OCR
Oxford Cambridge and RSA

CAMBRIDGE TECHNICALS LEVEL 2 (2016)

Examiners' report

INFORMATION TECHNOLOGY

05882, 05883, 05884

Unit 1 January 2024 series

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 Teach Cambridge.

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Unit 1 series overview

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
• identified certain types of hardware and their uses • understood the benefits of screen sharing.	• struggled with a question on artificial intelligence • couldn't put the steps needed to upgrade a computer in order • did not identify the elements of a hardware upgrade test plan.

General comments on the paper

Entries for the January 2024 series were the highest ever. The mean was slightly lower than those seen in previous January series with a similar standard deviation to January 2023. The 'achieved' boundary was set at 24, the same as in June 2023, and two lower than in January 2023.

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 on making sure candidates 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 1,3,8,12,13,26,27,29,31

This LO covers knowledge of hardware components and performance was very strong this series. LO1 is one of the weightier LOs within the unit and as a result centres should spend more time with their candidates to develop knowledge around types of computer systems, networks, connectivity methods, topologies, network protocols, computer components, devices and fault diagnosis. Candidates performed well in identifying a star topology, identifying what a LAN stands for and performed very well on questions on hardware.

Learning outcome 2: questions 4,9,14,17,20,24,25,38,39,40

Performance on this LO (knowing about software components) was reasonable, and this is the heaviest weighted LO within the unit. Candidates found two questions more straightforward than others; one was to identify the correct piece of application software which would be the most appropriate to create and store records, while the other was identifying which of the options was not a feature of web-browsing software. There were no questions that candidates found particularly difficult.

Learning outcome 3: questions 2,5,10,15,16,18,33,37

The focus of LO3 builds on LO1 and LO2 and requires candidates to demonstrate knowledge of how to install and upgrade hardware and software. Performance was satisfactory for this learning outcome, with candidates being able to identify the correct personal safety equipment to replace a hard drive easily, as well as employer responsibilities to employees using VDU screens.

There were weaker responses on questions about the steps needed to upgrade a computer and the elements of a hardware upgrade test plan.

Learning outcome 4: questions 6, 7, 19, 23, 28, 34, 35, 36

Performance on this LO (knowing about the World Wide Web) was good, with candidates demonstrating a strong knowledge of social media and security. There was a particularly strong performances in a question matching risks of using the internet with definitions (e.g. identity theft, phishing and viruses). Candidates found a question about artificial intelligence more challenging, which asked them about which of the following was not a feature: deductive reasoning, machine learning, problem solving, and scientific exploration.

Learning outcome 5: questions 11, 21, 22, 30, 32

This LO (knowing about the benefits of using IT in business) carries the lowest weighting in the unit and performance of candidates was excellent. The LO is holistic in nature and draws together the learning from the unit. Almost all candidates got the two questions on screen sharing correct and performed well in a question about potential problems of working collaboratively online.

Appendix 1 Questions

Question 1

What part of a computer system is responsible for executing a sequence of stored instructions?

A | Control card

B | Memory

C | Motherboard

D | Processor

[1]

Question 2

You have been asked to install some new hardware.

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

When installing hardware, the organisation is responsible for providing anti-static mats.

True

False

[1]

Question 3

Which of the following are types of connectivity ports? (Select **three**.)

A	DVI

B	FireWire

C	FTP

D	VGA

[1]

Question 4

Which **one** of the following tasks would be completed using multimedia software?

A	Creating an animation.

B	Editing a video.

C	Producing a presentation.

D	Recording a sound.

[1]

Question 5

Which of the following should be considered when planning an installation/upgrade? (Select **three**.)

A	Carry out installation/upgrade.
B	Confirm compatibility.
C	Identify tools and resources.
D	Prepare test plan.

[1]

Question 6

What does VoIP stand for?

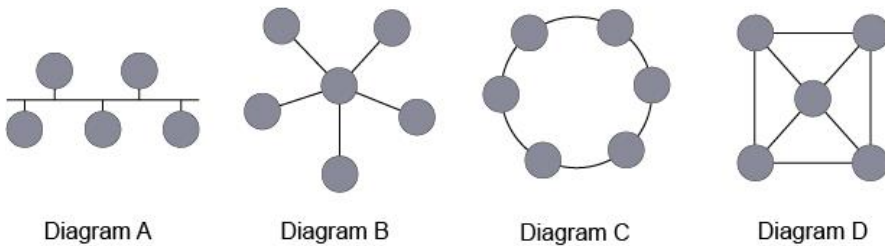| A	Virtual office Internet Protocol
B	Vital ordinary Internet Protocol
C	Voice over Important Protocol
D	Voice over Internet Protocol

[1]

Question 7

Which **one** of the following is **most** likely to be shared on a personal networking site such as Facebook by a business?

A | A business plan

B | Bank details

C | Details of a business conference

D | Sales figures

[1]

Question 8

Which **one** of the following is a star topology?

Diagram A   Diagram B   Diagram C   Diagram D

A | Diagram A

B | Diagram B

C | Diagram C

D | Diagram D

[1]

Question 9

Which **one** of the following pieces of application software would be **most** appropriate to create and store records?

A	Database

B	Email

C	Presentation

D	Word processor

[1]

Question 10

Which **one** of the following pieces of personal safety equipment should you use when replacing an internal hard drive?

A	Anti-static wristband

B	Hard hat

C	Safety glasses

D	Safety shoes

[1]

Question 11

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

The ability to screen share when collaborating remotely with colleagues is an advantage of using IT to communicate.

True

False

[1]

Question 12

Which **one** of the following devices would be **most** suitable for typing up a report during a train journey?

A	Dictaphone

B	Laptop

C	Mobile phone

D	PC

[1]

Question 13

Which **one** of the following is the **most** important feature of a router?

A	Firewall

B	Hard-wired

C	Near a computer

D	Supports guest-networking

[1]

Question 14

Which of the following are applications of CAD (Computer Aided Design)? (Select **three**.)

A	Assembly

B	Controlling Machine Tools

C	Drafting Detailing

D	Solid Modelling

[1]

Question 15

Which **one** of the following statements describes employee responsibilities under Health and Safety Law?

| A | Arranging appropriate training. |

| B | Carrying out risk assessments of the workplace. |

| C | Providing first aid equipment. |

| D | Using personal safety equipment that is provided. |

[1]

Question 16

Which **one** of the following is a type of user acceptance testing?

| A | Beta testing |

| B | Client testing |

| C | End user testing |

| D | White box testing |

[1]

Question 17

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

CRM stands for Client Related Management.

True

False

[1]

Question 18

Which **one** of the following are employers expected to provide for workers who use VDU screens?

A	Contact lenses

B	Free tea and coffee

C	Hearing test

D	Sight test

[1]

Question 19

Drag **one** and drop each risk of using the internet from the options below to the box with the correct definition.

Options

| Identity theft | Virus | Phishing |

A piece of code that can corrupt or destroy a computer system

Sending emails pretending to be from a company to gather individuals' personal data

Using someone else's details to obtain loans and credit cards

[1]

Question 20

Which **one** of the following is **not** a feature of web-browsing software?

A　Bookmark buttons

B　File compression

C　Navigation buttons

D　Tabbed browsers

[1]

Question 21

Drag **one** and drop each communication method from the options below to the box with the **most** appropriate collaborative activity.

Options

| Online chat | Video call | Text message |

| Check availability for meeting | Share design model ideas | Solve a technical issue with a customer in real time |

[1]

Question 22

What does **screen sharing** mean?

A	Allowing remote observation of a computer screen.
B	Controlling another computer remotely.
C	Lending your laptop to another person.
D	More than one person using the same computer.

[1]

Question 23

Which **one** of the following is **not** true of streaming media?

A	Multiple users are unable to access the same media simultaneously.
B	Videos or films are played immediately rather than saved.
C	You can listen to radio programmes on the internet.
D	You need a reliable internet connection to avoid buffering.

[1]

Question 24

Which **one** of the following is purely an open source operating system?

A	Android
B	IOS
C	Linux
D	Windows

[1]

Question 25

Which of the following are functions of an operating system? (Select **three**.)

A	Managing file sharing.

B	Managing memory.

C	Managing peripherals.

D	Managing security and user access.

[1]

Question 26

When taking electronic devices abroad for work which of the following features would you need to consider? (Select **three**.)

A	Battery life

B	Latest version of device

C	Size of device

D	Weight of device

[1]

Question 27

What does LAN stand for?

A | Large Area Network

B | Limited Area Network

C | Local Area Network

D | Locally Arranged Network

[1]

Question 28

Drag **one** and drop each use of emerging technology from the options below to the box with the related context.

Options

| Creating 3D body parts | Processing data from aeroplane simulators | Wearing VR glasses |

Artificial intelligence	Entertainment	Lifestyle and health

[1]

Question 29

Which **one** of the following is a type of network protocol?

A | DHCP

B | HDMI

C | Router

D | WiFi

[1]

Question 30

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

Software tools can be used for data collection.

True

False

[1]

Question 31

Which **one** of the following devices is **not** easily portable?

Diagram A   Diagram B   Diagram C   Diagram D

A	Diagram A - PC

B	Diagram B - Laptop

C	Diagram C - Netbook

D	Diagram D - Wearable

[1]

Question 32

Which **one** of the following is a potential problem of working collaboratively online?

A	Can't read facial expressions/body language.

B	Latest version of documents is available.

C	No need to travel to meetings.

D	Reduces people's time out of the office.

[1]

Question 33

You have been asked to upgrade a computer.

Look at the steps below and put them into the correct order (1-5) using the drop down list. One of the steps has been completed for you.

Carry out user acceptance testing. ▢▾

Decide on most appropriate solution. ▢▾

Identify need for upgrade. ▢▾

Plan upgrade. (3)

Record and document activities. ▢▾

[1]

Question 34

Which **one** of the following is **not** a benefit to the customer when shopping online?

A | 24/7 access

B | Competitive prices

C | Try before you buy

D | Wider product choice

[1]

Question 35

What activity is missing from the cloud computing diagram below?

A	Data processing

B	Disaster recovery

C	Document production

D	Image editing
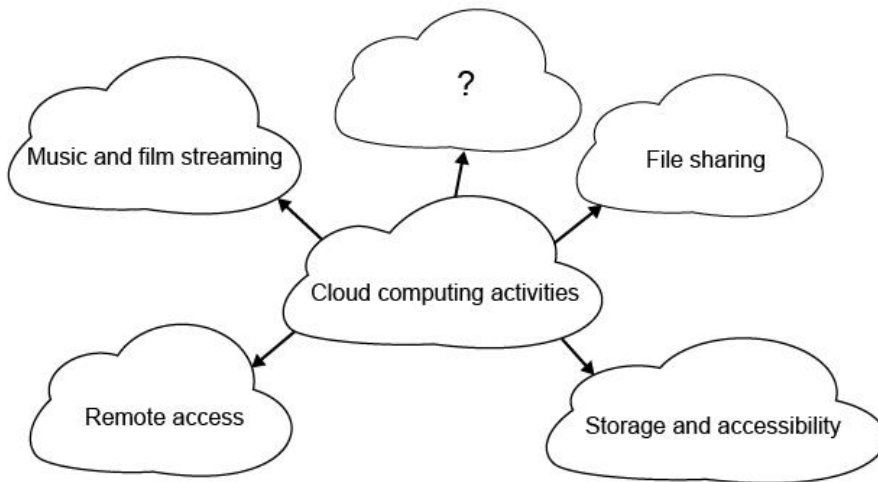
[1]

Question 36

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

A	Deductive reasoning

B	Machine learning

C	Problem solving

D	Scientific exploration

[1]

Question 37

Which **one** of the following would be found on a hardware upgrade test plan?

A | Client details

B | Hardware specification

C | List of hardware

D | Test date

[1]

Question 38

Drag **one** and drop each type of application software from the options below to the box with the relevant example.

Options

| Business | Development | Business and personal productivity |

Compiler

CRM

Database

[1]

Question 39

What does CAM stand for?

A   Computer Aided Manufacturing

B   Computer Aligned Manufacturing

C   Computer Arranged Manufacturing

D   Computer Assisted Manufacturing

[1]

Question 40

Which **one** of the following is a type of application software?

A   Artificial intelligence

B   Debugger

C   Graphics tablet

D   POST

[1]

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