OCR
Oxford Cambridge and RSA

CAMBRIDGE TECHNICALS LEVEL 2 (2016)

Examiners' report

IT

05882, 05883, 05884

Unit 1 January 2025 series

Contents

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 Teach Cambridge.

Would you prefer a Word version?

Did you know that you can save this PDF as a Word file using Acrobat Professional?

Simply click on **File > Export to** and select **Microsoft Word**

(If you have opened this PDF in your browser you will need to save it first. Simply right click anywhere on the page and select **Save as . . .** to save the PDF. Then open the PDF in Acrobat Professional.)

If you do not have access to Acrobat Professional there are a number of **free** applications available that will also convert PDF to Word (search for PDF to Word converter).

Unit 1 series overview

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
• performed well on Learning outcome 4 (Knowledge of the use of the World Wide Web) • also performed well on Learning outcome 5 (Knowing the benefits of using IT in business) • performed particularly well on True/False questions.	• were not familiar with the uses of different types of memory • were not familiar with the order of steps required for an upgrade.

General comments on the paper

The entry size for the January 2025 series was lower than the last four January exam series.

The mean mark achieved by candidates was higher than in both the June and January 2024 series.

The 'achieved' boundary was set at 26, which is higher than the last three series but this matches the 'achieved' boundary from January 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'.

Performance across the learning outcomes this series was fairly well balanced, but candidates performed best in questions aimed at Learning outcome 4 and worst in questions aimed at Learning outcome 1.

Learning outcome 1: Questions 1, 2, 11, 17, 24, 29, 34, 35, 40

This learning outcome covers knowledge of hardware components. 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' overall performance this series was not as strong in this learning outcome in comparison to other learning outcomes.

Candidates performed particularly well in Questions 1, 2 and 29 but, as mentioned above, candidates struggled to identify how memory components are used.

Learning outcome 2: Questions 3, 7, 10, 12, 14, 16, 21, 22, 25, 30

This learning outcome requires candidates to know about software components. It is the highest weighted learning outcome in the examination with 25% of questions assessing this area of knowledge.

Overall performance from candidates in this learning outcome was reasonable. Candidates performed particularly well on a question which required them to be familiar with the components of multimedia and also performed well in Questions 12, 14 and 16.

| Misconception |
| --- |
| ?   Candidates need to familiarise themselves with the limitations of mobile apps. |

Learning outcome 3: Questions 4, 5, 8, 27, 28, 31, 36, 38

This learning outcome covers knowledge of installing and upgrading hardware and software. Candidates' overall performance on this learning outcome was a little better than on Learning outcome 1, but not as good as on the other three learning outcomes.

Candidates performed particularly well on Questions 4 and 27, which both related to organisational health and safety responsibilities, and also on Question 8.

Questions 31 and 36 were not answered as well as the other questions on this learning outcome.
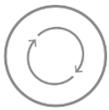
Assessment for learning
It would benefit candidates to be more familiar with the order of procedures for completing an upgrade, including when user acceptance testing happens.

Learning outcome 4: Questions 6, 9, 13, 15, 18, 23, 33, 39

This LO requires candidates to know about the use of the world wide web.

Candidates' overall performance was strongest in this learning outcome. Most candidates correctly answered a question asking them to identify that the purpose of a device shown was activity tracking and candidates performed particularly well on Questions 6, 9 and 23.

A question asking candidates to identify three benefits of online shopping was not answered as well as other questions on this learning outcome. However, there were no questions for which the overall performance of candidates was particularly lacking.

Learning outcome 5: Questions 19, 20, 26, 32, 37

This learning outcome covers knowledge of the benefits of using IT in business. This is the lowest weighted learning outcome in the examination. Candidates performed well in this area.

Candidates performed particularly well in a question which asked them to identify how IT can support collaboration and sharing. A question in which candidates needed to identify a description of customer engagement in social media was not answered as well as other questions.

Appendix 1 Questions

Question 1

The image of a PC has been removed due to copyright reasons.

Which **one** of the following best describes the type of computer system shown in the image?

A　Computer

B　Embedded system

C　Games console

D　Netbook

[1]

Question 2

Which **one** of the following is a feature of a local area network (LAN)?

A　It is a network of networks.

B　It is restricted to a small geographical area.

C　It protects your internet connection and privacy online.

D　It uses a global infrastructure.

[1]

Question 3

Which **one** of the following is an example of a text-based document?

A | Letter

B | Slideshow

C | Spreadsheet

D | VLOG

[1]

Question 4

The image represents the organisational responsibility of:

A | Providing hearing checks.

B | Providing safety glasses.

C | Providing sight checks.

D | Providing training.

[1]

Question 5

Which **one** of the following is a Health and Safety responsibility of an individual?

A | Carrying out risk assessments.

B | Providing suitable medical screening.

C | Providing suitable personal safety equipment.

D | Using tools correctly.

[1]

Question 6

Which **one** of the following is **not** an internet communication method?

A | Email

B | Letter

C | Video Call

D | VoIP

[1]

Question 7

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

CAD stands for Computer Adapted Design.

True

False

[1]

Question 8

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

You should always log changes made to computer systems.

True

False

[1]

Question 9

Which **one** of the following is the best definition of internet gaming?

A | Gaming that offers offline interactions with other players.

B | Gaming that offers online interactions with others.

C | Three-dimensional role play gaming.

D | Virtual reality gaming.

[1]

Question 10

Which **one** of the following is a typical function of an operating system task manager?

A | Add applications

B | Close applications

C | Open applications

D | Remove applications

[1]

Question 9

Which **one** of the following is the best definition of internet gaming?

Question 11

Drag each device from the options below to the box that best describes it.

Options

| Wearable | Tablet | Smart phone |

A portable computer device that combines mobile telephone functions and computing functions

A wireless, portable personal computer with a touchscreen interface

An electronic device designed to be worn on the user's body

[1]

Question 12

Which **one** of the following is a function of a firewall?

A   Debugs the system.

B   Monitors incoming and outgoing network traffic.

C   Translates computer code from a high level language to a low level language.

D   Translates computer code from a low level language to a high level language.

[1]

Question 13

What is the main purpose of the equipment shown in the image?

A	Communication

B	Fitness tracking

C	Medical diagnostics

D	Transport

[1]

Question 14

Which **one** of the following is a reason to do a disk drive clean up?

A	Frees up space on the hard drive.

B	Reduces the file size.

C	Removes dirty files.

D	Removes dust from the internal fan.

[1]

Question 15

Which **one** of the following best defines identity phishing?

A   A type of malware that disguises itself as legitimate code.

B   The fraudulent practice of using another person's credit card for financial gain.

C   When internet users are directed to an advertising website.

D   When internet users are tricked into revealing personal or confidential information.

[1]

Question 16

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

Third party backup tools allow you to recover files in the event of data loss.

True

False

[1]

Question 15

Question 17

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

DHCP stands for Dynamic Home Configuration Protocol.

True

False

[1]

Question 18

Which **one** of the following is **not** a way of marketing using social media?

A	Getting users to share posts.

B	Promoting brand awareness.

C	Running competitions.

D	Using mail merge.

[1]

Question 19

Which **one** of the following is a software tool for data storage?

A | Database

B | Disk defragmenter

C | Presentation

D | Web browser

[1]

Question 20

Drag each element of project management from the options below to the box that best describes it.

Options

Time management   Monitoring progress   Software planning

A set of multiple processes which facilitates software production

Helps schedule and plan for the completion of the project

Includes regularly analysing results to establish progress

[1]

Question 21

Which **one** of the following is **not** a component of multimedia?

A | Animation

B | Audio

C | Compression

D | Video

[1]

Question 22

Which **one** of the following is a limitation of a mobile app?

A | Apps are free of charge.

B | It will need regular updates.

C | Only specialists can use them.

D | You can only run apps on one type of device.

[1]

Question 23

Which **one** of the following is a limitation of a mobile app?

A	Apps are free of charge.

B	It will need regular updates.

C	Only specialists can use them.

D	You can only run apps on one type of device.

[1]

Question 24

Which of the following are input devices found on some games consoles? (Select **three**.)

A	Move controller

B	Print controller

C	RGB speakers

D	Rhythm controller

E	Steering wheel

[1]

Question 25

Drag each type of application software from the options below to the box that best describes it.

Options

| Compiler | Animation | CRM |

Converts instructions into a lower-level code

Helps manage customer data and supports sales management

Manipulates electronic images to create moving images

[1]

Question 26

Which of the following are used for collaboration and sharing? (Select **three**.)

A   Antivirus

B   GPS software

C   Screen sharing

D   Teleconference

E   Video conference

[1]

Question 27

Which **one** of the following is a key feature of safety shoes used by technical staff in an electronics factory?

A | Antibiotic

B | Anti-rotational

C | Anti-static

D | Anti-viral

[1]

Question 28

Which of the following are Health and Safety guidelines for using a computer correctly? (Select **three**.)

A | Eyes should be level with the top of the screen.

B | Sit at a correct distance from the screen.

C | Sit so your feet are flat on the floor.

D | Use a chair with an arm rest.

E | Use a swivel chair.

[1]

Question 29

Which **one** of the following does the embedded system in a central heating system allow a user to do?

A | Change the price tariff.

B | Change the temperature settings to control the heat.

C | Maintain the central heating system.

D | Upgrade the central heating system.

[1]

Question 30

Which **one** of the following is a function of an operating system?

A | Blocks viruses.

B | Executes arithmetic operations.

C | Organises the allocation of processing time.

D | Prints regular updates.

[1]

Question 31

You are going to upgrade your computer.

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

Identify the need for an upgrade (1)

Back up the system

Confirm compatibility with current system

Decide on the most appropriate solution

Implement the installation

[1]

Question 32

Which **one** of the following is **not** an example of data processing?

A | Classification

B | Collaboration

C | Sorting

D | Validation

[1]

Question 31

Question 33

Which **one** of the following best describes medical diagnostics?

A | A communication tool for doctors.

B | A communication tool for patients.

C | A digital platform for clinical diagnosis.

D | A digital platform for treating patients.

[1]

Question 34

Which **one** of the following is an optical storage device?

A | CD ROM

B | Flash drive

C | Removable hard drive

D | SD card

[1]

Question 35

Drag each type of computer memory from the options below to the box that best describes its purpose.

Options

RAM   ROM   Cache

| Acts as a temporary storage area from which the processor can retrieve data quickly | Contains the programming that allows a computer to start up each time it is turned on | Used for immediate data storage and retrieval |

[1]

Question 36

Which **one** of the following identifies the stage at which user acceptance testing happens?

A | Final

B | Initial

C | Interim

D | Maintenance

[1]

Question 37

Companies who advertise on social media gain more publicity when customers share their posts.

Which **one** of the following best describes this?

A | Blogging

B | Customer engagement

C | Media attention

D | Publicity stunt

[1]

Question 38

A company is changing their office furniture.

Which of the following features should the new office chairs have to meet the Health and Safety policy? (Select **three**.)

A | Adjustable arm rests

B | Adjustable back rest

C | Adjustable desk height

D | Adjustable monitor angle

E | Adjustable seat height

[1]

Question 39

Which of the following are benefits of online shopping? (Select **three**.)

A | You can check sell by dates.

B | You can compare prices easily.

C | You can select individual fresh items.

D | You do not have to carry large items.

E | You do not have to pay for fuel.

[1]

Question 40

Which **one** of the following best describes a hybrid hard drive?

A | It combines optical storage with a hard drive.

B | It combines the Cloud with a hard drive.

C | It has the capacity of an HDD with the speed of an SSD.

D | It has the capacity of an SSD and the speed of an HDD.

[1]

Copyright information

Question 4: Image of a sight chart and spectacles, © Vision Of Eyechart With Glasses, CC BY-SA 2.0 <https://commons.wikimedia.org/wiki/File:Vision_Of_Eyechart_With_Glasses_%285547069087%29.jpg> via Wikimedia Commons.

Question 13: Image of a smart watch, © freepik.com, Freepik.

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 the question builder platform for a range of our GCSE, A Level, Cambridge Nationals and Cambridge Technicals qualifications. Find out more.

ExamBuilder is **free for all OCR centres** with an Interchange account and gives you unlimited users per centre. We need an Interchange username to validate the identity of your centre's first user account for ExamBuilder.

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
- **ocr.org.uk**
- **facebook.com/ocrexams**
- **twitter.com/ocrexams**
- **instagram.com/ocrexaminations**
- **linkedin.com/company/ocr**
- **youtube.com/ocrexams**

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**

Please note – web links are correct at date of publication but other websites may change over time. If you have any problems with a link you may want to navigate to that organisation's website for a direct search.