Cambridge TECHNICALS LEVEL 2

IT

Feedback on the January 2018 on-screen test

Unit 1 – Essentials of IT

Version 1
CONTENTS

Introduction 3
General examiner comments 4

Answers:
Question 1 5 Question 21 15
Question 2 5 Question 22 16
Question 3 6 Question 23 16
Question 4 7 Question 24 17
Question 5 7 Question 25 17
Question 6 8 Question 26 18
Question 7 8 Question 27 19
Question 8 9 Question 28 19
Question 9 9 Question 29 20
Question 10 10 Question 30 20
Question 11 10 Question 31 21
Question 12 11 Question 32 22
Question 13 11 Question 33 23
Question 14 12 Question 34 23
Question 15 12 Question 35 24
Question 16 13 Question 36 24
Question 17 13 Question 37 25
Question 18 14 Question 38 25
Question 19 14 Question 39 26
Question 20 15 Question 40 26
INTRODUCTION

This resource is for the on-screen test for Unit 1, January 2018. It shows each question with the correct answer selected.

An examiner comment is provided below on the unit as a whole.

Link to qualification:

This on-screen test is delivered through our Surpass testing service.

Link to further information about Surpass:
http://www.ocr.org.uk/administration/stage-3-assessment/vocational-qualifications/on-screen-tests/
GENERAL EXAMINER COMMENTS ON THE PAPER

Learners taking the first CBT assessment for this unit in January performed reasonably well, particularly given the breadth of knowledge to be covered in one term of teaching. Centres would be advised to focus not only on the knowledge requirements across the five learning outcomes for this unit but also ensure learners are familiar with the different assessment styles used in this summative assessment – i.e. linking boxes, true/false, diagram-related questions and select ‘three’.

Learning Outcome 1:
Performance on this LO was the weakest which covers knowledge of hardware components. This is one of the more weighty LO’s within the unit and as a result centres should spend more time with their learners developing knowledge around types of computer system, network, connectivity methods, topologies, network protocols, computer components, devices and fault diagnosis.

Learning Outcome 2:
Performance on this LO was pleasing, particularly given this is the heaviest weighted LO within the unit. Learners seemed more prepared for software-based questions rather than questions that had more of a hardware focus. This is a knowledge gap that needs closing for future series, especially as scoring a healthy return of marks on LO1 and LO2 goes a long way to securing an overall Achieved for this unit.

Learning Outcome 3:
The focus of LO3 builds on LO1 and LO2 and requires learners to demonstrate knowledge of how to install and upgrade hardware and software. Performance on this LO was distinctly average and centres should ensure the gaps in LO1 (hardware) and LO2 (software) are addressed so learners have the best possible opportunity to succeed on this LO.

Learning Outcome 4:
Performance on this LO was the strongest with learners demonstrating a good level of knowledge of the use of the world-wide web. This may partly be down to the fact learners are effective digital users on a daily basis which afforded them a greater level of familiarity in relation to this LO.

Learning Outcome 5:
This LO carries the smallest weighting in the unit and performance was generally disappointing. The LO is holistic in nature and draws together the learning from the unit to reflect on the practical uses of IT within business. Learners may find that as they study the internally-assessed units familiarity with this LO will naturally improve as they are required to use IT in different ways to meet the needs of different client briefs.

Resources which might help address the examiner comments:

From the link below, you’ll find ‘The OCR guide to examinations’ (along with many other skills guides)
http://www.ocr.org.uk/i-want-to/skills-guides/

Command verbs definitions
Question 1

What operating system has been designed to run only on mobile devices manufactured by Apple?

A. iOS
B. Linux
C. Windows
D. Google Chrome

Question 2

A business stores details of customer orders on a computer. What would be the most suitable software application for the business to use?

A. Database software
B. Spreadsheet software
C. Text processing software
D. Task management software
Question 3

What network topology is shown in the diagram below?

A. Bus
B. Star
C. Ring
D. Mesh
Question 4

Which of the following is classed as non-volatile memory?

A. SSD
B. ROM
C. RAM
D. Virtual

Question 5

Click the use of a social media site and then link it by clicking on who would be the end user.

To remove a link, select the linking line.

Use of a social media site

- sharing photographs
- self-promotion
- marketing products

End user

- business
- business/personal
- personal
Question 6

Which of the following items of information must be recorded following a software upgrade? (Select THREE).

A. The reason for the upgrade.
B. The benefits of the upgrade.
C. The date the upgrade was carried out.
D. The software version that was installed.
E. The tests carried out to check the success of the upgrade.

Question 7

What would be the main reason for upgrading the components of a computer system?

A. System is running fast.
B. System is running too slow.
C. The software version being used is out of date.
D. People do not know how to use the current software version.
Question 8

A business uses a range of computer software and hardware to store and process data. Which of the following benefits will this give to the business? (Select THREE).

<table>
<thead>
<tr>
<th>Option</th>
<th>Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Data can be backed up regularly to keep it safe.</td>
</tr>
<tr>
<td>B</td>
<td>Summary reports of the information can be created easily.</td>
</tr>
<tr>
<td>C</td>
<td>Computer stored information is more likely to be accurate.</td>
</tr>
<tr>
<td>D</td>
<td>People in the business have access to all of the information.</td>
</tr>
<tr>
<td>E</td>
<td>Very large amounts of data can be stored and accessed quickly.</td>
</tr>
</tbody>
</table>

Mark: 1 / 1

Question 9

A business wants to send updated information to its internal staff. What would be the most appropriate method of communication to use?

<table>
<thead>
<tr>
<th>Option</th>
<th>Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>VoIP</td>
</tr>
<tr>
<td>B</td>
<td>Email</td>
</tr>
<tr>
<td>C</td>
<td>Video calling</td>
</tr>
<tr>
<td>D</td>
<td>Text messaging</td>
</tr>
</tbody>
</table>

Mark: 1 / 1
Question 10

Which of the following is a potential risk to an online user who has been a victim of phishing?

A. Documents can be deleted.

B. A person can be bullied online.

C. Encrypted information can be stolen and read.

D. Personal security details can be stolen and used for fraud.

Question 11

Click the health and safety related action and then link it by clicking on who is responsible for this action.

To remove a link, select the linking line.

<table>
<thead>
<tr>
<th>Health and safety related action</th>
<th>Responsibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>providing a suitable working environment</td>
<td>employee</td>
</tr>
<tr>
<td>adhering to health and safety regulations</td>
<td>employer</td>
</tr>
<tr>
<td>taking regular breaks when using computers</td>
<td>employee/employer</td>
</tr>
</tbody>
</table>
Question 12

A business wishes to improve its communication with its customers in real time whilst they are accessing its website.

What would be the most appropriate method of communication to use?

A. Email
B. Video call
C. Online chat
D. Text message

Question 13

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

A compiler is used to translate source code into machine code before the program can be run.

True
False
Question 14

What utility software is used to show the details of programs currently running on a device?

A. Event viewer
B. Task manager
C. Disk manager
D. Performance monitor

Question 15

What is the main reason for backing up the system before a hardware upgrade?

A. Data may be copied.
B. The software may not be compatible.
C. There may be a loss of hardware service.
D. The system can be rolled back to its original status.
Question 16

An IT technician has been asked to perform a software upgrade. What document should the IT technician use to check that the upgrade has been successful?

A. Test plan
B. Job sheet
C. Backup plan
D. Health and safety report

Question 17

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

Downloading a music file from the internet for offline listening is called music streaming.

True
False
Question 18

Which of the following is not an activity enabled by cloud storage?

A. Remote access
B. Disaster recovery
C. Fast download time
D. Music and film streaming

Mark: 1 / 1

Question 19

What software application would you use to access information via the internet?

A. Debugger
B. Interpreter
C. Web browser
D. Operating system

Mark: 1 / 1
Question 20

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

An IT technician uses an anti-static mat to reduce the effects of electrical discharge when working on computer equipment.

True

False

Question 21

What network component is shown in the diagram below?

A. Hub
B. Server
C. Switch
D. Wireless router
Question 22

What is the correct term for the wired connection of computers within an office environment which can be used by staff to share documents electronically?

- LAN
- WLAN

Question 23

Which of the following is not a network protocol?

- A. TCP
- B. HTTP
- C. HTML
- D. Ethernet
Question 24

Which of the following statements correctly describes an app?

A. Apps are only used to play games.
B. Apps are designed for a single function.
C. Apps are designed for multiple functions.
D. Apps can only be used on mobile devices.

Question 25

Who is responsible for providing personal safety equipment for computer technicians?

A. The worker
B. The manager
C. The employer
D. The health and safety officer
Question 26

Organisations could offer their IT users a medical test that uses the chart below.

What is the test called?

A. Distance test

B. Eye sight test

C. Colour blindness test

D. Reading comprehension test
Question 27

A project team collaborates remotely and visually displays information relating to a project. What is the most appropriate method of communication to use in this scenario?

A. VoIP
B. Screen sharing
C. Text messaging
D. Teleconferencing

Question 28

What software would be used by a reporter to record a sporting event for television news?

A. Video software
B. Utility software
C. Graphics software
D. Presentation software
Question 29

What software application would be used to forecast the increase in insurance claims as a result of a natural disaster?

A. Spreadsheet software

B. Social media software

C. Database management software

D. Program development software

Question 30

Which of the following are benefits of using the internet when researching for a school assignment? (Select THREE).

A. The information is always up to date.

B. All of the sources are reliable and unbiased.

C. A variety of sources for information is available.

D. It is easy to search for information when using a browser.

E. It is less time consuming to search for a range of information.
Question 31

What multimedia software allows users to combine text, images, videos, slides and animation?

A. Graphics software
B. Publication software
C. Presentation software
D. Word processing software
Question 32

What troubleshooting tool is shown in the diagram below?

A. Software defrag
B. Software compiler
C. Software debugger
D. Software interpreter
Question 33

You have been asked to carry out a disk drive clean-up.
Drag and drop the steps below and put them in the correct order. The first one has been completed for you.

- Click on the Start menu.
- Search for System Tools or Disk Clean-up.
- Select Disk Clean-up option.
- Select the drive to be cleaned.
- Select and remove cookies and temporary files.

Question 34

Which of the following is an optical storage device?

A. SD card
B. Flash drive
C. Hard drive
D. DVD-ROM
Question 35

Click the hardware device and then link it by clicking on whether it is an input, output or hybrid device.

To remove a link, select the linking line.

Hardware device

- touch screen
- scanner
- headphones (without microphone)

Input/Output/Hybrid

- output
- hybrid
- input

Question 36

Which of the following statements correctly describe the POST process? (Select THREE).

A. It is a self-test program.
B. It is handled by the system’s BIOS.
C. It is the first step of the boot sequence.
D. It is used to identify operating system issues.
Question 37

What hardware component would be required to connect one computer to another computer?

A. Motherboard
B. Power supply
C. Expansion slot
D. Network Interface Card

Question 38

Which of the following statements is not a function of a fitness tracker?

A. It can make telephone calls.
B. It can display your heart rate.
C. It can be synced to a smart phone.
D. It can show the number of steps you have taken in a day.
Question 39

Click the task and then link it by clicking on the **most** appropriate software application that would be used to complete the task.

To remove a link, select the linking line.

<table>
<thead>
<tr>
<th>Task</th>
<th>Software application</th>
</tr>
</thead>
<tbody>
<tr>
<td>calculating financial balance sheets</td>
<td>database management software</td>
</tr>
<tr>
<td>writing a report for a business</td>
<td>spreadsheet software</td>
</tr>
<tr>
<td>searching large amounts of data records</td>
<td>word processing software</td>
</tr>
</tbody>
</table>

Question 40

Which of the following would businesses **not** use social media for?

A. Chasing payment
B. Marketing products
C. Advertising positions
D. Talking to colleagues
We’d like to know your view on the resources we produce. By clicking on the ‘Like’ or ‘Dislike’ button you can help us to ensure that our resources work for you. When the email template pops up please add additional comments if you wish and then just click ‘Send’. Thank you.

Whether you already offer OCR qualifications, are new to OCR, or are considering switching from your current provider/awarding organisation, you can request more information by completing the Expression of Interest form which can be found here: www.ocr.org.uk/expression-of-interest

OCR Resources: the small print
OCR’s resources are provided to support the delivery of OCR qualifications, but in no way constitute an endorsed teaching method that is required by OCR. Whilst every effort is made to ensure the accuracy of the content, OCR cannot be held responsible for any errors or omissions within these resources. We update our resources on a regular basis, so please check the OCR website to ensure you have the most up to date version.

This resource may be freely copied and distributed, as long as the OCR logo and this small print remain intact and OCR is acknowledged as the originator of this work.

OCR acknowledges the use of the following content:
Square down and Square up: alexwhite/Shutterstock.com

Please get in touch if you want to discuss the accessibility of resources we offer to support delivery of our qualifications: resources.feedback@ocr.org.uk

Looking for a resource?
There is now a quick and easy search tool to help find free resources for your qualification:
www.ocr.org.uk/i-want-to/find-resources/

OCR Customer Contact Centre

Vocational qualifications
Telephone 02476 851509
Facsimile 02476 851633
Email vocational.qualifications@ocr.org.uk

OCR is part of Cambridge Assessment, a department of the University of Cambridge. For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored.

© OCR 2018 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.

Cambridge Assessment