

Write your name here

Surname

Other names

Centre Number

Candidate Number

Edexcel GCSE

Information and Communication Technology

Unit 1: Living in a Digital World

Sample Assessment Material
Time: 1 hour 30 minutes

Paper Reference
5IT01/01

You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided
– *there may be more space than you need.*

Information

- The total mark for this paper is 80.
- The marks for **each** question are shown in brackets
– *use this as a guide as to how much time to spend on each question.*
- Questions labelled with an **asterisk** (*) are ones where the quality of your written communication will be assessed
– *you should take particular care on these questions with your spelling, punctuation and grammar, as well as the clarity of expression.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

Turn over ►

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The Lee family

Jon and Manjit Lee have three children, Gia, Mark and Layla.

Digital devices play an important part in the daily lives of the Lee family. They keep in touch with friends and family using mobile phones and VoIP.

They use ICT in learning, leisure and socialising - sometimes connecting through the internet to resources and sometimes using standalone devices.

PHONE A



PHONE B



Camera	8.1MP	Camera	5 MP
Storage	64 MB	Storage	8 GB
Memory card	SDHC - up to 4 GB	Memory card	NONE
Music	mp3 player, FM radio	Music	mp3 player
Video	NONE	Video	NONE
email	POP3	email	IMAP4
Connectivity	WiFi, Bluetooth, GPS	Connectivity	WiFi, Bluetooth
Network band	Quad	Network band	Tri

PHONE C



PHONE D



Camera	3.2 MP	Camera	2 MP
Storage	110 MB	Storage	240 MB
Memory card	SD - up to 4 GB	Memory card	NONE
Music	mp3 player	Music	mp3 player
Video	NONE	Video	calling
email	POP3	email	POP3
Connectivity	WiFi, Bluetooth	Connectivity	Bluetooth
Network band	Dual	Network band	Quad

Figure 1

Some questions must be answered with a cross in a box (☒).
If you change your mind about an answer, put a line through the box (☒) and then mark your new answer with a cross (☒).

1 Use the information in Figure 1 to help you answer this question.

(a) Jon wants to buy a new mobile phone.

(i) Which one of these phones has the largest storage?

(1)

Phone A

Phone B

Phone C

Phone D

(ii) The phone with the highest resolution camera is:

(1)

Phone A

Phone B

Phone C

Phone D

(iii) Jon wants to 'surf the web' on his phone.

State **one** feature the phone could have to make this possible.

(1)

.....

.....

(iv) Jon wants to use his phone in the car.

He needs to use a hands-free connection.

State **one** method of hands-free connection.

(1)

.....

.....

(b) Phone A has GPS as one of its features.

State two uses of GPS on a mobile phone.

(2)

- 1
- 2

(c) Jon is concerned about data security.

State two ways he can protect the information stored on his phone.

(2)

- 1
- 2

(d) Some people find it difficult to use a mobile phone.

State two features that can make a phone easier to use.

(2)

- 1
- 2

(e) Phone C has a memory card for extra storage.

Give one other use for this memory card.

(1)

-
-

(f) The phones in **Figure 1** use different network bands.

The network band of a mobile phone limits:

- A the speed at which data can be downloaded
- B the countries in which the phone can be used
- C the data services the phone supports
- D the choice of mobile network provider

(1)

(g) Phone **B** uses IMAP4 for email, the other phones use POP3.

Describe how IMAP4 differs from POP3.

(2)

.....

.....

.....

.....

(Total for Question 1 = 14 marks)

2 Manjit is opening a social networking account. She wants it to be secure.

(a) The account requires a password.

(i) Figure 2 shows that the password she has chosen is not very secure.

Figure 2 shows a password strength indicator. It consists of two input fields for 'Password' and 'Confirmation', both containing six asterisks. Below these is a 'Password Strength' bar that is 25% filled with a black segment, indicating a low level of security.

Figure 2

Which one of these passwords is the most secure?

- A seahorse
- B C-hor4se
- C Chor4se
- D C-horse

(1)

(ii) Manjit is asked to enter her new password twice.

Give one reason for this.

(1)

.....

.....

(iii) Manjit is asked if she wants the system to remember her password.

Explain why this might not be a good thing to do.

(2)

.....

.....

.....

.....

(b) In Figure 3 Manjit has selected a secret question and provided an answer to it.

Select a question:	What is your favourite colour? What is the name of your primary school? What is your first memory? What football team do you support? What is your mother's maiden name?
Your answer:	<input type="text"/>

Figure 3

Explain why she has been asked to do this.

(2)

.....

.....

.....

.....

(c) Manjit is sent a confirmation email asking her to activate her account.

Give one reason for this.

(1)

(d) Figure 4 shows a 'challenge response'. Manjit is asked to enter this text.



Figure 4

A 'challenge response' is used to:

- A test the computer's screen resolution
- B prevent automated sign-up scripts
- C stop people from guessing Manjit's password
- D test how good Manjit's eye sight is

(1)

(e) Manjit will use the social networking site to share photographs with friends.

(i) State **one** way that she can control who can view her photographs.

(1)

.....
.....

(ii) Some of Manjit's friends exchange personal details with people they meet online.

Give **two** reasons why this might **not** be a good thing to do.

(2)

1

.....

2

.....

(f) Manjit has an account with 'My Bank'.

Figure 5 shows an email Manjit has received.

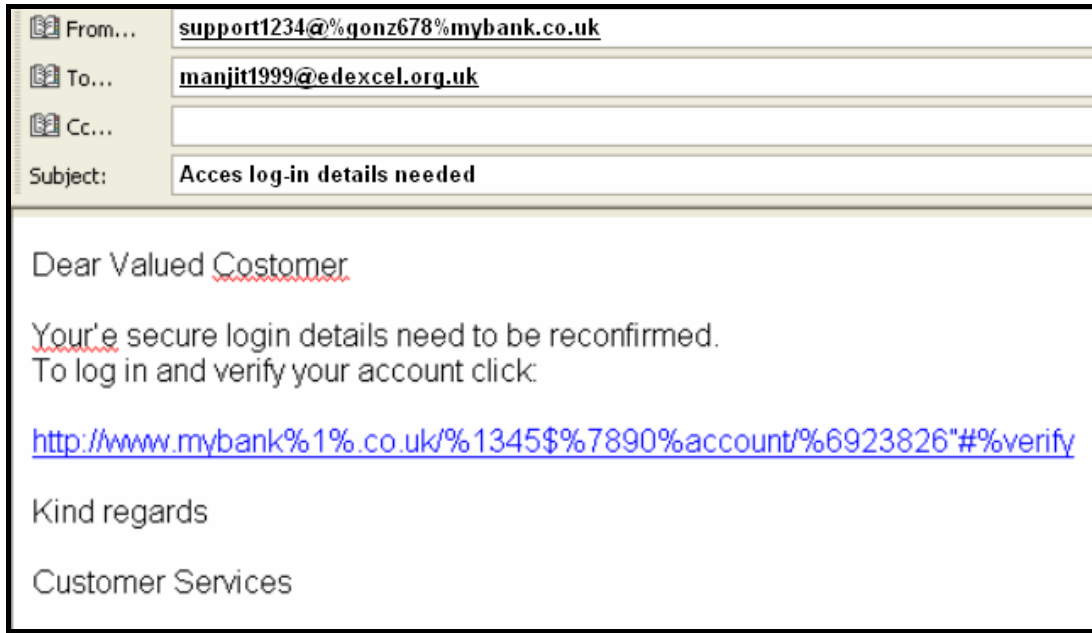


Figure 5

(i) State **two** things about this email that indicate that it is **not** from Manjit's bank.

(2)

- 1
-
- 2
-

(ii) The term used for this type of email is:

- A virus
- B trojan
- C phishing
- D spyware

(1)

(Total for Question 2 = 14 marks)

3 Gia wants to buy a new pair of shoes. She decides to shop online.

(a)

(i) Give two advantages of shopping online for shoes rather than buying from a shop.

(2)

1

.....

2

.....

(ii) Give one disadvantage of buying shoes online.

(1)

.....

.....

(b) A website that Gia visits creates a cookie on her computer.

(i) A cookie is:

(1)

A a text file

B a virus

C an image

D an icon

(ii) State what the cookie does.

(1)

.....

.....

(iii) Give **one** benefit of the cookie to Gia.

(1)

.....
.....

(iv) Give **two** reasons why Gia should consider deleting the cookie from her computer.

(2)

1

.....

2

.....

(c) Gia buys a pair of shoes from an online shop. Her details are stored in the shop's database.

(i) Give **two** reasons why the online shop stores her details.

(2)

1

.....

2

.....

(ii) The online shop must keep the customer database secure.

Explain two ways of preventing unauthorised access to the database.

(4)

1

.....

.....

2

.....

.....

(d) Gia is worried about entering her credit card details online.

State two things that Gia should look for on the screen to check that it is safe to enter her details.

(2)

1

.....

2

.....

(Total for Question 3 = 16 marks)

4 The family use a home network to access the internet.

(a) They have a router that supports both cable and wireless connections.

(i) State **one** wireless technology that can be used to connect digital devices to the router.

(1)

.....
.....

(ii) State **two** ways to prevent unauthorised access to the router.

(2)

1

2

.....

(b) Mark plays online video games with people all over the world.

(i) Explain **one** benefit of using a network cable rather than a wireless connection for online gaming.

(2)

.....
.....
.....
.....

(ii) The bandwidth and latency of the internet connection are both important factors when playing online games.

Explain why both are important.

(3)

.....

.....

.....

.....

.....

.....

.....

(c) 'Nintendo thumb' is one form of repetitive strain injury (RSI) associated with playing video games.

State two things Mark can do to avoid RSI when playing games.

(2)

1

.....

2

.....

(d) Mark wants a 'hands free' games console.

Give two ways in which a game can be controlled hands free.

(2)

1

.....

2

.....

5 Layla has a new netbook to help her with her homework.

(a) Layla needs to use word processing software. She does not want to pay for it.

(i) She could use free online word processing software.

Give **two** advantages of using online applications on the netbook.

(2)

1

2

(ii) Give **one** disadvantage of using online applications on the netbook.

(1)

.....
.....
.....

(iii) Layla could use free open source software.

Explain the term 'open source software'.

(2)

.....
.....
.....
.....

(iv) The availability of free applications software is a threat to commercial software producers, such as Microsoft™.

Explain two ways in which commercial software producers can respond to this threat.

(4)

1

.....

.....

2

.....

.....

(b) Layla would like to use VoIP on her netbook to keep in touch with her cousin in Canada.

(i) State two pieces of equipment she will need to make calls.

(2)

1

.....

2

.....

(ii) Most of Layla's friends have computers at home.

She finds that she cannot use VoIP to call some of them.

Give one possible reason for this.

(1)

.....

.....

GCSE

Information and Communication Technology (ICT)

Sample Mark Scheme

Edexcel GCSE in Information and Communication
Technology (ICT) (2IT01)

Edexcel GCSE in Information and Communication
Technology (ICT) (Double Award) (2IT02)

Unit 1: Living in a Digital World

General Marking Guidance

- This mark scheme gives you:
 1. An idea of the type of response expected / acceptable / not acceptable
 2. How individual marks are to be awarded
 3. Specific codes styles used in this mark scheme
 4. Information on how to apply this mark scheme
- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, i.e. if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.
- Mark schemes will indicate within the table where, and which strands of QWC, are being assessed. The strands are as follows:
 - i) ensure that text is legible and that spelling, punctuation and grammar are accurate so that meaning is clear*
 - ii) select and use a form and style of writing appropriate to purpose and to complex subject matter*
 - iii) organise information clearly and coherently, using specialist vocabulary when appropriate.*

Specific Amplification

- Each different answer is determined by a bullet point
- / means that the responses are **alternatives** of the same answer and either answer should receive credit
- sub marks are indicated by (1)

Marking

Only answers that make sense can be credited. Where candidates are required to describe or explain etc, words/phrases which are put together in a meaningless manner cannot be credited.

Do not award marks for repeat of the stem of the question.

- The answers given in the mark scheme are exemplars and have been written in adult terminology. Credit must be given for answers which convey the same meaning as detailed here as well as correct answers that are not shown here.

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (a)(i)	B			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (a)(ii)	A			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (a)(iii)	One feature from: <ul style="list-style-type: none"> • WiFi • GPS • GPRS • EDGE • WAP-enabled • Web browser <p style="text-align: right;">1x1</p>			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (a)(iv)	Any one method from: <ul style="list-style-type: none"> • Bluetooth • USB/cable • Infrared • Microphone pick-up that amplifies the speaker <p style="text-align: right;">1x1</p>	<ul style="list-style-type: none"> • Hands-free kit • Radio frequency 		(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (b)	<p>Any two uses from:</p> <ul style="list-style-type: none"> • Gives directions from current location to specified location /finding your way • Gives current location/finding out where you are/locate me • Gives distance from current location to specified location • Gives estimated time from current location to specified location • Gives location of key services, e.g. nearest train station, ATM • Allows users to tag images/ locations of interest to other phone users <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> • Answers that relate to car navigational systems 	Must be relevant to a mobile phone	(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (c)	<p>Any two ways from:</p> <ul style="list-style-type: none"> • Set a PIN • Password protect • Lock SIM card • Encrypt data <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> • Activate phone lock 		(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (d)	<p>Any two features from:</p> <ul style="list-style-type: none"> • Louder ring tone • Larger keys • Larger/clearer display • Hearing aid support • Simplified functions/only makes calls • Quick keys • Touch key pad <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> • Display • Keys • Keyboard 		(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (e)	<p>Any one use from:</p> <ul style="list-style-type: none"> To backup data to another device To transfer data from the phone to another device To use with another digital device <p style="text-align: right;">1x1</p>	Extra storage - use given in the question		(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (f)	B			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
1 (g)	<p>Description:</p> <p>IMAP4 - emails pushed directly to phone/copy of mail is kept on both server and client (1) whereas POP3 requires users to access email via an internet mail account/mail deleted from server when sent to client (1)</p> <p style="text-align: right;">2x1</p>		<p>One mark for initial point</p> <p>One mark for difference</p>	(2)

Total for question 1	14
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Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (a)(i)	B			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (a)(ii)	Reason: To check/validate that she typed it right the first time			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (a)(iii)	Explanation: She may share her computer with others (1) which makes it possible for someone else to use her account without permission (1) 1+1		An explanation requires linked responses for maximum marks. Individual statements score 1 mark max	(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (b)	Explanation: To provide an additional layer of security (1) so that she can access her account if she forgets her password (1) 1+1		An explanation requires linked responses for maximum marks. Individual statements score 1 mark max	(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (c)	Any one reason from: <ul style="list-style-type: none"> To check that the email address is valid To provide the link to the account activation page 1x1	<ul style="list-style-type: none"> To validate her identity 		(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (d)	B			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (e)(i)	<p>Any one way from:</p> <ul style="list-style-type: none"> • Set access rights • Use privacy settings • Create guest accounts <p style="text-align: right;">1x1</p>	<ul style="list-style-type: none"> • Giving her friends her password 		(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (e)(ii)	<p>Any two reasons from:</p> <ul style="list-style-type: none"> • Identity theft • Makes them vulnerable to predators/cyber bullying • Loss of privacy <p style="text-align: right;">2x1</p>			(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (f)(i)	<p>Any two things from:</p> <ul style="list-style-type: none"> • Doesn't use name of recipient/uses 'Valued Customer' • Spelling/grammar mistake • URL doesn't point to the organisation's website • Email address is suspicious • URL does not match email address • Request for secure details (banks never ask for these) <p style="text-align: right;">2x1</p>			(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
2 (f)(ii)	C			(1)
Total for question 2				14

Question Number	Answer	Do not accept	Additional Guidance	Mark
3 (a)(i)	<p>Any two advantages from:</p> <ul style="list-style-type: none"> • Greater choice • Can shop around and compare prices • 24 x 7 availability • Read other peoples opinions/ reviews before purchasing <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> • Cheaper • Faster • More convenient <p>(unless qualified)</p>		(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
3 (a)(ii)	<p>Any one disadvantage from:</p> <ul style="list-style-type: none"> • Can't try shoes on/might not fit/may have to send them back • Have to wait for goods to be delivered • Actual product might be different from screen presentation • Need to have credit/debit card/ can't pay by cash • Delivery charge • Security risk e.g. identity theft <p style="text-align: right;">1x1</p>			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
3 (b)(i)	A			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
3 (b)(ii)	<p>A cookie:</p> <ul style="list-style-type: none"> • stores information about Gia's shopping • stores Gia's browsing history <p style="text-align: right;">1x1</p>			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
3 (b)(iii)	<p>Any one benefit from:</p> <ul style="list-style-type: none"> • It saves her having to type her password in again • Her view of the website is personalised • She can receive customised recommendations based on her shopping preferences <p style="text-align: right;">1x1</p>			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
3 (b)(iv)	<p>Any two reasons from:</p> <ul style="list-style-type: none"> • To free up storage space on her computer • To stop unsolicited personalised adverts • To stop organisations getting hold of her personal information/ browsing habits • To stop people finding out about her personal information/ browsing habits (shared computer) <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> • Personal details • To reduce SPAM • To reduce the number of adverts 		(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
3 (c)(i)	<p>Any two reasons from:</p> <ul style="list-style-type: none"> • Targeted marketing • Sales analysis • To provide a personalised experience to customers <p style="text-align: right;">2x1</p>			(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
3 (c)(ii)	<p>Any two explanations from:</p> <ul style="list-style-type: none"> Control entry to the building (1) so that only authorised people can physically access the database (1) Encrypt the data(1) so that it cannot be read (1) Install a firewall (1) to prevent unauthorised remote access (1) Keep a log of who accesses the data (1) so that this can be audited to detect unauthorised access (1) Makes users login and enter a password (1) so that only authorised users can access the database <p style="text-align: right;">2x(1+1)</p>		<p>An explanation requires linked responses for maximum marks.</p> <p>Individual statements score 1 mark max</p>	(4)

Question Number	Answer	Do not accept	Additional Guidance	Mark
3 (d)	<p>Any two things from:</p> <ul style="list-style-type: none"> Padlock symbol https in address line colour of address bar Verisign® key <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> To validate her identity 		(2)

Total for question 3	16
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Question Number	Answer	Do not accept	Additional Guidance	Mark
4 (a)(i)	Any one wireless technology from: <ul style="list-style-type: none"> • WiFi • wireless Ethernet <p style="text-align: right;">1x1</p>	<ul style="list-style-type: none"> • Wireless 		(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
4 (a)(ii)	Any two ways from: <ul style="list-style-type: none"> • Set an access key • WEP/WAP • MAC/physical address filtering • Don't broadcast SSID • Disable WiFi <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> • Firewall • Locking the door 		(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
4 (b)(i)	Any one benefit explained from: <ul style="list-style-type: none"> • A network cable is more reliable than wireless (1) therefore, there is less risk of household devices interfering with the playing of the game (1) • Cable not affected by walls/ has greater range etc (1) so that Mark can be further away from the router (1) • use of a cable would reduce congestion (1) because there could be many digital devices in household using wireless(1) <p style="text-align: right;">1x(1+1)</p>	<ul style="list-style-type: none"> • Cheaper (unless qualified) 	<p>An explanation requires linked responses for maximum marks.</p> <p>Individual statements score 1 mark max</p>	(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
4 (b)(ii)	<p>Explanation 1 mark per point from:</p> <p>There needs to be a balance between the bandwidth which determines the volume of data (1) and the latency which determines the speed of flow (1). If one is insufficient then the gaming experience will not be as good (1)</p> <p style="text-align: right;">1+1+1</p>		<p>Three points, descriptions of bandwidth and latency and one linking the two.</p> <p>Max of two marks for description of both without link.</p> <p>Max of one mark for description of one.</p>	(3)

Question Number	Answer	Do not accept	Additional Guidance	Mark
4 (c)	<p>Any two things from:</p> <ul style="list-style-type: none"> • Take regular breaks • Use ergonomically designed equipment • Hand/finger exercises • Change controller <p style="text-align: right;">2x1</p>	Answers that are not related to games	must be games-related	(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
4 (d)	<p>Any two ways from:</p> <ul style="list-style-type: none"> • Motion sensor • Balance board • Voice activation • Thought generated • Pressure pad/mat • Camera • An infrared light <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> • Dance mat • Names of particular games consoles, e.g. Wii 		(2)

Question Number	Answer
4 (e) QWC (i-iii)	<p>Indicative content to support the benefits of playing video games</p> <ul style="list-style-type: none"> • Improves hand-eye coordination • Can be an effective tool for learning / cognitive development / thinking / problem solving skills / reasoning / memory • Stops young people getting into trouble on the streets • Multiplayer games encourage social interaction • Some games provide fitness/exercise programmes • Encourage interest in particular subject / research / develop interest • Developing language skills • Games can mirror real life and allow players to make mistakes without harming themselves • Whole brain activity occurs when playing games

Level	Mark	Descriptor
	0	No rewardable content
Level 1	1-2	<p>The student will produce brief responses, making a limited number of simple statements, probably with limited reference to the benefits of video games. Responses produced by the student will be generalised and will cover a limited range of benefits.</p> <p>They have used everyday language but their response lacks clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.</p>
Level 2	3-4	<p>Student's responses will be mostly accurate and will include a number of relevant benefits. Candidates will have discussed the benefits that they identify. Limited attempt to argue the case.</p> <p>They have used some specialist terms and their response shows some focus and organisation. Spelling, punctuation and the rules of grammar are used with some accuracy.</p>
Level 3	5-6	<p>The student will produce a factually accurate response that includes the discussion of a range of appropriate benefits. The benefits identified are appropriate and the case is well argued.</p> <p>They have used appropriate specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.</p>

Total for question 4	18
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Question Number	Answer	Do not accept	Additional Guidance	Mark
5 (a)(i)	<p>Any two advantages from:</p> <ul style="list-style-type: none"> • Saves storage space on netbook • Available anywhere there is an internet-connected machine • No need to update software • No need to pay for a licence <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> • Cheaper (unless qualified) 		(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
5 (a)(ii)	<p>Any one disadvantage from:</p> <ul style="list-style-type: none"> • Dependent on internet being available • Dependent on the service being available • Can be slow • Online applications are not always feature rich <p style="text-align: right;">1x1</p>			(1)

Question Number	Answer	Do not accept	Additional Guidance	Mark
5 (a)(iii)	<p>Explanation:</p> <p>The code is in the public domain (1) which means that it is viewable by everyone / anyone can use it/ so that software can be developed collaboratively (1)</p> <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> • Free - as in question 	<p>An explanation requires linked responses for maximum marks.</p> <p>Individual statements score 1 mark max</p>	(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
5 (a)(iv)	<p>Any two actions plus suitable justification for action from:</p> <ul style="list-style-type: none"> <i>Action:</i> Make products more appealing to customers (1) <i>Justification:</i> better quality / more facilities and functions / easier to use (1) <i>Action:</i> Provide software products with other resources (1) <i>Justification:</i> software provided with laptop / additional help / technical support / training materials / templates (1) <i>Action:</i> Stronger use of copyright (1) <i>Justification:</i> to stop 'similar' products being offered that are freely available(1) <p style="text-align: right;">2x(1+1)</p>	<ul style="list-style-type: none"> Free - as in question 	<p>An explanation requires linked responses for maximum marks.</p> <p>Action (1) plus detail of action</p> <p>Individual statements score 1 mark max</p>	(4)

Question Number	Answer	Do not accept	Additional Guidance	Mark
5 (b)(i)	<p>Any two pieces of equipment from:</p> <ul style="list-style-type: none"> Microphone Headphone/speakers USB headset <p style="text-align: right;">2x1</p>	<ul style="list-style-type: none"> Webcam VoIP 		(2)

Question Number	Answer	Do not accept	Additional Guidance	Mark
5 (b)(ii)	<p>Any one reason from:</p> <ul style="list-style-type: none"> No broadband available in area No mobile signal to allow use of mobile broadband Friend's computer not set-up for VOiP <p style="text-align: right;">1x1</p>			(1)

Question Number	Answer
5 (c)(iii) QWC (i-iii)	<p>Indicative content for a discussion on the impact on an individual of limited access to digital technology</p> <p>The impact on individual might include:</p> <p>economic</p> <ul style="list-style-type: none"> _ more limited skills development and understanding of the use of technology _ limited awareness / skills can impact on jobs _ more difficult to access banking and other online services _ goods cost more -often cheaper to buy goods / services on line _ less choice - wider range of options re goods / services if can access easily on line <p>social</p> <ul style="list-style-type: none"> _ digital exclusion _ poorer online communication (less immediate) access to email / other comms (also applies to mobile phones etc not just broadband) _ exclusion - opportunity to link into social networking / developing friendship / common interest groups _ access to 'now' society - immediate contact / access to news <p>educational</p> <ul style="list-style-type: none"> _ poorer access to information / many educational resources now freely available on line _ on-line courses _ BBC byte size _ no access to online training - need to access community resources - need to leave home to do this _ more limited opportunity for development of skills - ICT and other functional skills <p>cultural</p> <ul style="list-style-type: none"> _ access to resources such as: <ul style="list-style-type: none"> o Music - MP3/4 players / downloads / streaming o Video on demand o TV BBC iPlayer and similar

Level	Mark	Descriptor
	0	No rewardable content
Level 1	1-2	<p>The candidate will identify a number of examples of impact on individual. The discussion involves a limited number of simple statements. The statements may have limited reference to the impact. Little knowledge of the digital divide.</p> <p>They have used everyday language but their response lacks clarity and organisation. Spelling, punctuation and the rules of grammar are used with limited accuracy.</p>
Level 2	3-4	<p>The candidate's response will provide the description of a number of examples of impact. They will show some knowledge and understanding of the impact on the individual of the digital divide.</p> <p>They have used some specialist terms and their response shows some focus and organisation. Spelling, punctuation and the rules of grammar are used with some accuracy.</p>
Level 3	5-6	<p>A well balanced discussion. Context is clear. Sound knowledge and understanding of the impact of the digital divide. A good range of examples are provided.</p> <p>They have used appropriate specialist terms consistently and the response shows good focus and organisation. Spelling, punctuation and the rules of grammar are used with considerable accuracy.</p>

Mark for question 5	18
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