethernet.



ResultsPlus
Examiner Comments

This response was awarded three marks as it expands the first point well, but then the rest of the response does not really answer the question as it is not clearly related to 'how people work'. Therefore, the response is limited in scope.



ResultsPlus
Examiner Tip

Provide a range of expanded, well reasoned points in response to extended questions.

✓ more work is done in less time
✓ can share ideas + work on same documents

✓ can problem solve together

✗ can work long hours without breaks

* (d) Many employees use the internet for work.

✗ things can be lost

✗ people without internet will feel left out

Discuss the impact of the use of the internet on how people work.

(6)

The internet has many benefits for employees as it means that more work can be completed in less time and that ~~the~~ work / information can be accessed anywhere that has an internet connection. Another benefit is that they can use the internet ~~from~~ for ~~research~~ research, as well as to work on the same documents and share ideas. The internet also allows the colleagues ~~to~~ to work together and solve problems as they can easily communicate to each other ^{by} using emails. *

However there are also disadvantages with using the internet as people's work can easily be lost or overwritten. Also by using the internet, employees are more likely ~~to~~ to work long hours with no breaks, which will eventually tire the employees. Also another disadvantage is that people without internet access will feel left out on important decisions and ^{of} certain tasks, which will impact on how they work.

* Internet can also be used ~~for~~ for specialist software like ~~for~~ example microsoft excel, which will allow the users to use spreadsheets, ~~and~~ will improve their work. (Total for Question 5 = 18 marks)



ResultsPlus
Examiner Comments

An example of a level three response
that was awarded 5 marks.

Paper Summary

Based on their performance on this paper, candidates are offered the following advice:

- Continue to develop the good practice of expanding and explaining answers using examples and reasons, especially where more than a simple statement or list is required.
- Respond with the context of the question in mind.
- Do not repeat responses when more than one example/reason is required.
- Identify key words and command words in the question to ensure responses reflect what the question asks.
- Practise a range of extended questions, not just balanced arguments.
- Allocate time to plan the two six-mark extended questions.

Grade Boundaries

Grade boundaries for this, and all other papers, can be found on the website on this link:

<http://www.edexcel.com/iwantto/Pages/grade-boundaries.aspx>

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