OCR
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CAMBRIDGE TECHNICALS LEVEL 3 (2016)

Examiners' report

IT

05838–05842, 05877

Unit CC Summer 2024 series

Contents

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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. 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 and the mark scheme can be downloaded from OCR.

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Unit CC series overview

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:

• correctly answered questions for the following teaching content:
 	
   ○ 1.1 Cloud technology characteristics and terms
 	
   ○ 1.3 Types of organisation that would benefit
 	
   ○ 1.4 Types of organisation that may not benefit from cloud technology
 	
   ○ 2.2 Business considerations when implementing cloud services.
	• found this teaching content challenging:
	
	   ○ 1.2 Cloud models
	
	   ○ 1.5 Organisational roles and responsibilities when using cloud technology
	
	   ○ 2.1 Similarities and differences between cloud technology and outsourcing
	
	   ○ 3.1 Cloud service models
	
	   ○ 3.2 Accountabilities and responsibilities based on cloud service model.

General comments on the paper

The scope of learning outcomes within this unit and the breadth of knowledge required has meant that some learning outcomes (LOs) were better understood than others.

Based on the statistics for the individual items in the Cloud Technology multiple choice test, candidates overall were most successful answering questions targeting LO1: Understand the characteristics and context of cloud technology and why it is used. Candidates found LO3 : Understand the requirements of cloud services the hardest.

Learning outcome 1: questions 1-16

This LO requires candidates to understand the characteristics and context of cloud technology and why it is used. Questions targeting this LO had a good response, with many candidates achieving the marks on questions 1-3, 6, 8-13, 15 and very few candidates achieved marks for question 7, 14 and 16. In particular, students found Question 4 challenging.

Learning outcome 2: questions 17-28

LO2 requires candidates to understand the business benefits of cloud services. Candidates did well on questions 17, 21-22, 25-26 for this LO particularly question 20 and 24, but found questions 18, 19, 23, 27 and 28 challenging.

Learning outcome 3: questions 29-47, 70

LO3 requires candidates to understand the requirements of cloud services. Questions 30, 32, 34-35, 41 and 46 presented difficulties for candidates. Candidates did well on questions 31, 39, 42, 44-45 and 70.

Learning outcome 4: questions 48-52

LO4 requires candidates to understand the features of cloud storage. There were five questions which addressed this learning outcome. Responses to question 52 were the weakest.

Learning outcome 5: questions 53-62

This LO requires candidates to understand the deployment requirements for cloud-based services for organisations. Questions 54, 57 and 62 were answered well with questions 56 and 58 being less successful.

Learning outcome 6: questions 63-65

LO6 requires candidates to know the regulatory issues that impact cloud technology. There were three questions which targeted this learning outcome. All candidates received a mark for question 64 as the options were labelled as 1 and 6 rather than 1 and 5. Question 63 and 65 were successfully answered.

Learning outcome 7: questions 66-69

LO7 requires candidates to know about impact, risks and security issues related to cloud technology. Of the four questions addressing this learning outcome, candidates were most successful with question 66 and 68.

Appendix 1 Questions

Question 1

Drag each definition (**A-C**), into the drop zone with the most appropriate type of cloud technology characteristic.

Options

B. The ability of a cloud to quickly expand or decrease resources used when there is a change in demand.

C. Tools and processes that reduce the manual work of provisioning, configuring and managing cloud environments.

A. Making the cloud as widely accessible as possible by establishing support for a range of devices, transport protocols, interfaces, and security technologies.

Automation

Elasticity

Ubiquitous access

[1]

Question 2

Anika is advised that she should only consider cloud providers that offer resource pooling. Select the statements from the list below that are advantages of using resource pooling.

Select **all** the statements that apply.

A | Forensic activities carried out after a cyber security incident are more complex.

B | IT resources can be dynamically assigned.

C | Resource pools can be located in different data centres therefore increasing data availability.

D | Resources can be used to serve multiple cloud consumers.

[1]

Question 3

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

Cloud computing is a model for allowing on-demand access to a shared pool of computing resources.

True

False

[1]

Question 4

Which of the following is a definition of a community cloud?

Select the correct answer.

A	Hosted internally or externally and used by a single organisation.
B	Organisation that uses more than one cloud deployment model.
C	Publicly accessible cloud environment owned by a third party.
D	The infrastructure is shared between several organisations from a specific community with common concerns.

[1]

Question 5

The diagram below shows which cloud deployment method?

Select the correct answer.

A	Community
B	Hybrid
C	Private
D	Public

[1]

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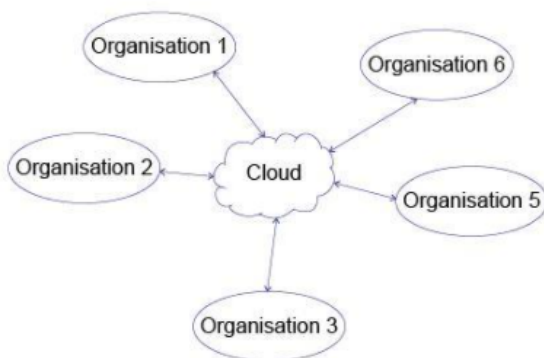
Question 6

Which **three** statements **best** describe a private cloud?

Select **three** statements.

A	A single organisation that uses two or more different cloud deployment models.
B	Administration can be carried out by internal or outsourced staff.
C	Can be hosted internally or externally.
D	Can be provided by a third-party cloud provider that provisions a public cloud with limited access.
E	Owned by a single organisation.
F	Used by more than one customer at a time.

[1]

Question 7

A Director of ICT at a European-wide financial services company needs to decide whether the company's new cloud is to be hosted on-premises, off-premises or both.

Read the following statements for where to host the cloud.

Drag each statement (**A-D**), into the drop zone to indicate whether it relates to **either** on-premises,
or off-premises **or** both.

Options

C. Redundant deployments of an IT resource can exist

D. Facilities can be managed by internal or outsourced staff

B. Multiple organisations can use the resources

A. Hosted within an organisation's data centre

On-premises

Off-premises

Both

[1]

Question 8

Which of the following is the **best** reason why a start-up would benefit from cloud technology?

Select the correct answer.

A   It has a fixed number of employees.

B   It has little capital.

C   It is a multi national business.

D   The workforce can commute to the office and meet in person every day.

[1]

Question 9

Select the missing words from the drop down list to complete the paragraph.

A start-up organisation would benefit from the use of cloud technology because it needs to be [　　　▼] as [　　　▼]
growth is [　　　▼] .

[1]

Question 10

Drag each type of organisation (**A-C**), into the drop zone with the most appropriate reason for using cloud that organisation to use cloud technology.

Options

| B. Online retail | A. Global workforce | C. Start-up |

Lack of capital

Need to collaborate on joint projects

No fixed premises

[1]

Question 11

Which of the following organisations would **not** benefit from cloud technology?

Select the correct answer.

A   Education

B   Military

C   Telecommunications

D   Travel and Tourism

[1]

Question 12

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

One reason why cloud technology is inappropriate for some organisations is that information security is not guaranteed.

True

False

[1]

Question 13

Which of the following is the **most** likely reason why a research and development facility would **not** use cloud technology?

Select the correct answer.

A	Lack of capital.

B	No fixed premises to host the infrastructure.

C	Sensitivity of information.

D	Varying workforce at different times of the year.

[1]

Question 14

Amos works for a cloud technology provider. He is responsible for monitoring and managing cloud resources.

His job role is:

A	Capacity planner

B	Cloud architect

C	Cloud service manager

D	Network operation centre staff

[1]

Question 15

Darcie works for a cloud technology provider on the support desk. Her job role could include some or all of the following aspects:

1   Manage incidents

2   Provide client support

3   Aid users during transfer

4   Provide solutions to client problems

Select the correct answer that shows all the aspects that apply to Darcie's job role on the support desk.

A	1, 2 and 3

B	1, 3 and 4

C	2, 3 and 4

D	1, 2, 3 and 4

[1]

Question 16

One of the responsibilities of the cloud service manager is service retirement.

Select the statements from the list below which are normally other responsibilities of the cloud service manager.

Select **all** the statements that apply.

A | Applying chargeback costs to businesses.

B | Ordering of procedures.

C | Tracking total cost of cloud ownership.

D | Updating service-level contracts.

[1]

Question 17

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

Outsourcing is advantageous because the business initially pays a lower cost and only pays more when it expands.

True

False

[1]

Question 18

Sara is deciding between outsourcing the IT facilities or migrating to a cloud provider. She is comparing the Service Level Agreement (SLA) provided by both companies.

A description of the services to be included.

Drag each statement (**A-D**), into the drop zone to indicate whether it relates to **either** outsourcing, **or** cloud provider **or** both.

Options

A. The fixed monthly cost that Sara will be paying.

C. The metric levels that will trigger the provision of increased resources.

D. The metrics by which the services are measured.

B. The hardware that is to be provided to run the required services.

Outsourcing

Cloud provider

Both

[1]

Question 19

A business is considering outsourcing its payroll.

Select the statements from the list below which are reasons for using outsourcing.

Select **all** the statements that apply.

A   Allows access to resources that the company may not have.

B   Data protection becomes the responsibility of the third party company.

C   Reduces the IT operating costs.

D   Risks are shared with a third-party company.

E   Unlimited storage capacity is available for expansion.

[1]

Question 20

Mia is considering using cloud technology for her business but has some security concerns. She has been told about different security measures that can be applied.

Read the following security measures.

Drag each security measure (**A-D**), into the drop zone to indicate whether it relates to **either** logical security, **or** physical security.

Options

C. Provision of an uninterruptable power supply (UPS).   A. Encryption of data.   D. Security guards.

B. Multifactor authentication.

Logical   Physical

[1]

Question 21

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

Hardware independence in cloud technology is achieved through the use of virtualisation.

True

False

[1]

Question 22

Select the missing words from the drop down list to complete the paragraph.

Cloud computing can use a **variable cost model**. This means that businesses pay only for the [▾] they [▾], allowing for greater [▾] and scalability.

[1]

Question 23

One way cloud technology enhances business value is by reducing integrity risks.

Which of the following leads to a risk of reduced integrity?

Select the correct answer.

A | Making a backup.

B | Making data accessible when required.

C | Restricting access to data that is in transit.

D | Running patches immediately they become available.

[1]

Question 24

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

One of the ways that cloud technology enhances business value is by making variable operating costs predictable.

True

False

[1]

Question 25

Moving to a cloud computing system means that upfront capital expenditure is minimised because:

Select the correct answer.

A	applications do not need to be licensed.

B	no ICT support personnel are required.

C	no in-house servers are required.

D	the company does not need to purchase any end-user devices.

[1]

Question 26

A business is moving its customer ordering system to the cloud. One of the cloud features that could be used is a self-dash service model.

Possible benefits of a self-dash service model include:

1   Can resolve all customer issues.

2   Allows customer personalisation.

3   Provides instant access to information.

4   Reduces customer service costs for the company.

Select the correct answer that shows all the benefits of a self-dash service model to the business.

A   1, 2 and 3

B   1, 3 and 4

C   2, 3 and 4

D   1, 2, 3 and 4

[1]

Question 27

Which **three** statements **best** describe the advantages that a simplified interface for cloud services will bring to a company?

Select **three** statements.

A   Automated routines created by all users can be displayed allowing tasks to be completed faster.

B   Fields that are used most frequently are prominent.

C   Sections can be collapsed and expanded to reduce the information on screen.

D   Shortcut keys using the first letter of the command are implemented.

E   The space between different elements is increased to create separation.

F   Users need to be trained on how to use the simplified interface.

[1]

Question 28

Select the statements from the list below that reduce the reliance on internal technical skills.

Select **all** the statements that apply.

A   Consideration does not need to be given to purchasing hardware.

B   Deployment is on demand.

C   New software does not need to be installed.

D   Patches to the server need to be regularly installed.

[1]

Question 29

Drag each type of cloud service model (**A-C**), into the drop zone with the appropriate example of that model.

Options

C. SaaS   B. PaaS   A. IaaS

Force.com   Google Docs   Microsoft Azure

[1]

Question 30

Which of the following is being defined:

"A cloud computing model in which a third-party provider delivers hardware and software tools to users over the internet."

Select the correct answer.

A | CaaS

B | IaaS

C | PaaS

D | SaaS

[1]

Question 31

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

Many SaaS cloud service models are built on PaaS cloud service models.

True

False

[1]

Question 32

In the IaaS cloud service model, some elements are provider-supplied whilst others are self-managed.

Read the following elements.

Drag each element (**A-H**), into the drop zone to indicate whether it relates to **either** provider-supplied **or** self-managed.

Options

C. Application	E. Virtualisation	A. Data	F. Physical Servers	D. Data Centre	H. Network and Storage
B. Databases	G. Operating System				

Provider-supplied   Self-managed

[1]

Question 33

Which of the following is a definition of XaaS?

Select the correct answer.

A   A service provider delivers software and applications through the internet. Users subscribe to the software and access it via the web or vendor API's network.

B   A service provider offers access to a cloud-based environment in which users can build and deliver applications. The underlying infrastructure is supplied by the provider.

C   A term that recognises the vast number of products, tools and technologies that vendors now deliver to users as a service over a network.

D   A vendor provides clients pay-as-you-go access to storage, networking, servers and other computing resources in the cloud.

[1]

Question 34

Read the following statements of responsibilities based on the IaaS cloud service model.

Drag each statement (**A-E**), into the drop zone to indicate whether it relates to **either** the organisation **or** the cloud vendor.

Options

A. Deploying updates   D. Physical data centre infrastructure   E. Underlying hardware infrastructure

B. Virtual server creation   C. Managing the cloud infrastructure

Organisation   Cloud vendor

[1]

Question 35

A business sells online. They have decided to move to a PaaS cloud service model.

In the PaaS cloud service model which of the following is the business responsible for?

Select the correct answer.

A	Creating the application.
B	Installation of the application infrastructure.
C	Managing the cloud infrastructure.
D	Virtual server creation.

[1]

Question 36

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

In the SaaS cloud service model, the cloud vendor provides the platform to develop on.

True

False

[1]

Question 37

Which type of skill is required to move from installing to provisioning?

Select the correct answer.

A   Data integration

B   Project management

C   Technical

D   Vendor management

[1]

Question 38

Vendor management skills are required to:

Select the correct answer.

A | apply authentication procedures.

B | consolidate data from different sources.

C | deliver the transition from using traditional IT to cloud services.

D | negotiate contracts.

[1]

Question 39

Part of a job description is:

- Preparing a detailed project work-plan with associated resource requirement profile identification.
- Leading, monitoring and maintaining progress of the project plan to ensure delivery of the key stages and goals within the agreed constraints of time, cost and quality.

Which type of job does the description relate to?

Select the correct answer.

A | Data integration

B | Project management

C | Technical

D | Vendor management

[1]

Question 40

One of an organisation's internal skill requirements to support cloud services is data integration.

Data integration is:

Select the phrase that **best** completes the sentence.

A	a technique for eliminating redundant data in a data set.

B	the combination of technical and business processes used to combine data from disparate sources into meaningful and valuable information.

C	the maintenance of, and the assurance of the accuracy and consistency of, data over its entire life-cycle.

D	the protection of digital data, such as that in a database, from destructive forces and from the unwanted actions of unauthorised users.

[1]

Question 41

Four jobs in the cloud services department are listed below.

1   Cloud architects

2   Project managers

3   Capacity planners

4   Vendor managers

Select the correct answer that shows all the jobs that require business and financial skills.

A	1 and 2

B	2 and 3

C	3 and 4

D	1, 2 and 4

[1]

Question 42

Which skills should all staff have when providing support for cloud services?

Select the correct answer.

A	Business and financial
B	Data integration
C	Security and compliance
D	Vendor management

[1]

Question 43

One of the elements which makes cloud services possible is the ability to assign IP addresses to a host in a local area.

What is the name of this element?

Select the correct answer.

A	DHCP
B	DNS
C	JBOD
D	QoS

[1]

Question 44

Authentication is required on cloud services.

What does authentication mean?

Select the correct answer.

A   Allocating a unique ID to each user that only they know.

B   Confirming the identity of the individual.

C   Giving individuals access to resources based on their identity.

D   Using a CAPTCHA to ensure a human is gaining access and not a computer.

[1]

Question 45

Which term **best** describes a process that is used to generate virtual server instances of a physical server?

Select the correct answer.

A   Abstraction

B   Failover

C   Orchestration

D   Virtualisation

[1]

Question 46

Which **three** tasks can be carried out through cloud orchestration?

Select **three** tasks.

A | Assign storage capacity.

B | Create VMs.

C | Implement new security policies on the server.

D | Provision servers.

E | Restart the physical servers.

F | Upgrade RAM.

[1]

Question 47

Which of the following would **not** reduce power costs in a data centre?

Select the correct answer.

A | Power down servers that are not in use.

B | Use HDDs for data sets with high read access.

C | Use heat from the data centre to heat office space.

D | Use hot and cold aisles.

[1]

Question 48

An employee works in support for a cloud services company.

Which level of access should they have to **customer** financial data?

Select the correct answer.

A | Delete

B | None

C | Read

D | Write

[1]

Question 49

Tom has created a file using his laptop. Which scenario would require the file to have the public permission level set?

Select the correct answer.

A | Tom wants to access the file from his mobile device and his laptop.

B | Tom wants to be able to collaborate on the contents of the file with his project team.

C | Tom wants to share the file with his running club members, past, present and future.

D | Tom wants to share the file with his supervisor at work.

[1]

Question 50

Beth is setting the permission levels on a file. She has the screenshot below on her monitor.

Send Link For File
Text.docx
Only the individuals identified will be sent the link and can edit the file

_____

SEND
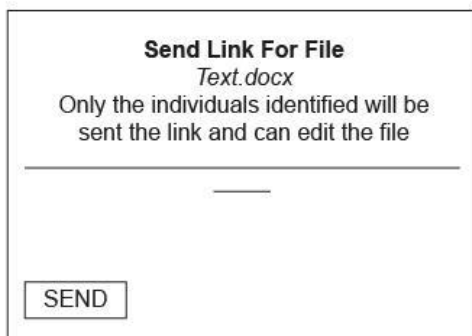
What type of permission level is she trying to set?

Select the correct answer.

A   Create

B   None

C   Public

D   Shared

[1]

Question 51

A business needs to migrate the data hosted in-house to a cloud based service.
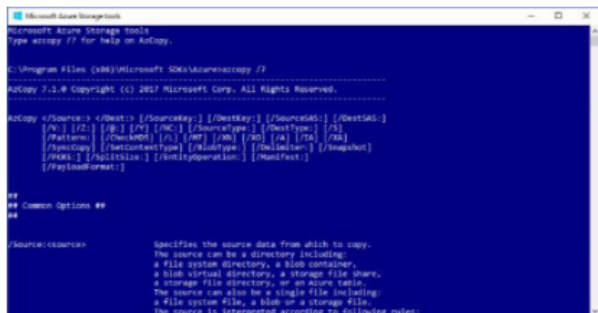
What type of software tool used to migrate data hosted in-house to a cloud based service is shown?

Select the correct answer.

A   Cloud portal site

B   Command line utility

C   File transfer protocol

D   Graphical utility

[1]

Question 52

Select from the drop down list the steps followed to use the Azure import service into the correct order.

[▼]	Copy the data to the disk drives and encrypt it.
[▼]	Create an import job in your storage account in Azure with drive details.
[▼]	Identify the data to be imported and the number of drives needed.
[▼]	Send the disk drives to the shipping address provided.

[1]

Question 53

An organisation based in the UK needs to move their organisation's data to the cloud. They are investigating different countries where the data could be hosted.

Moving data to which of the following countries would have the **least** impact on legal security requirements?

Select the correct answer.

A   China

B   Russia

C   United Kingdom

D   United States of America

[1]

Question 54

When considering adopting cloud services, which of the following is **not** a consideration?

Select the correct answer.

A	Average age of the employees of the company providing the cloud services.
B	Guaranteed uptime of the service.
C	Location of the data centre.
D	Whether the vendor has an established track record in cloud services.

[1]

Question 55

A car hire company want to use cloud services to complement their internal systems. They also want to keep sensitive corporate information locally.

Which cloud deployment model would be most suitable for the car hire company?

Select the correct answer.

A	Community
B	Hybrid
C	Private
D	Public

[1]

Question 56

Riley needs to understand the regulatory requirements that they must follow when moving the company's IT systems to the cloud.

What is the first question that Riley should ask?

Select the correct answer.

A   How much data needs to be uploaded to the cloud?

B   How the data will be processed?

C   What are the security arrangements that are in place?

D   What type of data will be stored in the cloud?

[1]

Question 57

Which feature is used to identify cloud service opportunities in a cloud readiness assessment?

Select the correct answer.

A   Best sales advertisement.

B   Business needs.

C   Lowest cost of cloud service provider.

D   Maintaining pace with competitors.

[1]

Question 58

Which **three** statements **best** describe the financial elements that will change when moving to cloud computing?

Select **three** statements.

A | Duplication of hardware is not required.

B | Fixed contract costs for cloud computing can be budgeted.

C | On-premises hardware costs will increase.

D | On-site energy costs will be reduced.

E | Technical support personnel costs will increase.

F | Upfront costs required for hardware will be reduced.

[1]

Question 59

Which statement identifies **one** difference between the application lifecycle for a cloud software service and the application lifecycle for an on-premise software service?

Select the correct answer.

A | Changes to cloud software services come from the company.

B | Employees do not need expert IT knowledge to implement cloud software services.

C | The speed of development for both is similar.

D | The total cost of ownership for the cloud software service will be greater.

[1]

Question 60

Which performance metric is shown below?
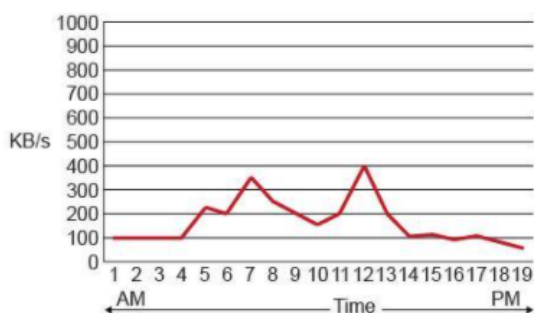
Select the correct answer.

A | Availability

B | CPU Percentage use

C | Disk read activity

D | Response time

[1]

Question 61

Which feature should be part of a change control process in a service level agreement (SLA)?

Select the correct answer.

A | Procedures for the handling of change requests.

B | Reason for the change request.

C | The cost of the change.

D | Timescale for the change to be processed by.

[1]

Question 62

Data stored in the cloud is owned by:

Select the correct answer.

A   the cloud provider.

B   the company who have purchased the cloud services.

C   the individual who the data is about.

D   the owner of the hardware where the data is stored.

[1]

Question 63

Kobe wants to store his family photographs in the cloud and is concerned about the safety of the photographs.

Which of the following is the responsibility of the cloud provider in keeping the photographs safe?

A   To make sure there are no personal details in the photograph.

B   To make sure there is only secure access to the files.

C   To remove all meta data from the photographs.

D   To store the files in encrypted form.

[1]

Question 64

A business has an office in Germany and one in the United States and transfers customer data between them.

Select from the drop down list the steps required to allow transfer of personal data from Germany to the US into the correct order. The first and last have been done for you.

1	**Assess your data transfers.**
[dropdown]	Take the necessary procedural steps.
[dropdown]	Assess the risks that the US laws bring.
[dropdown]	Identify and adopt supplementary measures to protect your data.
6	**Re-evaluate the protection at appropriate intervals.**

[1]

Question 65

A business stores its customer photographs in the cloud. The business has been informed by the cloud service provider that a data breach has occurred and the photographs have been accessed. There is no risk to the rights and freedoms of those affected by the data breach.

Which of the following is a consequence of the data breach?

Select the correct answer.

A | Confidence in the business may fall leading to a loss in customers.

B | Individuals whose data has been accessed need to be informed.

C | The business will be investigated by the Information Commissioners Office (ICO) and then closed down.

D | The Information Commissioners Office (ICO) must be informed of the data breach within 72 hours of it occurring.

[1]

Question 66

The performance of a network should be regularly monitored. The chart below shows ping responses in milliseconds as recorded by a user.
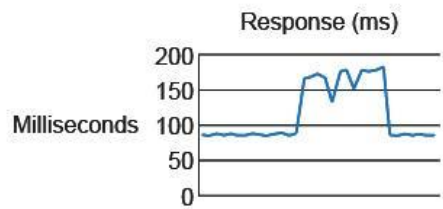
Which performance degradation problem is being shown?

Select the correct answer.

Response (ms)

A	Lack of available bandwidth.
B	Network latency.
C	Subscriber has changed from fixed connection to wireless.
D	Subscriber has changed from wireless connection to fixed.

[1]

Question 67

Processor	Intel Core i5 8500
No of Cores	8
Core Speed	3.00GHz
Memory Size	8GB
Hard Drive Size	1TB
Graphics	4GB Nvidia GeForce GTX 1050 Ti
Connectivity	10/100/1000 Gigabit LAN Port
USB Ports	5
Operating System	Windows 10 Home 64 bit

Processor	Intel Core i7-8750H
No of Cores	6
Core Speed	2.2 GHz
Memory Size	32 GB DDR4 (2666 MHz)
Hard Drive Size	1 TB HDD (5400 rpm)
Graphics	NVIDIA GeForce RTX 2080 8 GB GDDR6
Connectivity	Intel® dual-band AC WiFi
USB Ports	USB Type-C x 1, USB 3.1 x 3
Operating System	Windows 10 (64-bit)

Technical support is investigating why one computer is experiencing faster access to the cloud data than the other. The two specifications for the computers are listed above.

Which element is likely to be responsible for enabling faster access to the data stored in the cloud?

Select the correct answer.

A	Connectivity
B	Memory Size
C	Operating System
D	Processor

[1]

Question 68

Which of the following is **not** an insider threat to a company?

Select the correct answer.

A | Business associate

B | Client

C | Contractor

D | Former employee

[1]

Question 69

A charity uses cloud services in a multitenancy environment.

Which of the following increases the risk of accidental exposure of the charity's data when in a multitenancy cloud environment?

Select the correct answer.

A | Different tenants using the same username.

B | Different tenants using the same processor.

C | Hacking attack on one of the other tenants.

D | Patching the host hardware operating system.

[1]

Question 70

What does **IaaS** mean?

Select the correct answer.   43

A | Information as a Service

B | Infrastructure as a Service

C | Instance as a Service

D | Internet as a Service

[1]

Question 70

Supporting you

Teach Cambridge

Make sure you visit our secure website **Teach Cambridge** to find the full range of resources and support for the subjects you teach. This includes secure materials such as set assignments and exemplars, online and on-demand training.

Don't have access? If your school or college teaches any OCR qualifications, please contact your exams officer. You can forward them this link to help get you started.

Reviews of marking

If any of your students' results are not as expected, you may wish to consider one of our post-results services. For full information about the options available visit the OCR website.

Keep up-to-date

We send a monthly bulletin to tell you about important updates. You can also sign up for your subject specific updates. If you haven't already, sign up here.

OCR Professional Development

Attend one of our popular CPD courses to hear directly from a senior assessor or drop in to a Q&A session. Most of our courses are delivered live via an online platform, so you can attend from any location.

Please find details for all our courses for your subject on **Teach Cambridge**. You'll also find links to our online courses on NEA marking and support.

Signed up for ExamBuilder?

ExamBuilder is a free test-building platform, providing unlimited users exclusively for staff at OCR centres with an Interchange account.

Choose from a large bank of questions to build personalised tests and custom mark schemes, with the option to add custom cover pages to simulate real examinations. You can also edit and download complete past papers.

Find out more.

You will need an Interchange account to access our digital products. If you do not have an Interchange account please contact your centre administrator (usually the Exams Officer) to request a username, or nominate an existing Interchange user in your department.

Online courses

Enhance your skills and confidence in internal assessment

What are our online courses?

Our online courses are self-paced eLearning courses designed to help you deliver, mark and administer internal assessment for our qualifications. They are suitable for both new and experienced teachers who want to refresh their knowledge and practice.

Why should you use our online courses?

With these online courses you will:

- learn about the key principles and processes of internal assessment and standardisation

- gain a deeper understanding of the marking criteria and how to apply them consistently and accurately

- see examples of student work with commentary and feedback from OCR moderators

- have the opportunity to practise marking and compare your judgements with those of OCR moderators

- receive instant feedback and guidance on your marking and standardisation skills

- be able to track your progress and achievements through the courses.

How can you access our online courses?

Access courses from Teach Cambridge. Teach Cambridge is our secure teacher website, where you'll find all teacher support for your subject.

If you already have a Teach Cambridge account, you'll find available courses for your subject under Assessment - NEA/Coursework - Online courses. Click on the blue arrow to start the course.

If you don't have a Teach Cambridge account yet, ask your exams officer to set you up – just send them this link and ask them to add you as a Teacher.

Access the courses **anytime, anywhere and at your own pace**. You can also revisit the courses as many times as you need.

Which courses are available?

There are **two types** of online course: an **introductory module** and **subject-specific** courses.

The introductory module, Building your Confidence in Internal Assessment, is designed for all teachers who are involved in internal assessment for our qualifications. It covers the following topics:

- the purpose and benefits of internal assessment

- the roles and responsibilities of teachers, assessors, internal verifiers and moderators

- the principles and methods of standardisation

- the best practices for collecting, storing and submitting evidence

- the common issues and challenges in internal assessment and how to avoid them.

The subject-specific courses are tailored for each qualification that has non-exam assessment (NEA) units, except for AS Level and Entry Level. They cover the following topics:

- the structure and content of the NEA units

- the assessment objectives and marking criteria for the NEA units

- examples of student work with commentary and feedback for the NEA units

- interactive marking practice and feedback for the NEA units.

We are also developing courses for some of the examined units, which will be available soon.

How can you get support and feedback?

If you have any queries, please contact our Customer Support Centre on 01223 553998 or email support@ocr.org.uk.

We welcome your feedback and suggestions on how to improve the online courses and make them more useful and relevant for you. You can share your views by completing the evaluation form at the end of each course.

Need to get in touch?

If you ever have any questions about OCR qualifications or services (including administration, logistics and teaching) please feel free to get in touch with our customer support centre.

Call us on
01223 553998

Alternatively, you can email us on
support@ocr.org.uk

For more information visit
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We really value your feedback

Click to send us an autogenerated email about this resource. Add comments if you want to. Let us know how we can improve this resource or what else you need. Your email address will not be used or shared for any marketing purposes.

👍 **I like this**   👎 **I dislike this**

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