

CAMBRIDGE TECHNICALS LEVEL 2 (2016)

Examiners' report

IT

05882, 05883, 05884

Unit 1 Summer 2024 series

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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.

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Unit 1 series overview

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
<ul style="list-style-type: none"> • were good at linking box questions • performed well on questions about the World Wide Web • also performed well on questions about using IT in business. 	<ul style="list-style-type: none"> • struggled to understand the reasons for defragmenting a hard drive.

General comments on the paper

Entries for the June 2024 series were the highest ever. The mean was slightly higher than in the June 2023 series. The 'achieved' boundary was set at 24, the same as in June 2023.

Assessment for learning



Centres are always advised to focus not only on the knowledge requirements across the five learning outcomes for this unit but also ensure candidates are familiar with the different assessment styles used in this summative assessment – i.e. linking boxes, true/false, diagram-related questions and select 'three'. There was a good balance of performance across the learning outcomes in this series.

Learning outcome 1: questions 1, 2, 4, 5, 6, 12, 13, 17 and 39

This Learning Outcome (LO) covers knowledge of hardware components and performance was good this series. LO1 is one of the weightier LOs within the unit and as a result centres should spend more time with their candidates to develop knowledge around types of computer systems, networks, connectivity methods, topologies, network protocols, computer components, devices, and fault diagnosis. Candidates performed well in a question requiring them to identify an appliance with an embedded computer system.

Learning outcome 2: questions 7, 9, 11, 14, 25, 26, 27, 32, 33 and 38

Performance on this LO (knowing about software components) was reasonable, and this is the heaviest weighted LO within the unit. As stated above, candidates struggled to identify the correct reason for defragmenting a hard drive. They did, however, perform very well in a question asking to identify the correct operating system used in mobile phones.

Assessment for learning



Candidates need to familiarise themselves with what defragmenting a hard drive involves and what its purpose is.

Learning outcome 3: questions 3, 8, 10, 15, 16, 18, 19 and 34

The focus of LO3 builds on LO1 and LO2 and requires candidates to demonstrate knowledge of how to install and upgrade hardware and software. Performance was good for this learning outcome, with candidates performing particularly well in a question linking boxes regarding the actions organisations can take to minimise health and safety risks.

Learning outcome 4: questions 24, 28, 29, 30, 31, 35, 36 and 40

Performance on this LO (knowing about the World Wide Web) was excellent this series, with candidates demonstrating a very good knowledge of social media and security. There was a particularly strong performance in a question linking identity theft, phishing, and viruses to their definitions, as well as a question about identifying a disadvantage of buying concert tickets online. Candidates also performed well on a question about what tasks can be carried out using online banking.

Learning outcome 5: questions 20, 21, 22, 23 and 37

This LO (knowing about the benefits of using IT in business) carries the lowest weighting in the unit and performance of candidates was very good this series. The LO is holistic in nature and draws together the learning from the unit. Candidates performed strongly on a question on digital marketing, and also identifying which form of communications to use to tell a customer about an imminent delivery.

Appendix 1 Questions

Question 1

What does RAM stand for?

A Random Access Memory

B Random Accurate Memory

C Really Accurate Memory

D Relative Access Memory

[1]

Question 2

Which **one** of the following home appliances is **most** likely to have an embedded computer system?



A



B



C



D

A Electric carving knife

B Electric kettle

C Hand-held food blender

D Microwave oven

[1]

Question 3

Which **one** of the following is **not** an organisational responsibility?

- A Carrying out risk assessments.
- B Following health and safety policies.
- C Providing a suitable working environment.
- D Providing suitable personal safety equipment.

[1]

Question 4

What is the role of beep codes during the POST process?

- A To let you know of any start-up errors.
- B To let you know you have logged off.
- C To let you know you have logged on.
- D To show that the speakers are working.

[1]

Question 5

What does WLAN stand for?

- A Wide Local Area Network
- B WiFi Local Area Network
- C Wired Local Area Network
- D Wireless Local Area Network

[1]

Question 6

Which **one** of the following is used to view and control the hardware components of a computer?

- A Device Manager
- B Memory Manager
- C Task Manager
- D Update Manager

[1]

Question 7

Which of the following can be used for software troubleshooting? (Select **three**.)

- A
- B
- C
- D

[1]

Question 8

Which **one** of the following tasks requires the use of an anti-static mat?

- A
- B
- C
- D

[1]

Question 9

Which **one** of the following is a function of utility software?

- A Allows a computer system to multi-task.
- B Monitors the performance of a computer system.
- C Provides an interface between the computer system and a user.
- D Provides user accounts.

[1]

Question 10

Which **one** of the following should be used when installing components on a motherboard?



A



B



C



D

- A A hard hat
- B Anti-static wrist band
- C Rubber gloves
- D Safety glasses

[1]

Question 11

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

Formatting a hard drive will permanently erase all data stored on it.

True

False

[1]

Question 12



What type of connectivity ports are shown in the diagram?

A DVI

B HDMI

C USB

D VGA

[1]

Question 13

Which of the following statements about solid state drives (SSDs) are true? (Select **three**.)

- A ☐ SSDs are always physically larger than magnetic hard disks.
- B ☐ SSDs are usually more expensive to buy than magnetic hard disks.
- C ☐ SSDs enable a computer system to boot up more quickly than magnetic hard disks.
- D ☐ SSDs use flash memory.

[1]

Question 14

Which **one** of the following is a reason for defragmenting a hard disk drive?

- A ☐ File access times are reduced.
- B ☐ Files are easier to transfer between systems.
- C ☐ Storage capacity on the hard disk drive is increased.
- D ☐ Temporary files are erased.

[1]

Question 15

You are planning an upgrade.

Which of the following tasks would you carry out **before** you start the upgrade? (Select **three**.)

A Ensure the files stored on the system are backed up.

B Prepare a test plan.

C Record the activities.

D Select tools and resources.

[1]

Question 16

Drag and drop each health and safety risk from the options below to the box with the **most** appropriate action organisations can take to minimise the risk.

Options

Using computer monitors for extended periods of time

Deciding on control measures for harmful chemicals

Using tools and equipment

Carrying out risk assessments

Providing regular eye-sight checks

Providing training

[1]

Question 17

What does PSU stand for?

- A Planned Supply Upgrade
- B Positive Software Upgrade
- C Power Supply Unit
- D Powered Software Unit

[1]

Question 18

A new risk assessment is being carried out by an organisation.

Look at the steps below and put them into the correct order (1-5) using the drop down list. The first one has been completed for you.

Identify hazards. (1)

Review risk assessment and update if necessary.

Decide on who might be harmed and how.

Record findings and implement them.

Evaluate risks and decide on precautions.

[1]

Question 19

Which **one** of the following **must** be provided by an employer in a workplace?

- A
- B
- C
- D

[1]

Question 20

Which **one** of the following is **not** a data processing function?

- A
- B
- C
- D

[1]

Question 21

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

An online survey is a data capture software tool.

True

False

[1]

Question 22

You have been asked to take part in a video conference.

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

I can personally sign the confidential documents used by other delegates in the video conference.

True

False

[1]

Question 23

Which **one** of the following is **not** a form of digital marketing?

A A poster displayed in a window.

B A text message promoting a new computer game.

C A TV advertisement.

D A video posted on a social network.

[1]

Question 24

Complete the following sentence.

...allows you to make free, or very low cost, telephone calls over the internet.

A Email

B Messaging

C Online chat

D VoIP

[1]

Question 25

Which of the following statements are true about apps/applications? (Select **three**.)

A Applications are designed for desktop or laptop devices.

B Applications are designed for multiple purposes.

C Apps are always free to use.

D Apps are designed for a single purpose.

[1]

Question 26

Which **one** of the following is an operating system designed primarily for use in mobile devices?

A iOS

B Linux

C macOS

D Unix

[1]

Question 27

Which of the following are functions of operating systems? (Select **three**.)

A Controlling peripherals.

B Managing resources.

C Organising processing time.

D Scanning files for viruses.

[1]

Question 28

Which **one** of the following is **not** a cloud-related activity?

A Allocating computer memory to tasks.

B File sharing between users.

C Recovering from an IT disaster.

D Remote access to files.

[1]

Question 29

Using the internet can involve risks to files, data, information and computer systems.

Drag and drop each risk from the options below to the box with its definition.

Options

Phishing

Identity theft

A virus

A program written to cause damage to computer files

Attempting to get personal information from someone by deception

Stealing personal information and using it to commit crimes such as fraud

[1]

Question 30

You are playing an online game with some friends.

What is the internet being used for in this scenario?

A

Leisure

B

Research

C

Retail

D

Travel

[1]

Question 31

Which **one** of the following is a disadvantage of buying concert tickets online?

A You are sent your tickets by email.

B You can buy more than one ticket.

C You can have your personal details stolen.

D You don't need to stand in a queue.

[1]

Question 32

What utility software is described in the following statement?

The monitoring and controlling of network traffic.

A A disk cleaner

B A firewall

C A task manager

D An event viewer

[1]

Question 33

What does IDE stand for?

- A Initial Design Environment
- B Integrated Design Environment
- C Integrated Development Environment
- D Internal Development Engine

[1]

Question 34

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

Safety shoes must be provided by the employer for an IT technician to wear when unpacking new computer monitors.

True

False

[1]

Question 35

Which **one** of the following tasks can be carried out using online banking?

- A
- B
- C
- D

[1]

Question 36

Drag and drop each use of a social media site from the options below to the box with the relevant example.

Options

Communication

File sharing

Marketing

Advertising and reminding users of your product to sell more of it



Sending an instant message to another person online



Uploading a link to a document



[1]

Question 37

You are informing your customer that their delivery will arrive in the next hour.

What is the **most** suitable form of communication to use?

A Online chat

B Teleconference

C Text message

D Video call

[1]

Question 38

Which **one** of the following allows you to view and analyse the functionality of your computer in real time?

A A file compression tool

B Event viewer

C Performance monitor

D Task manager

[1]

Question 39

Drag and drop each protocol from the options below to the box that describes its use.

Options

HTTP

DHCP

FTP

Assigns an IP
address

Used by web
browsers and
servers to
communicate

Used to transfer
files over the
internet

[1]

Question 40

Which **one** of the following is a way of minimising the risk of private data being read by others when online?

A Changing passwords on an annual basis.

B Clicking on links in personal emails.

C Only using secure websites.

D Using the same password to access multiple sites.

[1]

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