

# CAMBRIDGE NATIONALS

*Examiners' report*

# ICT

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**J800, J810, J820**

## **R001 January 2020 series**

Version 1

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## 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. A selection of candidate answers is also provided. 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 can be downloaded from OCR.

## Paper R001 series overview

As a cohort, candidates performed well on this paper. There was clear indication that many candidates were very well prepared, with further evidence that the majority had used the pre-released tasks to prepare for the examination.

Candidates also seemed better prepared to answer questions. Answers for questions where candidates were asked either to describe or explain, brought out some well-developed answers.

Performance on Question 5, the extended answer question, was particularly impressive, with candidates from across the ability range making strong attempts to answer with developed arguments.

## Section A

### Question 1 (a)

1 CLSS7 Ltd has a website.

(a) Identify the **most suitable** type of application software to view the CLSS7 Ltd website.

..... [1]

This question proved to be more of a challenge than might have been expected. Many candidates correctly identified web browser or equivalent as the correct answer, but a significant minority did not. Some candidates gave search engines as an answer or gave the name of a search engine – such as Google.

### Question 1 (b)

(b) Identify the **most suitable** type of output device for a customer to use when viewing the CLSS7 Ltd website.

..... [1]

Most candidates gave monitor or equivalent. Where candidates did not get a mark for this question, they tended to have very low marks overall.

### Question 1 (c)

(c) Identify **two** input devices that can be used to interact with the CLSS7 Ltd website.

1 .....

2 .....

[2]

This question was also well answered by most candidates and, again, indicated a basic grounding in the subject.

### Question 2 (a)

2 Each driver is provided with an electronic copy of their delivery schedule for the day. This is provided as a PDF document.

(a) Explain **two** features of a PDF document that make it a suitable file format for sharing this information electronically.

1 .....

.....

.....

.....

2 .....

.....

.....

.....

[4]

Questions such as these are relatively challenging, because they require candidates to consider the context of the question, and then supply a feature of a type of software that meet the context. The explain nature of the question then required candidates to explain why the feature was suitable. Therefore, candidates needed to do more than just suggest a feature of PDF documents; they needed to suggest and explain a suitable feature.

Many candidates dealt with this question very well and gave at least one feature that made PDF documents a suitable format, with a sizeable number of candidates successfully identifying two features. However, few were able to give two clear explanations of why each feature made them suitable.

Most candidates focused on either the inability to edit PDF documents, or their relatively small data size as features. A few correctly identified that the layout of the document would not change. Typically, suitable expansions of these points focused on the importance of the correct information being given to the driver. However, a lot of these expansions tended to overlap and so bordered on repetition of the previous answer.

Exemplar 1

1. It is open file format, so it can be accessed by any suitable software

2. It is a .txt document, so it will be able to list places, times and any other suitable information.

This candidate achieved well over the whole of the paper. The first answer shows clear understanding of the question.

However, the second answer is not as precise. The issue for this question was that the file would be shared electronically. The second answer given is about the content of a PDF file and not about sharing the file.

Candidates need to be clear that the answers they give are totally relevant to the question asked and need to be absolutely clear in their minds about what the question is asking.

Question 2 (b)

Some drivers print the PDF document and they must securely dispose of the printed copy at the end of the day.

(b) Identify **one** method that could be used to securely dispose of the printed copy of the PDF document.

..... [1]

Responses were given marks if they suggested a method or a tool that had the desired effect. Therefore, for example, candidates could state 'shredding' or 'a shredder'.

Many candidates correctly identified a method of secure disposal.

However, a few suggested answers which would not result in secure disposal, such as 'throwing in the bin'.



### Question 3 (a)

3 Each package that CLSS7 Ltd has to deliver is given a unique number.

(a) Explain why each package is given a unique number.

.....

.....

.....

..... [2]

Where candidates understood what was meant by the term 'unique', they were able to at least state a reason why each package had a unique number. Typically, these were statements along the lines of each package being easily identifiable. Candidates' ability to then explain the importance of that identification was relatively weak, with many opting to repeat their original point in different words – such as 'so each package can be identified, so that they can be told apart'.

### Question 3 (b)

(b) Describe **two** different ways that technology could be used to track a package.

1 .....

.....

.....

.....

.....

2 .....

.....

.....

..... [4]

This question proved to be something of a challenge for many candidates.

Broadly, the answers given split the candidates into three groups. One group missed that the question was about the use of technology and so gave answers about knowing where it was on its journey and following online. A second group appreciated that the question required some form of product tracking, but then gave answers about ringing the driver and asking or using the GPS on the truck, while a third group appreciated that the question was asking how different tracking techniques actually worked. Of these most concentrated on GPS and barcodes, with a few able to give full answers about how each method worked.

### Question 3 (c)

Customer records are stored in a database. Each time a delivery is organised by a customer, a new customer record is added to the database.

(c) Identify the **most suitable** data type to code each of the following fields in the customer database.

Database field	Most suitable data type
Customer contact telephone number	.....
Town of residence	.....
Cost of this delivery	.....
Special offers agreed	.....

[4]

In the main, candidates did not seem well prepared for this question. A significant minority gave software types or simply stated 'text' for all four.

Of those candidates who did well on this question, 'text' was the most popular answer, but a good number of candidates realised that 'special offers agreed' was a Boolean option.

### Question 3 (d)

(d) Explain **one** problem that will be caused by creating a new customer record every time an order is placed.

.....

.....

.....

..... [2]

When written, it was assumed that this question would prove quite difficult for the majority of candidates. However, in reality, many candidates fully appreciated that there would be many records for each customer and gave some really imaginative, but clear, answers that fully explained the problem that would be caused. In some cases, these included quite technical answers about data redundancy and issues with keeping data correct when multiple examples exist.

### Question 3 (e)

One customer has entered 'Co34%%^ ventry' into the 'Town of residence' field. The database software has failed to identify this as an error.

(e) Describe how the database could be set up to prevent this type of error from occurring.

.....

.....

.....

..... [2]

As with the previous question, this question showed a fairly good technical understanding from the cohort, and many candidates showed a basic understanding of validation when answering. A sizeable number achieved 2 marks overall for this question, but the majority gave relatively weak responses that achieved 1 mark only.



## Exemplar 3

1 Submit :- to enter the data through online, which  
on a paper-based form wouldn't be possible  
- it ~~pass~~ passed the data through at the end of  
completion:

This candidate has given 'submit' as an interactive feature. This is incorrect. Had the candidate stated that the feature was a button, marks would have been given. As the initial answer was not given a mark, no expansion marks could be given.

This is an example of the need for precision when answering questions. The question asked for a feature and none was given. No marks can be given, despite any sympathy one might feel with the candidate on this occasion.

## Section B

### Question 5

- 5 Jamie and Gavin need to collaborate on the expansion plans for CLSS7 Ltd. They are not sure if they will use video conferencing or email to allow them to collaborate.

Compare the use of video conferencing and email as collaborative methods. Consider their suitability and ease of use for this task.

.....

.....

.....

.....

..... [8]

The improvement in performance of candidates on longer questions has been a real feature of this paper over recent sessions and this question did not break this pattern. Many candidates gave well-structured comparisons which included good explanation of points made and so were able to access Level 3 mark band. However, only a small minority focused on both suitability and ease of use and so marks from the top of Level 3 mark band were not given to many. However, overall, candidates achieved very well on this question.

Many candidates from across the ability range attempted to compare the two methods of collaboration and did so with well-developed arguments.

### Question 6 (a)

- 6 When Gavin telephoned the energy supplier, he was advised that his phone call would be recorded.

The telephone recording will be used for training purposes by the energy supplier.

- (a) Explain how the recording could be used to train staff at the energy supplier.

.....

.....

.....

.....

.....

.....

..... [3]

Candidates performed extremely well on this question. Across the cohort, there was a clear understanding of how such a recording could be used and many candidates were given full marks for this question.

### Question 6 (b)

- (b) Explain **one other** benefit to the **energy supplier** of recording conversations with customers.

.....

.....

.....

..... [2]

This question, rather like the previous one, allowed candidates to develop some really clear arguments. Many candidates explained the efficacy of such a recording should a dispute arise with a customer, while a small minority focused on the use of such a recording for staff appraisal.

A small group of candidates seemed to miss the point of the question - and chose to further develop their answers about staff training, and so were not given marks.

### Question 6 (c)

(c) The energy supplier will store personal data about Gavin.

Identify and describe **one** action that the energy supplier must take to comply with DPA/GDPR legislation when storing personal data.

.....

.....

.....

..... [2]

Many candidates gave good answers for this question. In order to describe the action, candidates simply had to say how the identified action could be complied with, so for example, if they identified that data had to be protected from unauthorised access, they then had to say how this may be achieved. Many candidates did this very well.

However, candidates do need to be precise with this part of the syllabus. DPA/GDPR regulations do not state that data cannot be shared, but that they cannot be shared without permission. Furthermore, candidates need to be precise with their answers. Some candidates tend to give list answers without any thought, and thereby get themselves into problems. For example, an answer such as 'data must be kept safe and secure' identifies two actions. In this instance, the two answers are sufficiently overlapping for any expansion to work with this answer. However, for other examples, candidates who give 'and' answers tend to then describe the second answer given. Marking regulations mean that we can only consider the first, and so any expansion must match the first answer given.

#### Exemplar 4

You must as long as the data is stored keep it only  
 if it is  
 relevant and make sure it is stated why it  
 is that it is being stored

This question asked candidates to identify and describe **one** action.

In this example, the candidate has identified two actions. The second action is not a description of the first and so only 1 mark was given.

Question 7 (a) (i)

7 Gavin has decided to use some photographs that he has found on the internet for the website.

Gavin decides to use three of the photographs that he has found.

(a) (i) Identify **one** piece of UK legislation that Gavin needs to be aware of when he is choosing which photographs to use on the website.

..... [1]

Virtually all candidates got this question correct.

Question 7 (a) (ii)

(ii) Describe **one** action Gavin can take to comply with this piece of UK legislation.

.....  
.....  
.....  
..... [2]

The vast majority of candidates got at least 1 mark for this question, with most getting both. However, a few gave answers that did not follow the lead of the question. Candidates were told that the images found by Gavin were the ones he was going to use, therefore answers that suggested Gavin should use different images were incorrect.

Question 7 (b)

Gavin has used a CD to send the photographs he has found to the web designer, Vernon.

(b) Explain **one** feature of a CD that makes it a suitable medium to send the photographs.

.....  
.....  
.....  
..... [2]

This was another area of strength for candidates. Many candidates were able to identify a feature of a CD that made it suitable for the purpose and then explain why this feature was of importance. Most candidates focused on the size as the important characteristic and linked this to an ability to send or carry the CD. Other candidates focused on cost or capacity and were equally able to explain why these were important features.

### Question 7 (c)

(c) Gavin emails Vernon, the web designer, to confirm delivery of the CD by CLSS7 Ltd.

A copy of the email from Gavin to Vernon is shown in **Fig. 1a**.

Complete **Fig. 1b** by writing the email to Vernon using a **more appropriate style** to communicate with an external supplier.

Today	10th January 2020
Hi mate,	..... .....
How's things?	..... .....
CLSS7 Ltd will drop off your CD tomorrow morning.	..... .....
Cheers,	..... .....
Gav	..... .....
Have a nice day!	..... .....

**Fig. 1a**

**Fig. 1b**

**[6]**

This question gave a wide variety of answers, with only a very small handful of candidates not getting any marks. In fact, where candidates did not get a mark here, this was usually because they had not attempted the question. A few candidates missed the point of the question and wrote responses to Gavin's email.

Many candidates gave answers that were clearly more appropriate. The answers given had to show an improved level of appropriateness. For 'Gav' for example, Gavin was the acceptable answer, while, for the third box, candidates had to use any term other than 'drop off'.

A small number of candidates chose to keep the 'have a nice day!' close, which was a surprise. However, many candidates gave good, formal, closing comments and thereby showed a good understanding of this area of the specification.

Exemplar 5

Today	10th January 2020
Hi mate,	D. Hello Sir/Miss.
How's things?	How are you?
CLSS7 Ltd will drop off your CD tomorrow morning.	CLSS7 Ltd will delivery your CD tomorrow morning.
Cheers,	Thank you
Gav	Give
Have a nice day!	Have a great day!

This candidate did not score highly overall but in this example they have shown a good level of understanding of how to write appropriate business emails. The use of Sir/Madam as the starting point is effective. The candidate has then followed the structure of the original email and has replaced each element with a more appropriate form. Unfortunately, 'Give' was not a suitable improvement on 'Gav'.

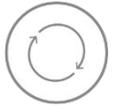
Question 7 (d)

(d) Identify **one other suitable** storage medium that Gavin could have used to send the photographs.

..... [1]

Candidates continue to give 'USB' as a storage medium. This is not a storage medium, but a protocol.

The nature of the question excluded the cloud, as this is not a medium. While this did catch some candidates out, many gave suitable storage media as answers.

	<b>AfL</b>	USB is a standard wrong answer for questions about storage media. While 'USB' may be understood in common parlance to be a storage medium, it is not acceptable as answer in this paper.  Please challenge the use of USB as a storage media in general conversation among candidates.
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### Question 8

- 8 A week after doing the research, Gavin notices adverts for images he was researching are appearing on the web pages he visits. A friend tells him that this is because he has downloaded a piece of code onto his computer.

What is the name given to the piece of code that Gavin has downloaded?

..... [1]

Quite a number of candidates did not know the answer to this question and either did not give an answer or appeared to guess.

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