Cambridge TECHNICALS LEVEL 2

IT

Feedback on the June 2018 on-screen test

Unit 1 – Essentials of IT
Version 1
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INTRODUCTION

This resource is for the on-screen test for Unit 1, June 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

This is the second series where a test variant was sat by learners with varying performance across the five Learning Outcomes (LOs). As well as focusing on the knowledge requirements for this unit, centres should also ensure learners are familiar with the different assessment styles used in the summative assessment – i.e. linking boxes; true/false; diagram-related questions and select ‘three’.

Learning Outcome 1

Having reported that this was weakest performing LO in January 2018, it was pleasing to note that this is now the strongest area. Centres have clearly invested some time in ensuring learners are familiar with hardware components. The vast majority of learners got the correct answer on items 1, 3, 8, 9, 11, 32 and 39 whilst items 20 and 31 proved more discriminating.

Learning Outcome 2

Performance on this LO has declined from January 2018. Only items 16, 37 and 38 were accessed by the majority of candidates. The remaining seven LO2 items proved more discriminating with items 5, 13 and 23 posing a real challenge for learners. Centres need to be aware that focusing on LO1 and LO2 knowledge requirements is time well spent. Scoring a healthy return of marks on these two LOs goes a long way to securing an overall ‘Achieved’ for this unit.

Learning Outcome 3

The same commentary as provided in January 2018 applies here. Performance on this LO which builds on LO1 and LO2 was distinctly average. Of particular concern were items 24, 25, 26 and 33 which posed real issues for learners. 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

An LO which focuses on the use of the world-wide web is always predicted to generate a good level of performance, particularly given learners are digital users on a daily basis and have some inbuilt familiarity with the specification content. Items 10, 19, 27 and 28 were particularly strong whilst items 21, 22, 34 and 35 proved more discriminating.

Learning Outcome 5

This LO pulls the specification content of the unit together as learners are expected to reflect on the practical uses of IT within business. In contrast to January 2018, performance on this LO has improved this series with the vast majority of learners getting the correct answer for items 14, 15 and 29. Items 30 and 36 proved more discriminating.

Centres are advised for future series to maintain the good performance on LO1 whilst spending some time filling any knowledge gaps on the remaining four LOs. A particular focus needs to be LO3 as this was the weakest LO this series.

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 does LAN stand for?

- A. Local Area Network
- B. Linked Area Network
- C. Limited Area Network
- D. Logistical Area Network

Question 2

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

- A. Controlling peripherals.
- B. Controlling data storage.
- C. Controlling the formatting for writing reports.
- D. Controlling the allocation of the tasks to the processor.
Question 3

Patients book in at a medical practice using an interactive booking system.

Which of the following hardware devices would most likely be used?

A. Printer
B. Keyboard
C. Microphone
D. Touch screen

Question 4

Which of the following tasks is Customer Relationship Management (CRM) software used for?

A. Analysing customer information.
B. Distributing customer information.
C. Sending direct marketing letters to customers.
D. Informing third parties of customer information.
Question 5

Which of the following functions of utility software is used to prepare a hard drive for a clean installation of an operating system?

A. Initialisation
B. System back-up
C. Defragmentation
D. System monitoring

Question 6

Who is directly responsible for reporting a cracked computer screen?

A. IT technician
B. Help desk operator
C. Manager of a department
D. Individual using the equipment
Question 7

Complete the following sentence.

It is necessary to use an anti-static wrist band when...

A. using a keyboard.
B. cleaning the computer monitor.
C. handling computer components.
D. an anti-static mat is not available.
Question 8

What network topology is shown in the diagram below?

A. Bus
B. Star
C. Mesh
D. Hybrid

Mark: 1/1
Question 9

New technology has supported the production of artificial limbs.

What device would be used for this activity?

A. 2D printer
B. 3D printer
C. Graph plotter
D. GPS receiver

Question 10

Which of the following shows how the use of online shopping has benefited online retailers? (Select THREE).

A. 24/7 trading.
B. Increased prices.
C. Access to global markets.
D. Increased customer base.
Question 11

Click the output device and then link it by clicking on its most appropriate use.

To remove a link, select the linking line.

<table>
<thead>
<tr>
<th>Output device</th>
<th>Use</th>
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<tr>
<td>2D printer</td>
<td>produce documents</td>
</tr>
<tr>
<td>3D printer</td>
<td>access broadband</td>
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<tr>
<td>dongle</td>
<td>create multi-dimensional objects</td>
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Question 12

Which of the following is not a feature of an app?

A. Customisation
B. Feedback system
C. Meets needs of end user
D. Social media accessibility
Question 13

What does IDE stand for when referring to software applications?

A. Integrated Disc Environment
B. Independent Drive Environment
C. Integrated Development Environment
D. Independent Development Environment

Question 14

A business uploads a video of an employee demonstrating a product on social media.

Which of the following is **not** a reason for doing this?

A. Promoting the employee.
B. Gathering customer feedback.
C. Increasing social media presence.
D. Encouraging customer engagement.
Question 15

Click the project management feature and then link it by clicking on how it supports business activity.

To remove a link, select the linking line.

**Project management feature**
- software planning
- time management
- monitoring progress

**How it supports business activity**
- reviewing status of different stages of project
- keeping a project on track
- planning, organising and managing resources

Question 16

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

A firewall helps to prevent unauthorised access to a computer system via the internet.

True

False
Question 17

What is the name of the operating system used on Apple desktop computers?

A. iOS
B. Linux
C. Mac OS
D. Windows

Question 18

Who is responsible if risk assessments are not carried out and an accident takes place in an organisation?

A. Employer
B. Employee
C. Health and safety officer
D. Health and safety executive
Question 19

Which of the following relates to personal finance when using the internet?

A. Gaming
B. Banking
C. Social media
D. Film streaming

Question 20

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

The embedded system in a refrigerator will automatically make temperature changes when required.

True
False
Question 21

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

Augmented reality uses trigger points.

True
False

Question 22

Which of the following statements is not a feature of artificial intelligence?

A. Speech recognition
B. Medical diagnostics
C. Natural language processing
D. Environmental responsiveness
Question 23

What is the function of event viewer software?

A. Image editing
B. Online collaboration
C. Diagnostic testing of system during start-up
D. Logging of application and system messages

Question 24

A network manager needs to install new software.

Drag and drop the procedures that the manager should follow and put them in the correct order.

The first one has been completed for you.

Confim compatibility.
Select tools and resources.
Prepare test plan.
Backup the system.
Implement installation.
Question 25

Which of the following is not a reason for carrying out user acceptance testing?

A. To test the programming code.
B. To run tests on the completed system.
C. To test the system before delivery to the live environment.
D. To satisfy all stakeholders that the system meets requirements.

Question 26

When making a decision on an appropriate solution for an installation/upgrade which of the following decisions should be made? (Select THREE).

A. Prepare test plan.
B. Identify any health and safety requirements.
C. Confirm compatibility of system with hardware.
D. Consider the impact of system downtime during installation/upgrade.
Question 27

Complete the following sentence.
To take an individual’s personal and financial information and then use that information without permission is known as…

A. file sharing.
B. data capture.
C. identity theft.
D. remote access.

Question 28

Which of the following are the most common uses for social media sites? (Select THREE).

A. Marketing
B. Online banking
C. Communication
D. File-sharing
Question 29

It is now common for job interviews to be carried out remotely.

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

A. Video call
B. Online chat
C. Social media
D. Text messaging

Question 30

Which of the following are advantages of using IT to support business activity? (Select THREE).

A. Remote working
B. Sharing documents
C. Customer engagement
D. Improved internet access
Question 31

What does FTP stand for?

A. File Terminal Point
B. File Transfer Protocol
C. File Transmission Protocol
D. File Transmission Procedure

Question 32

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

A wired network connects devices to the internet or other networks using cables.

True
False
Question 33

Click the workplace scenario and then link it by clicking on the most appropriate action that should be taken.

To remove a link, select the linking line.

**Workplace scenario**

- cables trail across the floor
- hard drive in a computer needs replacing
- faulty power supply in a computer is identified

**Action**

- use anti-static mat and wrist band
- report to health and safety officer
- notify senior technician

Question 34

Click the emerging technology and then link it by clicking on a use of this technology.

To remove a link, select the linking line.

**Emerging technology**

- cognitive computing
- face detection system
- agricultural drones

**Use**

- provides access to secure areas
- enables computers to think like humans
- identifies possible pest infections
Question 35

Which of the following is an advantage to a customer of using online banking?

A. Account is always secure.
B. Ability to pay bills quickly.
C. Direct contact with the bank.
D. Account can be accessed from anywhere.

Question 36

A project team needs to discuss progress with an application it is developing. Team members all work remotely.

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

A. Email
B. Telephone
C. Screen sharing
D. Teleconference
Question 37

What software application is being shown in the diagram below?

A. Email
B. Text editor
C. Spreadsheet
D. Presentation

Please respond
fred.blogs@bt.com
Please respond
Dear all,
Please read this message and respond.

Thank you
Question 38

What is the **most** important action to take before updating operating system software?

A. System back-up
B. Defrag hard drive
C. Disk drive clean-up
D. Benchmarking of computer system
Question 39

What utility software application is shown in the diagram below?

A. Task Manager
B. POST Manager
C. Device Manager
D. Update Manager
Question 40

Which of the following is an organisational responsibility for health and safety?

A. Scheduling sight checks.

B. Using correct personal safety equipment.

C. Providing a suitable working environment.

D. Training employees after working with new tools.
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