

ICT Exemplar Assessment Materials

Functional Skills qualification in ICT at Level 2

09877

Exemplar assessment materials

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 2 FUNCTIONAL SKILLS

INFORMATION AND COMMUNICATION TECHNOLOGY

09877

PART A – TASK AND ANSWER BOOKLET

This assessment may be taken within these dates

SAMPLE ASSESSMENT MATERIAL

TIME: 15 MINUTES

YOU NEED

- This task and answer booklet.
- Access to a computer, software and a printer.
- A pen with black ink.

YOU HAVE 15 MINUTES TO COMPLETE THE TASK

- Space has been provided in this booklet for you to write your answers but you may word process your answers if you prefer. Ensure that each answer is numbered correctly eg 1b).
- Printing may be carried out after the time allocated for this assessment.
- When you have finished, check that your name appears on EVERY printout. Printouts without names will be awarded no marks.
- Insert your printouts into this booklet in the correct order and hand it to your supervisor when you have completed both Part A and Part B of this test.

TASK 1

- a) Ali needs a map or diagram that shows the location of **The Village Hotel, Coventry, UK**. The annual sales conference is being held at this hotel and Ali wants to show those attending the conference exactly where the hotel is.

Find a suitable map or diagram on the internet.

Save a copy of the map or diagram you find. You will need the file you save to complete Task 2c in Part B of this test.

Evidence you must provide

Screen dump(s) of the search you carried out.

A printout of the map or diagram.

(7 marks)



Commentary on mark given	Advice on how the candidate could improve
<p>The candidate has provided a screen dump of the search criteria they entered into a search engine to find the required information from the internet. The candidate has only specified "village hotel" which is partially correct.</p> <p>The candidate has selected a map that shows where all village hotels are. This does not meet the requirements of the task but would have been awarded marks for the fact that it shows where Coventry is.</p> <p>4 out of 7 marks awarded</p>	<p>The candidate should also have included Coventry within their search criteria to have been awarded full marks.</p> <p>The candidate should have found a map or diagram that shows the streets around the Village Hotel so that delegates could see exactly where it is located in Coventry.</p>

b) Why is it important to guard against computer viruses when downloading information from the internet?

Because you could get a virus _____

(1 mark)

Commentary on mark given	Advice on how the candidate could improve
<p>The candidate has not answered the question of why it is important to guard against viruses.</p> <p>0 out of 1 mark awarded</p>	<p>The candidate should have explained that it is important as you could lose data from your computer or functionality of the computer system.</p>

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PART B – TASK AND ANSWER BOOKLET

This assessment may be taken within these dates

SAMPLE ASSESSMENT MATERIAL

TIME: 1 HOUR 45 MINUTES

YOU NEED

- This task and answer booklet.
- The Resource Booklet for this part of the test.
- Access to a computer, software and a printer.
- Access to the data files listed below. Your supervisor will tell you where these are stored.

march 2010 newsletter text
units sold 2008

units sold 2009
units sold 2010

- A pen with black ink.

YOU HAVE 1 HOUR 45 MINUTES TO COMPLETE THE TASK

- Printing may be carried out after the time allocated for this assessment.
- When you have finished, check that your name appears on EVERY printout. Printouts without names will be awarded no marks.
- Insert your printouts into this booklet in the correct order and hand it to your supervisor.

TASK 2

Ali has decided that the sales department needs a monthly newsletter. Ali wants the March 2010 newsletter to include sales data and details of the annual sales conference. Ali wants you to produce the March 2010 newsletter.

He has provided the text he wants in the newsletter in a file. You need to prepare other information required for the newsletter. You will do this in steps a) and b).

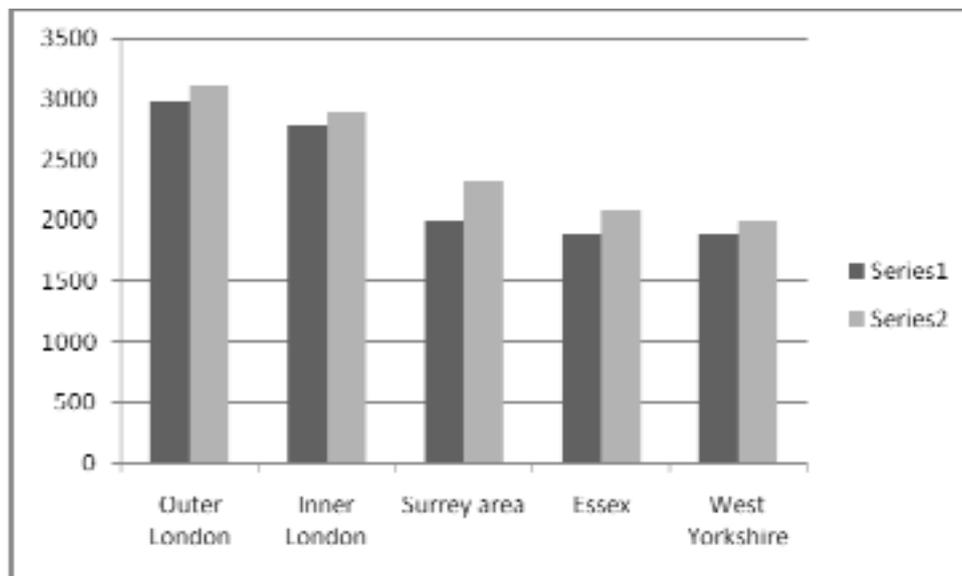
- a) Produce a chart that shows the five regions that have sold the most units so far in 2010. The chart should show the units sold in January and February.

The data is in one of the files Ali has provided.

Evidence you must provide

A printout of the chart created.

(16 marks)



Commentary on mark given	Advice on how the candidate could improve
<p>The candidate has clearly selected the correct software to produce a chart. The candidate has selected the correct data file to use.</p> <p>The candidate has thought through the requirements of the task and has added the sales data for January and February together, sorted the data and charted the top 5 regions.</p> <p>The candidate has used a comparative bar chart to show the units sold in January and February.</p> <p>The candidate has not entered a chart title so has lost a number of marks. Candidates appear to struggle with producing charts with appropriate titles, labels and legend.</p> <p>The reader can read a value for each month but, because of the lack of axes titles, does not know of what the value is a measure.</p> <p>The labels and legend that are on the chart are not all meaningful (i.e. Series 1 and Series 2 in the legend mean nothing) but are clearly displayed and are spelt accurately.</p> <p>11 out of 16 marks awarded</p>	<p>The candidate should be sufficiently familiar with the software they use to be able to enter a chart title and axes labels.</p> <p>The candidate should be able to compose suitable titles and labels as required by the chart they produce.</p>

- b)** Produce a list showing those regions where the percentage increase in sales from January to February 2010 was less than 2%. The list should include the units sold in both months and the percentage increase values.

(For each region, the percentage increase in sales is the units sold in February minus the units sold in January, with this result divided by the units sold in January.)

Evidence you must provide

A printout showing those regions where the percentage increase in sales from January to February was less than 2%.

A printout of how you used ICT to carry out your calculations i.e. a formula printout.

(19 marks)

Printout of regions.

Units sold by Region in 2010

Region	January	February	Total	Difference	Increase
Outer London	2988	3100	6088	112	3.75%
Inner London	2789	2889	5678	100	3.59%
Surrey area	2005	2325	4330	320	15.96%
Essex	1900	2090	3990	190	10.00%
West Yorkshire	1889	1988	3877	99	5.24%
South Scotland	1798	1987	3785	189	10.51%
Bedfordshire area	1789	1891	3680	102	5.70%
Bristol area	1788	1821	3609	33	1.85%
Lincolnshire	1722	1867	3589	145	8.42%
Derby and Notts	1756	1777	3533	21	1.20%
Berkshire	1654	1765	3419	111	6.71%
Tyne and Wear	1657	1675	3332	18	1.09%
Kent	1554	1775	3329	221	14.22%
Manchester	1588	1651	3239	63	3.97%
Leicestershire	1435	1450	2885	15	1.05%
East Anglia	1334	1444	2778	110	8.25%
Tees	1289	1432	2721	143	11.09%
West Midlands	1265	1345	2610	80	6.32%
Lancashire	1222	1345	2567	123	10.07%
Devon	1244	1321	2565	77	6.19%
Dorset area	1245	1300	2545	55	4.42%
North Scotland	1253	1290	2543	37	2.95%
Eastern Scotland	987	1211	2198	224	22.70%
Cumbria	1009	1100	2109	91	9.02%
Herts	996	1110	2106	114	11.45%
Cheshire	987	1089	2076	102	10.33%
Northern Ireland	998	1021	2019	23	2.30%
Merseyside	874	997	1871	123	14.07%
East Yorkshire	921	945	1866	24	2.61%
Cornwall area	876	901	1777	25	2.85%
East Wales	788	879	1667	91	11.55%
Hampshire area	768	867	1635	99	12.89%
West Wales	689	781	1470	92	13.35%
Shropshire	679	788	1467	109	16.05%
North Yorkshire	678	771	1449	93	13.72%
South Yorkshire	549	689	1238	140	25.50%
Highlands	567	595	1162	28	4.94%

Printout of how ICT used to carry out calculations.

Units sold by Region in 2010

Region	January	February	Total	Difference	Increase
Outer London	2988	3100	=B4+C4	=C4-B4	=E4/B4
Inner London	2789	2889	=B5+C5	=C5-B5	=E5/B5
Surrey area	2005	2325	=B6+C6	=C6-B6	=E6/B6
Essex	1900	2090	=B7+C7	=C7-B7	=E7/B7
West Yorkshire	1889	1988	=B8+C8	=C8-B8	=E8/B8
South Scotland	1798	1987	=B9+C9	=C9-B9	=E9/B9
Bedfordshire area	1789	1891	=B10+C10	=C10-B10	=E10/B10
Bristol area	1788	1821	=B11+C11	=C11-B11	=E11/B11
Lincolnshire	1722	1867	=B12+C12	=C12-B12	=E12/B12
Derby and Notts	1756	1777	=B13+C13	=C13-B13	=E13/B13
Berkshire	1654	1765	=B14+C14	=C14-B14	=E14/B14
Tyne and Wear	1657	1675	=B15+C15	=C15-B15	=E15/B15
Kent	1554	1775	=B16+C16	=C16-B16	=E16/B16
Manchester	1588	1651	=B17+C17	=C17-B17	=E17/B17
Leicestershire	1435	1450	=B18+C18	=C18-B18	=E18/B18
East Anglia	1334	1444	=B19+C19	=C19-B19	=E19/B19
Tees	1289	1432	=B20+C20	=C20-B20	=E20/B20
West Midlands	1265	1345	=B21+C21	=C21-B21	=E21/B21
Lancashire	1222	1345	=B22+C22	=C22-B22	=E22/B22
Devon	1244	1321	=B23+C23	=C23-B23	=E23/B23
Dorset area	1245	1300	=B24+C24	=C24-B24	=E24/B24
North Scotland	1253	1290	=B25+C25	=C25-B25	=E25/B25
Eastern Scotland	987	1211	=B26+C26	=C26-B26	=E26/B26
Cumbria	1009	1100	=B27+C27	=C27-B27	=E27/B27
Herts	996	1110	=B28+C28	=C28-B28	=E28/B28
Cheshire	987	1089	=B29+C29	=C29-B29	=E29/B29
Northern Ireland	998	1021	=B30+C30	=C30-B30	=E30/B30
Merseyside	874	997	=B31+C31	=C31-B31	=E31/B31
East Yorkshire	921	945	=B32+C32	=C32-B32	=E32/B32
Cornwall area	876	901	=B33+C33	=C33-B33	=E33/B33
East Wales	788	879	=B34+C34	=C34-B34	=E34/B34
Hampshire area	768	867	=B35+C35	=C35-B35	=E35/B35
West Wales	689	781	=B36+C36	=C36-B36	=E36/B36
Shropshire	679	788	=B37+C37	=C37-B37	=E37/B37
North Yorkshire	678	771	=B38+C38	=C38-B38	=E38/B38
South Yorkshire	549	689	=B39+C39	=C39-B39	=E39/B39
Highlands	567	595	=B40+C40	=C40-B40	=E40/B40

Commentary on mark given	Advice on how the candidate could improve
<p>The candidate has clearly selected appropriate software to complete the task set as can be seen by the fact that they have calculated values and used formulas to do so.</p> <p>The candidate has planned the task to calculate the required % increase but, for some reason, has failed to sort or filter the data generated to find those regions that had a % increase less than 2% and include only those regions in their printout.</p> <p>The candidate has used a two step approach to find the appropriate result. This is acceptable. The candidate can break down the calculation to ensure they obtain an accurate result.</p> <p>The candidate has entered labels in an attempt to explain the values they have generated. While the "% Increase" label is meaningful the "Difference" label is meaningless to someone viewing the spreadsheet. It does not explain what this is the difference between. The labels that have been entered are spelt accurately.</p> <p>The candidate has been careful to format their results as percentage to 2 decimal places so that the data is meaningful.</p> <p>13 out 19 marks awarded</p>	<p>The candidate should have checked the requirements of the task, i.e. to produce a list that showed only those regions that have had an increase of less than 2% and produced a list showing those regions only.</p> <p>The candidate should have evaluated the way they had labelled the values they had calculated to make sure that the labels clearly described the values.</p>

c) Produce the newsletter for the sales department for March 2010. You must include in the newsletter:

- the text Ali has provided in a file
- the chart you have produced in Task 2a)
- the list you have produced in Task 2b)
- the map or diagram you found in Task 1a).

Ali has provided two newsletters produced by other departments for your information. These are in your Resource Booklet.

Evidence you must provide

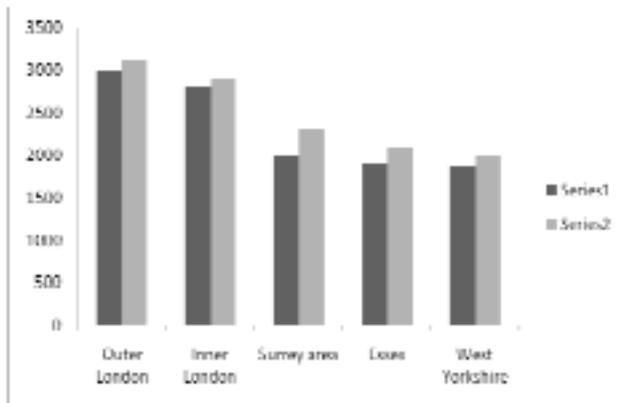
A printout of the newsletter.

(18 marks)

SALES DEPARTMENT NEWSLETTER – MARCH

Top 5 Regions

During January and February 2010 the sales department has been busy selling our products and we have been successful in securing a solid chunk of the market.



We would like to give special note to the 5 regions that have sold the most units this year so far. As can be seen from the chart their sales were good in January but are even better in February. Sales Target – 2% Increase

A	B	D	E	F	G
Units sold by Region in 2010					
Region	January	February	Total	Difference	Increase
Outer Lond	2988	3100	6088	112	3.75%
Inner Lond	2789	2889	5678	100	3.59%
Surrey are	2005	2325	4330	320	15.96%
Essex	1900	2090	3990	190	10.00%
West York	1889	1988	3877	99	5.24%
South Sco	1798	1987	3785	189	10.51%
Bedfordshi	1789	1891	3680	102	5.70%
Bristol are	1788	1821	3609	33	1.85%
Lincolnsh	1722	1867	3589	145	8.42%
Derby and	1756	1777	3533	21	1.20%
Berkshire	1654	1765	3419	111	6.71%
Tyne and V	1657	1675	3332	18	1.09%
Kent	1554	1775	3329	221	14.22%
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East Angli	1334	1444	2778	110	8.25%
Tees	1289	1432	2721	143	11.09%
West Mid	1265	1345	2610	80	6.32%
Lancashire	1222	1345	2567	123	10.07%
Devon	1244	1321	2565	77	6.19%
Dorset are	1245	1300	2545	55	4.42%
North Scot	1253	1290	2543	37	2.95%
Eastern Sc	987	1211	2198	224	22.70%
Cumbria	1009	1100	2109	91	9.02%
Herts	996	1110	2106	114	11.45%
Cheshire	987	1089	2076	102	10.33%
Northern Ir	998	1021	2019	23	2.30%
Merseyside	874	997	1871	123	14.07%

We set ourselves an ambitious target for 2010. Our regional sales teams agreed to work towards a 2% increase in units sold each month. We now have the figures for January and February 2010. Most regions met the target but, as can be seen from the table, some regions struggled to meet the target. Better luck with the March figures.

April 2010 Sales Conference

As you are all aware our annual sales conference is taking place on 27-28 April 2010.



As previously advised it will take place in The Village Hotel, Coventry. As promised, here is a map showing the precise location of The Village Hotel in Coventry.

We hope to be joined by some of our colleagues from the Marketing Department to help us with our discussions about the way ahead for us.

Commentary on mark given	Advice on how the candidate could improve
<p>The candidate has produced a final newsletter that combines all the required information. The candidate has clearly looked at the text to ensure that the information they have found and prepared has been inserted at appropriate points in the text.</p> <p>The chart and map have been clearly displayed (given what the candidate found in Task 1 and produced in Task 2a). However the candidate has inserted a screen dump of the regions data which means that the data for a number of regions at the end of the spreadsheet is not clearly displayed. The candidate has also failed to format the table so that the column widths ensure that all the data can be read in the table.</p> <p>Although the candidate has made an effort to ensure that headings and body text are presented consistently they have failed to evaluate the presentation of the newsletter sufficiently in that the white space in the newsletter is not balanced (spacing between headings etc.) and the chart has not been sized appropriately (too small).</p> <p>The candidate has made sure that the heading entered for the newsletter is meaningful and spelt accurately.</p> <p>14 out of 18 marks awarded</p>	<p>Even though the information about the regions they have inserted is large due to an earlier error, the candidate should consider the reader of the newsletter and rearrange the data or repeat the column headings on the second page.</p> <p>The candidate should evaluate the overall presentation of the newsletter and use editing facilities if necessary to ensure all items of information can be clearly read, that the items of information, such as charts, are sized appropriately and that the space in the newsletter (or similar presentation) has been balanced.</p>

- d) Prepare an email to Ali. He wants you to send him the newsletter and the files you used to create it in case he needs to edit anything.

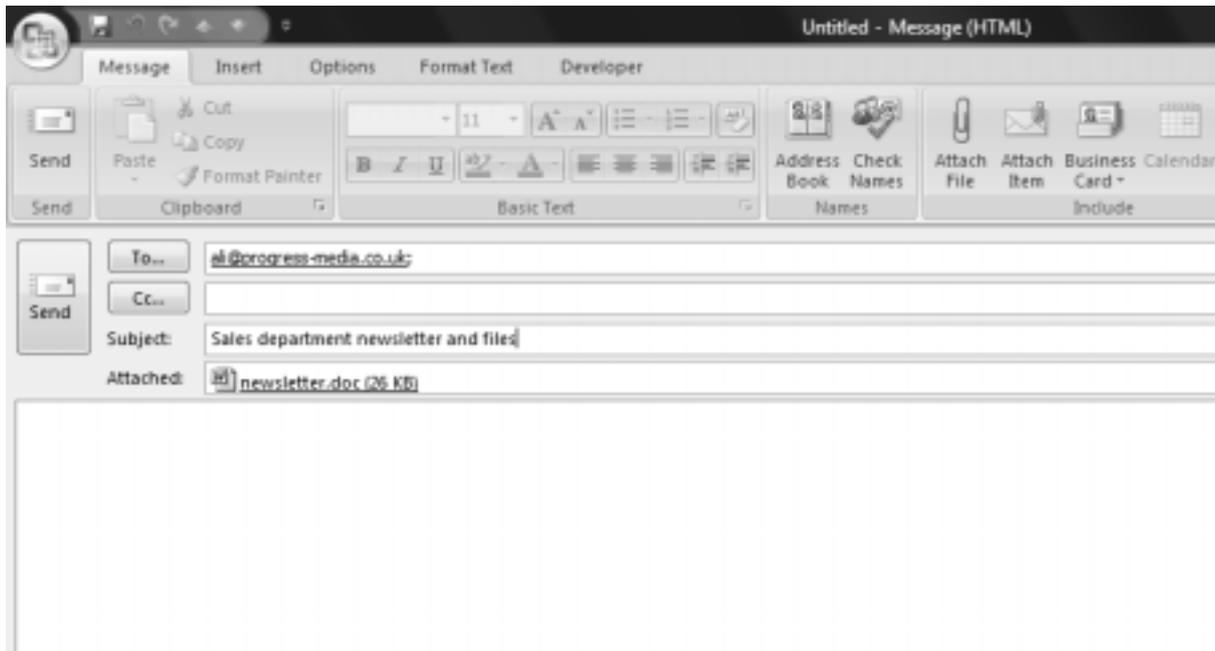
Ali's email address is ali@progress-media.co.uk

(You just have to prepare the email. You do not have to send it).

Evidence you must provide

Screen dump(s) showing the email you have prepared.

(4 marks)



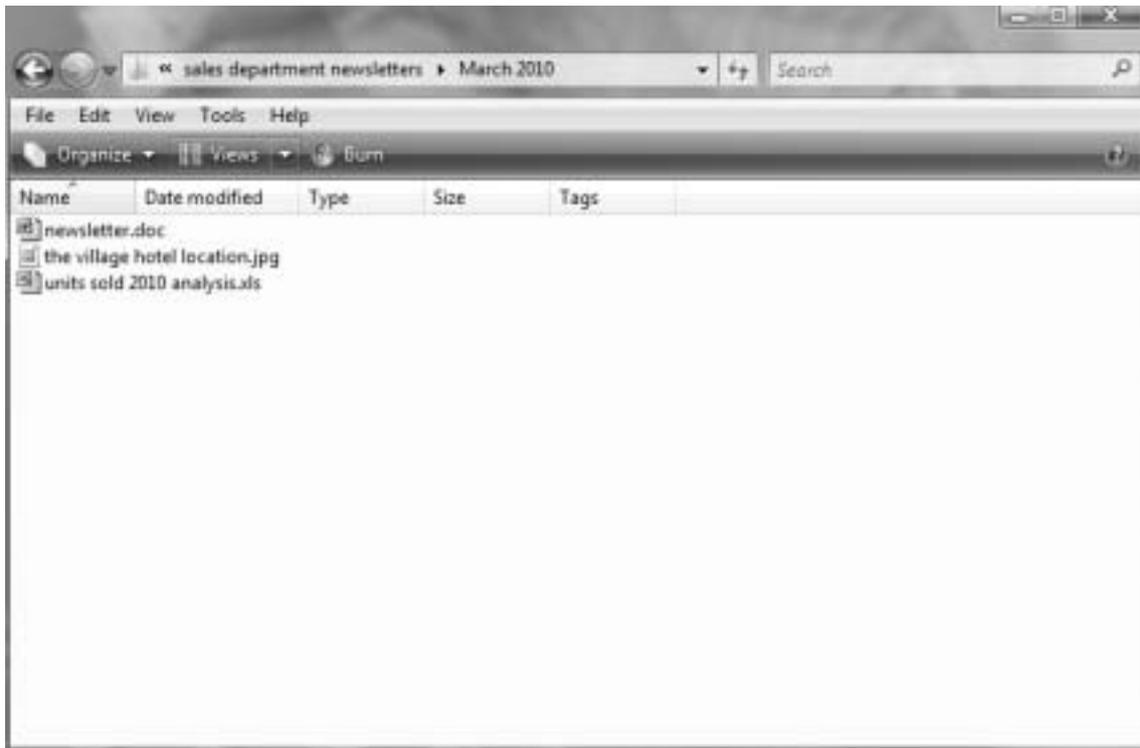
Commentary on mark given	Advice on how the candidate could improve
<p>The candidate has provided a screen dump showing that they have used email software to prepare an email to the correct address.</p> <p>The candidate has entered a meaningful subject for the email that would give Ali a clear indication of its contents.</p> <p>The candidate has only attached one file to the email rather than all the files as requested.</p> <p>3 out 4 marks awarded</p>	<p>The candidate should check the requirements of the task. They had clearly been asked to attach all the files they had used in the preparation of the newsletter.</p>

- e) Organise the files you have used and those you have created so they can be found easily.

Evidence you must provide

Screen dump(s) showing how you have organised all the files.

(5 marks)



Commentary on mark given	Advice on how the candidate could improve
<p>The candidate has provided a screen dump that shows that they have created a folder and named it with a meaningful folder name (i.e. one that summarises the contents of the folder).</p> <p>The candidate has put the required files into the folder.</p> <p>The candidate has demonstrated their ability to use a meaningful filename for the units sold file as it is saved in an appropriate format and the filename indicates that it contains an analysis of the data.</p> <p>The filename for the newsletter is also meaningful – but only taken in conjunction with the folder name. If this file had not been with a folder structure that made it clear that this was the March 2010 newsletter for the Sales Department then the filename "newsletter" would not be meaningful.</p> <p>5 out of 5 marks awarded</p>	<p>This candidate has demonstrated their ability to use meaningful folder and file names. Many candidates however would consider that a folder called "Ali" and files named Task 1 and Task 2 etc would be meaningful. This is incorrect. File and folder names should indicate their contents within a real world context (i.e. not within an examination context).</p>

ICT FUNCTIONAL SKILLS – SAMS 2010 MARK SCHEME

Series	SAMS 2010	Level	2
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Mark scheme analysis				
Skill area	Assessment Weightings	Marks out of 70	Actual Marks	Fixed response
Using ICT	20-30%	14-21	17	5 marks = 7.1%
Finding and selecting information	10-20%	7-14	11	
Developing, presenting and communicating information	50-70%	35-49	42	

Notes to Examiners:

- **Every printout must have a name on it.**
Any printout without a name must be marked but an award of zero made.
- **Follow through must be applied**

Task	Skill Standard	Coverage and Range		Mark	Total
1a	2.4	2.4.1	Evidence of search criteria used eg The Village Hotel AND Coventry Evidence of inappropriate search criteria eg hotels in Coventry – 2 marks only Evidence of URL provided – 1 mark only	3	8
	2.5	2.5.2	Map or diagram printed that shows precise location of The Village Hotel, Coventry Map or diagram printed that shows location The Village Hotel IN Coventry – 3 marks only Map or diagram printed that shows Coventry in context – 2 marks only Map or diagram printed that shows location of any hotel in Coventry – 1 mark only	4	
1b	2.2	2.2.4	Eg - could import viruses that could cause loss of data <i>or</i> loss of functionality of computer system	FR 1	
2a	2.2	2.2.1	Appropriate software application selected - evidence provided of producing a chart	1	16
	2.5	2.5.2	Correct data file (units sold 2010) has been selected from those provided	FR 1	
	2.1	2.1.1	Data charted is correct – Learner has broken down the multi-step task –carried out calculation correctly, sorted data correctly and then selected correct data to chart	3	
			Data charted is incorrect – Learner has broken down the multi- step task –carried out calculation, sorted data and selected data for top 5 regions but has made an error at one of the steps – 2 marks only		
			Data charted is incorrect – Learner has not carried out one of the steps eg calculation, sort or selection of top 5 regions – 1 mark only		
	2.7	2.7.2	Comparative bar chart used Comparative chart of any other type used – 2 marks only Attempt made to compare data sets seen eg 2 pie charts – 1 mark only	3	
	2.6	2.6.1	Chart title entered (1) Chart title meaningful for chart produced (1)	2	
	2.9	2.9.2	Chart title spelt accurately (1)	1	
	2.6	2.6.1	Units sold values can be read from the chart (1) All required titles/labels/legend for the chart produced have been added (1)	2	
	2.6	2.6.1	All required titles/labels/legend are meaningful for the chart produced (1)	2	
2.10.1	2.10.1	Titles/labels do not obscure the chart data (1)			
2.9	2.9.2	All required titles/labels/legend are spelt accurately (1)	1		

Task	Skill Standard	Coverage and Range		Mark	Total
2b	2.2	2.2.1	Appropriate software application selected - Evidence provided of processing numbers (1) Use of formulas (1)	2	19
	2.1	2.1.1	Table produced with correct % data and correct filter/sort – Learner has broken down the multi-step task – carried out correct calculations and filter/sort	3	
			Table produced with % data and filter/sort applied – Learner has broken down the multi-step task – carried out calculations and filtered/sorted data with some error in the process – 2 marks only		
			Table produced with calculations or filtering/sorting applied – Learner has correctly identified some step in the process required – 1 mark only		
	2.2	2.2.2	Evidence provided of changing settings to show formula	1	
	2.7	2.7.1	Effective formula(s) used to give correct results Effective formulas seen with 1 error in logic eg without parentheses – 3 marks only Effective formulas seen with 2 errors in logic eg without parentheses and incorrect cell referencing– 2 marks only Any evidence of any attempt at a formula used – 1 mark only	4	
			Evidence of the use of replication of formulas seen	1	
	2.10	2.10.1	Label(s) for any calculation(s) added in appropriate location (1) Label(s) are meaningful (1)	2	
	2.6	2.6.1	Numerical data is formatted appropriately eg indication of % (1) Numerical data formatted to appropriate decimal places, ie 1 or 2 dps (1)	2	
	2.9	2.9.2	Label(s) are accurate (1)	1	
2.4	2.4.1	Correct regions (<2%) selected – allow follow through based on calculations Selection of >2% – allow follow through based on calculations – 2 marks only Selection on any other identifiable criterion – 1 mark only	FR 3		

Task	Skill Standard	Coverage and Range		Mark	Total
2c	2.2	2.2.1	Appropriate software application selection (combination of different types of information)	1	18
	2.9	2.9.1	Text provided has been inserted (1) Chart inserted appropriately in relation Top 5 Regions text (1) Table inserted appropriately in relation to Sales Target text (1) Map inserted appropriately in relation to Sales Conference text (1) Chart, table and map inserted inside page margins (1)	5	
			Chart information is clearly displayed ie legends, titles etc. can be read clearly(1) Table information is clearly displayed ie all columns and row data can be read clearly (1) Table – information in columns is consistently aligned (1), Table - column widths are appropriate for data, that is, not too wide (1) Map or diagram is all clearly displayed (1) Text in newsletter has been split appropriately (1)	6	
	2.10	2.10.1	Candidate has evaluated the presentation of the newsletter, ie Headings are formatted consistently (1) Body text has been formatted consistently (1) White space on newsletter is balanced (1) Appropriate heading (eg Sales Department Newsletter) and March 2010 have been entered (1) Printout of map or diagram is sized/coloured appropriately to suit purpose (1)	5	
	2.9	2.9.2	Heading and date entered accurately (1)	1	
2d	2.8	2.8.1	All newsletter files (eg spreadsheet, newsletter, image) attached to email Incomplete set of files attached to email – 2 marks only Evidence seen of preparing an email to Ali – 1 mark only	3	4
		2.8.1	Subject field is appropriate – eg Sales department newsletter, March 2010 newsletter	1	

Task	Skill Standard	Coverage and Range		Mark	Total
2e	2.3	2.3.1	Evidence seen of folder(s) created (1) Evidence seen of folder(s) with appropriate folder name(s) (1) Files placed in appropriate folder(s) (1) Meaningful filenames for data processing task a) and b) used e.g. Units sold 2010 analysis (1) Meaningful filename for newsletter task d) used e.g. March 2010 newsletter (1)	5	5