

Information and Communication Technology

Level 1 09876

Level 2 09877

OCR Report to Centres

April 2012

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of pupils of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, OCR Nationals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support which keep pace with the changing needs of today's society.

This report on the Examination provides information on the performance of candidates which it is hoped will be useful to teachers in their preparation of candidates for future examinations. It is intended to be constructive and informative and to promote better understanding of the specification content, of the operation of the scheme of assessment and of the application of assessment criteria.

Reports should be read in conjunction with the published question papers and mark schemes for the Examination.

OCR will not enter into any discussion or correspondence in connection with this report.

© OCR 2011

Functional Skills Information and Communication Technology Level 1 (09876)

Report on the work of the candidates

Using the Internet and Email

Many candidates performed well in this task. Candidates were required to produce a screen dump showing the search that they had carried out and create the required email message. However, a number of candidates lost marks for failing to:

- provide evidence of the search criteria (or they used incomplete search criteria and, in some cases, provided only the evidence found)
- select an appropriate map that clearly indicated the position of the place of interest within a particular area
- include an appropriate subject line in the email to describe what the email was about. Emails prepared by candidates should ensure that all standard elements are included.

Producing a Poster

Candidates selected appropriate software and scored well in this task. When presenting information candidates are required to evaluate the selection, use and effectiveness of ICT tools and facilities used to present information, for example, considering the location of combined information and how this information is presented. However, a number of candidates lost marks due to the following:

- adding other text to the poster apart from the text provided
- failing to enter the opening times information provided accurately
- failing to format the opening times information consistently (eg column alignment)
- inserting information (eg images) in the page margins.
- not balancing the information in the poster in terms of: the size of the types of information, the alignment of the images and the line spacing used
- failing to consider the balance of white space on the poster
- failing to use the full page for the poster. The text size used was inappropriate (too small) for the purpose of the poster.

Using ICT to Perform Calculations

Candidates were required to provide evidence of how they had used ICT to perform calculations, for example a formula printout. However, a number of candidates lost marks due to the following:

- providing a printout showing the values calculated only, losing marks for not showing the formula(s) used.
- failing to calculate the total of the income for each item
- failing to include appropriate labels to describe the calculated values.

Using ICT to Display Numerical Date in a Graphical Format

Candidates were required to produce a bar chart that showed a subset of the data. Most candidates attempted this task and produced a chart. However, a number lost marks for failing to do the following:

- select the correct data to chart
- add a chart title. A number of candidates attempted a chart title but failed to enter one that was meaningful.
- add axes titles
- ensure that the legend was removed, or was meaningful for the data
- make sure that the titles and labels entered were spelt correctly.

Protecting Data

Candidates were required to protect a specified file with a password. The majority carried out this task well. A number provided no evidence for this task. In a small number of instances, candidates protected the incorrect file.

File Management

Candidates were required to create a new folder for a specified purpose and to move files into that folder. Many candidates failed to achieve all the marks for this task due to the following:

- creating a new folder with a meaningful folder name
- providing evidence that they had moved their files into the new folder.

Guidance for Centres

- Centres are provided with two versions of the data files by OCR. Candidates should be provided with the version that they have been prepared to use (ie either the .doc or the .txt version of the files).
- Candidates are not required to produce a narrative describing how the tasks were done.
- Centres should ensure that printouts are of an adequate quality to be read.
- Candidates should ensure that screen dumps are of a legible size.
- Candidates must use appropriate search techniques to locate and select relevant information. (See skill standard 1.5 on page 19 of OCR Deliverers' Handbook)
- Candidates should be able to select suitable information from sources found. (See skill standard 1.6 on page 19 of OCR Deliverers' Handbook)
- Candidates should be able to use communications software to meet the requirements of a straightforward task. (See skill standard 1.9 on page 23 of OCR Deliverers' Handbook)
- Candidates should use appropriate software to process numerical information effectively. This includes printing the spreadsheet showing all formulas. (See skill standard 1.8 on page 21 of OCR Deliverers' Handbook)
- Candidates should be able to produce charts and display them appropriately using titles, legends etc. (See skill standard 1.8 on page 22 of OCR Deliverers' Handbook)
- Candidates should be able to combine information effectively within a publication. (See skill standard 1.9 on pages 22-23 of OCR Deliverers' Handbook)
- Candidates should be able to demonstrate security practices. (See skill standard 1.4 on page 19 of OCR Deliverers' Handbook)
- Candidates should be able to manage information storage to enable efficient retrieval of information. (See skill standard 1.3 on page 18 of OCR Deliverers' Handbook)

- Ensure that all staff delivering the qualification are familiar with the content of the OCR Deliverers' Handbook. This can be found on the OCR website http://www.ocr.org.uk/download/sm/ocr_52248_sm_fs_del_hb.pdf
- Sample assessment material is located on the OCR website. Candidates should be familiar with such materials.

Functional Skills Information and Communication Technology Level 2 (09877)

Report on the work of the candidates

Using the internet

This task was generally well done. Candidates lost marks for failing to:

- provide evidence of the search they carried out to find the information required (eg a screen dump showing search criteria used in a search engine)
- use a search string that included all the appropriate key words to make their search more efficient
- provide evidence of all of the information that was required.

Using ICT to perform calculations, to find and select information and display numerical information in appropriate graphical format.

Most candidates produced a solution using ICT. The main reasons candidates lost marks are shown below:

- some candidates failed to provide evidence in the format of a formula printout. Some did not print the spreadsheet showing all the formulas used and lost the mark for replication of formulas
- most candidates labelled the information they had calculated although some candidates did not include labels for all the information. Some labels were not spelt correctly
- charts were not accurately labelled with axes labels, axes titles, chart title and meaningful legend.

Combining information to produce a presentation

Although the majority of candidates combined the relevant pieces of information with the text provided, very few candidates achieved full marks.

- Some candidates failed to insert the various pieces of information in appropriate locations within the presentation text.
- A list had to be obtained from the spreadsheet. Some candidates did not include only the required columns of information. Other candidates failed to select the correct rows of information from the spreadsheet.
- Many candidates failed to split the text and information that had been inserted across an appropriate number of slides.
- Some candidates failed to include an appropriate title slide on the presentation.
- Formatting of information in the presentation was poor. Many candidates failed to use consistent formatting for body text and headings throughout the presentation.

Using email and file management

Candidates were required to evidence the organisation of their files and preparing an email. Few candidates achieved full marks. The main reasons candidates lost marks are shown below:

- most prepared an email but failed to enter a subject for the email. Those who did enter a subject for the email failed to give due thought to what that should be (eg something about the presentation files)
- not all the required files were attached to the email

- few candidates organised their files, for example by creating a folder with a meaningful folder name (ie one that indicated the contents of the folder) or using a consistent, relevant naming convention
- many candidates failed to use meaningful file names (ie ones that indicated the content of the file).

Guidance for Centres

Candidate success appears to be very centre dependent. Issues appear to be that:

- candidates have not presented evidence in valid, efficient formats, eg
 - by using a formula printout to show evidence of formulas used in a spreadsheet,
 - by using a screen dump of the search criteria used in a search engine,
 - by using a screen dump of a final email or printing a copy of the email message.
- while centres are provided with both versions of the data files by OCR, candidates should only be provided with the version that they have been prepared to use (ie either the .doc version of the files **or** the .txt version of the files).

Skills that need to be developed are detailed below.

- Candidates need to demonstrate that they can select and use only the information that is required. (See Skill Standard 2.5 on page 30 of OCR's Deliverers' Handbook)
- Candidates need to learn how to use ICT for a complex data handling task by processing and analysing numerical data, displaying numerical information in graphical format and using appropriate fields to organise data so that it can be filtered/queried etc. (See Skill Standard 2.7 on pages 32-34 of OCR's Deliverers' Handbook)
- Candidates need to learn appropriate layouts for different types of documents. (See Skill Standard 2.9 on pages 35-37 of OCR's Deliverers' Handbook)
- Candidates need to learn to evaluate their use of ICT tools when presenting information. (See Skill Standards 2.6 and 2.10 on pages 30-32 and page 37 of OCR's Deliverers' Handbook)
- Candidates need to learn that an email should contain a suitable subject so that the receiver knows what the email is about. (See Skill Standard 2.8 on page 34 of OCR's Deliverers' Handbook)
- Candidates need to learn to use folder and file names that explain the content of the folder or file. While the use of file names such as "Task 2a" helps the candidate identify the files they have used in the test, it does not demonstrate their ability to name files effectively outside of a test situation. (See Skill Standard 2.3 on page 29 of OCR's Deliverers' Handbook)
- Screen dumps should be of a legible size.
- Centres should ensure that printouts are of an adequate quality to be read.
- Ensure that all staff delivering the qualification are familiar with the content of the OCR Deliverers' Handbook. This can be found on the OCR website http://www.ocr.org.uk/download/sm/ocr_52248_sm_fs_del_hb.pdf
- Sample assessment material is located on the OCR website. Candidates should be familiar with such materials.

OCR (Oxford Cambridge and RSA Examinations)
Coventry Office
Westwood Way
Coventry
CV4 8JQ

OCR Customer Contact Centre

(Skills and Employment)

Telephone: 024 76 851509

Fax: 024 76 851633

Email: vocational.qualifications@ocr.org.uk

www.ocr.org.uk

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored

Oxford Cambridge and RSA Examinations
is a Company Limited by Guarantee
Registered in England
Registered Office; 1 Hills Road, Cambridge, CB1 2EU
Registered Company Number: 3484466
OCR is an exempt Charity



OCR (Oxford Cambridge and RSA Examinations)
Head office
Telephone: 01223 552552
Facsimile: 01223 552553