

Cambridge Technicals

IT

Unit 2: Global information

Level 3 Cambridge Technical in IT
05838 – 05842 & 05877

Mark Scheme for June 2025

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This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by examiners. It does not indicate the details of the discussions which took place at an examiners' meeting before marking commenced.

All examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes should be read in conjunction with the published question papers and the report on the examination.

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MARKING INSTRUCTIONS**PREPARATION FOR MARKING
RM ASSESSOR**

1. Make sure that you have accessed and completed the relevant training packages for on-screen marking: *RM Assessor Online Training: OCR Essential Guide to Marking*.
2. Make sure that you have read and understood the mark scheme and the question paper for this unit. These are available in RM Assessor
3. Log-in to RM Assessor and mark the **required number** of practice responses (“scripts”) and the **required number** of standardisation responses.

MARKING

1. Mark strictly to the mark scheme.
2. Marks awarded must relate directly to the marking criteria.
3. The schedule of dates is very important. It is essential that you meet the RM Assessor 50% and 100% (traditional 40% Batch 1 and 100% Batch 2) deadlines. If you experience problems, you must contact your Team Leader (Supervisor) without delay.
4. If you are in any doubt about applying the mark scheme, consult your Team Leader by telephone, email or via the RM Assessor messaging system.
5. **Crossed-Out Responses**
Where a candidate has crossed out a response and provided a clear alternative then the crossed-out response is not marked. Where no alternative response has been provided, examiners may give candidates the benefit of the doubt and mark the crossed-out response where legible.

Rubric Error Responses – Optional Questions

Where candidates have a choice of question across a whole paper or a whole section and have provided more answers than required, then all responses are marked and the highest mark allowable within the rubric is given. Enter a mark for each question answered into RM Assessor, which will select the highest mark from those awarded. *(The underlying assumption is that the candidate has penalised themselves by attempting more questions than necessary in the time allowed.)*

Multiple-Choice Question Responses

When a multiple-choice question has only a single, correct response and a candidate provides two responses (even if one of these responses is correct), then no mark should be awarded (as it is not possible to determine which was the first response selected by the candidate). *When a question requires candidates to select more than one option/multiple options, then local marking arrangements need to ensure consistency of approach.*

Contradictory Responses

When a candidate provides contradictory responses, then no mark should be awarded, even if one of the answers is correct.

Short Answer Questions (requiring only a list by way of a response, usually worth only one mark per response)

Where candidates are required to provide a set number of short answer responses then only the set number of responses should be marked. The response space should be marked from left to right on each line and then line by line until the required number of responses have been considered. The remaining responses should not then be marked. Examiners will have to apply judgement as to whether a 'second response' on a line is a development of the 'first response', rather than a separate, discrete response. *(The underlying assumption is that the candidate is attempting to hedge their bets and therefore getting undue benefit rather than engaging with the question and giving the most relevant/correct responses.)*

Short Answer Questions (requiring a more developed response, worth two or more marks)

If the candidates are required to provide a description of, say, three items or factors and four items or factors are provided, then mark on a similar basis – that is downwards (as it is unlikely in this situation that a candidate will provide more than one response in each section of the response space).

Longer Answer Questions (requiring a developed response)

Where candidates have provided two (or more) responses to a medium or high tariff question which only required a single (developed) response and not crossed out the first response, then only the first response should be marked. Examiners will need to apply professional

judgement as to whether the second (or a subsequent) response is a 'new start' or simply a poorly expressed continuation of the first response.

6. Always check the pages (and additional objects if present) at the end of the response in case any answers have been continued there. If the candidate has continued an answer there, then add the annotation 'SEEN' to confirm that the work has been seen and mark any responses using the annotations in section 11.
7. There is a NR (**No Response**) option. Award NR (No Response):
 - if there is nothing written at all in the answer space
 - OR if there is a comment which does not in any way relate to the question (e.g., 'can't do', 'don't know')
 - OR if there is a mark (e.g., a dash, a question mark) which is not an attempt at the question.

Note: Award 0 marks – for an attempt that earns no credit (including copying out the question).
8. The RM Assessor **comments box** is used by your Team Leader to explain the marking of the practice responses. Please refer to these comments when checking your practice responses. **Do not use the comments box for any other reason.**
9. Assistant Examiners will send a brief report on the performance of candidates to their Team Leader (Supervisor) via email by the end of the marking period. The report should contain notes on particular strengths displayed as well as common errors or weaknesses. Constructive criticism of the question paper/mark scheme is also appreciated.
10. For answers marked by levels of response: Not applicable in F501
To determine the level – start at the highest level and work down until you reach the level that matches the answer
To determine the mark within the level, consider the following

Descriptor	Award mark
On the borderline of this level and the one below	At bottom of level
Just enough achievement on balance for this level	Above bottom and either below middle or at middle of level (depending on number of marks available)

Meets the criteria but with some slight inconsistency	Above middle and either below top of level or at middle of level (depending on number of marks available)
Consistently meets the criteria for this level	At top of level

11. Annotations - These are the annotations to be used when marking Unit 2:

Annotation	Meaning	Annotation	Meaning
	Tick – correct answer		Omission mark
	Cross – incorrect answer		Highlight
	Plus – use for positives		Max
	Minus – use for negatives		Vague
	Unclear		Too vague
	Level 1		Repeat
	Level 2		Noted but no credit given
	Level 3		Not relevant
	Benefit of doubt		
	Blank Page		

12. Subject-specific Marking Instructions

INTRODUCTION

Your first task as an Examiner is to become thoroughly familiar with the material on which the examination depends. This material includes:

- the specification, especially the assessment objectives
- the question paper
- the mark scheme.

You should ensure that you have copies of these materials.

You should ensure also that you are familiar with the administrative procedures related to the marking process. These are set out in the OCR booklet **Instructions for Examiners**. If you are examining for the first time, please read carefully **Appendix 5 Introduction to Script Marking: Notes for New Examiners**.

Please ask for help or guidance whenever you need it. Your first point of contact is your Team Leader.

Question		Answer	Marks	Guidance
1	(a)	An explanation of why a video is used to explain the registration process to include: • Customers can be <u>shown</u> how to register / step-by-step guide (1) which can be easier to understand (1) than reading the process (1) • Videos can be paused / rewind (1) which means customers can carry out the registration process (1) as they are watching the video (1) • Customers with a hearing impairment (1) can see the process (1) which will explain how to register (1) • Sound / visual instructions (1) ○ more engaging to customers (1) so increased participation (1) ○ Can be more understandable (1) than using lots of text (1) • Easier to show (1) than trying to explain in words (1) which can decrease the number of errors (1) • Customers who have English as a 2nd language (1) will be able to understand the process (1) as it is shown visually / with limited words (1) • Any other valid suggestion	3	<i>Up to 3 marks for a complete explanation.</i> <i>Read whole answer & mark to candidates' advantage.</i> <i>Do not accept explanations that refer to visual impairments.</i>

Question			Answer	Marks	Guidance
1	(b)		A description of one disadvantage to customers of using a video for registration process to include: • An internet connection is needed (1) so those customers without access will be unable to view the video (1) • A stable / fast connection is needed (1) or the quality of the video may decrease (1) • A low-quality video (1) may mean that spoken commentary may not be clear (1) • If the video is not updated (1) it may not match the registration process (1) • The video will increase (1) loading time (for the website) (1) • A video is memory intensive (1) so may buffer (1) • Visually impaired customers (1) will not be able to access the instructions (1) • Any other valid suggestion	2	<i>Up to 2 marks for a complete description.</i> <i>Read whole answer & mark to candidates' advantage.</i>

Question			Answer	Marks	Guidance
1	(c)		A description of why payment details should be encrypted in transit to include: • If the details are intercepted by hackers (1) they will not be able to be understood (1) • The details are sensitive (1) and could be used to commit fraud if intercepted (1) • To ensure the safety / security (1) of the customers personal / sensitive details (1) • Cannot be understood if intercepted (1) without the encryption key (1) • If details are not encrypted (1) then they can be accessed / used for fraudulent purposes (1) • Any other valid suggestion	2	<i>Up to 2 marks for a complete description.</i> <i>Read whole answer & mark to candidates' advantage.</i> <i>The focus of the Q is on why details should be encrypted and not a generic description of encryption</i> <i>Do not accept 'data / information cannot be read'.</i>
2	a		The identification & justification of the information format to include: • Dynamic (1st) • The webpage is tailored to the customer (1) based on their log-in details (1) • The customer collection details are shown (1) which are individual details based on the customer (1) • Only the details of the customer log in (1) will be shown meaning the webpage is tailored to a specific customer (1) • Any other valid suggestion	3	<i>1st mark for correct identification of webpage format</i> <i>Up to 2 marks for a complete justification.</i>

Question			Answer	Marks	Guidance
2	b		An explanation of why the inputted details are primary data, including an example, to include: • The data is coming directly from a customer (1) it is not being collected from an external / 3rd party source (1) • Example (1) e.g. (delivery) address / description of contents of parcel • Any other valid suggestion	3	<i>Up to 2 marks for a complete explanation.</i> <i>1 mark for an example related to the details input by the customer as shown in the Insert.</i> <i>Read whole answer & mark to candidates' advantage</i>
3	a		• Handheld (device) (1)	1	<i>Correct Answer Only</i>

Question			Answer	Marks	Guidance
3	b		A description of two advantages to couriers of using the smartphone to include: • Calls can be made to customers (1) in case of issues when delivering / collecting parcels (1) • <u>Emergency</u> calls can be made (1) in case of a breakdown / accident (1) • Routes can be checked (1) to ensure all collections / deliveries are made at specified times (1) • PHPS can contact the courier (1) to update of changes to routes are needed (1) • Apps on the phone can be used (1) e.g. traffic alerts (1) • Smartphones have a camera (1) so photos can be taken of the delivery (1) • Barcodes / QR codes can be scanned (1) to enable automatic entry of parcel details (1) • Portable / lightweight / handheld (1) so can be carried by the couriers (1) • Can use mobile data (1) so couriers can check for updates whilst on routes (1) • Uses a battery (1) so does not need to be connected to a power source / can be charged in the van (1) • Any other valid suggestion	4	<i>Up to 2 marks each for 2 advantages to the couriers</i> <i>Do not accept small</i>

Question			Answer	Marks	Guidance
4			Indicative content: • send copy of data held to customers, at regular intervals so that they can check it for accuracy and update it • put security measures in place so that the customers personal data is protected against unauthorised/unlawful processing / accidental loss/damage/destruction. • request only the necessary information relevant to collection / delivery details so that the data collected is adequate, relevant and not excessive for the purpose. • remove a customer's data from the system if they ask so that data is not kept longer than necessary. • provide details of the data controller to customers so that they can write to request access to the data stored about them. • include questions about direct marketing on forms completed by customers so that learners can opt out if they wish. • Any other valid suggestion	10	Mark band 3 (7 - 10 marks) At the top of the level a thorough discussion which shows detailed understanding: • Explained more than one action to be taken to comply with the DPA • Included relevant examples related to the PHPS / customers which are used to support discussion • <i>There is a well-developed line of reasoning which is clear and logically structured. The information presented is relevant and substantiated.</i> Mark band 2 (4 – 6 marks) At the top of the level an adequate discussion which shows sound understanding: • Described at least one action to be taken to comply with the DPA • Included some examples which may not be relevant and may at times detract from fluency of narrative. • <i>There is a line of reasoning presented with some structure. The information presented is in the most part relevant and supported by some evidence.</i> Mark band 1 (1 – 3 marks) At the top of the level a basic justification, which shows limited understanding: • identification of generic points • limited use of subject terminology 0 marks Nothing worthy of credit.

Question			Answer	Marks	Guidance
5	a		An explanation as to why PHPS should introduce a disaster recovery policy to include: • To ensure that PHPS can continue to function / have limited time of non-functioning (1) in case of a disaster / example (1) • To define the tasks / tools / processes that need to be completed (1) and in what order (1) in case of a disaster / data breach / cyber-attack (1) • The plan will define critical assets / example (1) and detail the tasks that need to be taken (1) for PHPS to continue functioning (1) • To ensure compliance with DPA (1) that requires a disaster recovery policy (1) detailing disaster recovery measure (1) • To define roles / responsibilities (1) and tasks that need to be completed (1) for a coordinated response (1) • To support risk management (1) by identifying potential risks (1) and defines required responses (1) • Any other valid suggestion	3	<i>Up to 3 marks for a complete explanation.</i> <i>Read whole answer & mark to candidates' advantage</i>

Question			Answer	Marks	Guidance
5	b		• Staff access rights to information (1) • Responsibilities of staff for security of information (1) • (Information security) risk assessment (1) • Effectiveness of protection measures (1) • Training of staff to handle information (1) • Acceptable Use (1) • Information handling (1)	2	1 mark each in 2 instances for identified policies Do not accept Disaster Recovery Policy
6	a		Possible explanation of the tracking number demonstrating validity to include: • The tracking number must be correct / up to date (1) to ensure the correct (1) parcel details are retrieved (1) • Tracking information is based on the tracking number (1) incorrect details (1) may lead to customers tracking the wrong parcel (1) • If the tracking number is not valid (1) ○ then the incorrect parcel details (1) may be retrieved / shown to customers (1) ○ The tracking information may not be located (1) even if the parcel is with PHPS (1) • Any other valid suggestion.	3	Up to 3 marks for a complete explanation. Read whole answer & mark to candidates' advantage

Question			Answer	Marks	Guidance
6	b		The identification & justification of the data analysis tool to include: - Geographic information system/location mapping / geographic mapping / GPS / GIS (1st) Justification: - The location of the parcel (1) will be shown at different check points (1) from collection to delivery (1) - Real time data is available for the courier's van (1) meaning customers know (1) when the delivery / collection is due to their location (1) - Customers can track their parcel on the map (1) so they have a precise location (1) and can plan their day / ensure they are available for the delivery (1) - Any other valid suggestion	4	<i>1st mark for correct identification of data analysis tool.</i> <i>Up to 3 further marks for a complete justification.</i>
Section B – Retailer					
7	a		Business	1	Correct Answer only (CAO)

Question			Answer	Marks	Guidance
7	b		A description of one action that must be taken to comply with the CD&P Act to include: • Check if the images are copyrighted (1) ○ then seek permission to use if they are (1) ○ Use a different non-copyright image (1) • Must contact / ask the copyright owners (1) for permission to use the images (1) • Must acknowledge (1) the owners of the image when they use it (1) • Any other suitable response	2	<i>Up to 2 marks for a complete description.</i> <i>Read whole answer & mark to candidates' advantage</i>
7	c		An explanation of non-sensitive data to include: • Information which can be seen by anyone (1) and is in the public domain (1) • Does <u>not</u> include (1) sensitive information (1) • Does not cause harm (1) if released (1) • Example provided (1) e.g. a shops address / Shop telephone number / website address (1) • Any other valid suggestion	3	<i>Up to 2 marks for a complete explanation.</i> <i>1 mark for an example of non-sensitive information related to the context.</i> <i>Max 2 if no example</i> <i>Read whole answer & mark to candidates' advantage</i>
7	d		The identification of stakeholders to include: • Stock manufacturer (1) • Customers (1) • Staff / employees (of retailer) / example of roles (1) • Stock supplier (1) • Any other valid suggestion	2	<i>2 from list for 1 mark each</i> <i>The stakeholders MUST be relevant to the context to be considered for marks.</i>

Question			Answer	Marks	Guidance
7	e		An explanation of the term partially anonymised to include: - Part of the data (1) is replaced by a symbol / example of symbol (1). - Some of the data (1) can still be seen (1) - Any other valid suggestion	2	
7	f		Correct data partially anonymised (1).	1	<i>Provided data = 997 234 0019</i> <i>Addition of symbols which partially anonymise the data/ part of original data still present, but some has been replaced by symbols.</i>
7	g		Two from list: - Business (1) - Classified (1) - Confidential (1) - Personal (1) - Private (1) - Public (1) - Sensitive (1)	2	<i>2 from list for 1 mark each</i> <i>These are taken from the specification LO2.2</i>

Question			Answer	Marks	Guidance
8	a		A description of how charts & graphs could be used by the retailer to include: • Can show data / information (1) in a visual way (1). • Trends and patterns (1) can be seen to interpret data (1). • To show the most popular stock items (1) sold each year (1) • To show when stock items (1) are sold by months / time (1) • The impact of discounts (1) on a range of stock items (1) • Any other valid suggestion.	2	<i>Up to 2 marks for a complete description.</i> <i>Read whole answer & mark to candidates' advantage</i>

Question			Answer	Marks	Guidance
8	b		The identification and description of 2 methods that could be used to intentionally destroy the stock data to include: • Virus (1st) a type of malicious software code that can reproduce itself (1) deleting / infecting data files or programs (1). • Malware / Trojan (1st) disguised as harmless software (1) which can steal data / open a backdoor for hackers to enter the system (1) • Hacking / Hacker (1st) finding a weakness in a system (1) to access / delete stock data (1). • (Electromagnetically) wiped (1st) all data from a storage device is wiped (1) so cannot be accessed by anyone (1) • Physical destruction (1st) of storage device (1) to ensure data cannot be accessed further (1) • Any other valid suggestion.	6	Read whole answer and mark to candidates advantage For each of 2 methods: 1st mark for identifying a method. 2nd / 3rd marks for a description The method must be correct before marks for the description can be considered. Allow examples of virus / physical destruction for 1st mark Method / individual (1st) Process (1) Impact (1)
9	a		A description of the internet to include: • A network (1) of <u>interconnected</u> networks / devices (1) spanning the world (1). • Uses the WWW (1) to browse / access websites (1) • Any other valid suggestion.	3	Up to 3 marks for a complete description. Read whole answer & mark to candidates' advantage.

Question			Answer	Marks	Guidance
9	b		- Fixed / Desktop PC (1) - Handheld (1) - Laptop (1) - Portable (1) - Smartphone (1) - Tablet (1)	1	<i>One from list for 1 mark</i>
9	c		Ways that a secure online area could be used to include: - Web conferencing / group chats (1) - Document sharing / collaborative areas (1) - Video messages (1) - Instant messages (1) - Shared diaries (1) - Project planning (1) - Email (1) - Any other valid suggestion	2 (LO3.3)	<i>Two from list for 1 mark each</i> Do not accept: - SMS - Examples of documents - Examples of devices <i>Accept examples of ways i.e. Teams / Zoom</i>

9	d	Indicative content: Benefits • Security will be high as only people who have access credentials can access the online area. • if employees are logged into the secure area instant communication can take place as secure online messages can be used • Real time conversations can take place when employees are logged on which is better than trying to explain an issue / task in words via email. • Documents / plans can be shared via the area so that they can be used during web conferences / video calls • Meetings can be scheduled as diaries can be shared amongst all employees. • Any other valid suggestion Limitations • A stable internet connection is needed to ensure lagging doesn't occur • Lack of Personal Interaction can lead to misunderstandings and misinterpretations. • Written communication can be ambiguous due to lack of tone of voice and body language, • Online communication systems can be vulnerable to hacking, data breaches, and unauthorised access, compromising the privacy and security of sensitive information. • Any other valid suggestion	10 (LO3.3)	Mark band 3 (7 - 10 marks) At the top of the level a thorough discussion which shows detailed understanding: • Explained at least one benefit and limitation of employees using an online system for internal communication. • Included relevant examples related to the employees / pet retailer which are used to support discussion • <i>There is a well-developed line of reasoning which is clear and logically structured. The information presented is relevant and substantiated.</i> Mark band 2 (4 – 6 marks) At the top of the level an adequate discussion which shows sound understanding: • Described at least one benefit and/or limitation of employees using an online system for internal communication. • Included some examples related to the employees / pet retailer which may not be relevant and may at times detract from fluency of narrative. • <i>There is a line of reasoning presented with some structure. The information presented is in the most part relevant and supported by some evidence.</i> Mark band 1 (1 – 3 marks) At the top of the level a basic justification, which shows limited understanding: • identification of generic points • limited use of subject terminology 0 marks Nothing worthy of credit.
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Question			Answer				Marks	Guidance
10			Data Flow links	Data Store	External Entity	Process	3 (LO5.2))	<i>One mark to be awarded for each correct row.</i> If no crosses, then ticks only can be marked. Accept other notation e.g. Y/N, T/F
			Data Store	X	X	✓		
			External Entity	X	X	✓		
			Process	✓	✓	✓		

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