OCR
Oxford Cambridge and RSA

Cambridge **TECHNICALS LEVEL 2**

IT

Feedback on the January 2018 on-screen test

Unit 1 – Essentials of IT

Version 1

Cambridge **TECHNICALS**

ocr.org.uk/ict

CONTENTS

INTRODUCTION

This resource is for the on-screen test for Unit 1, January 2018. It shows each question with the correct answer selected.

An examiner comment is provided below on the unit as a whole.

Link to qualification:

http://www.ocr.org.uk/qualifications/vocational-education-and-skills/cambridge-technicals-it-level-2-2016-suite/

This on-screen test is delivered through our Surpass testing service.

Link to further information about Surpass:

http://www.ocr.org.uk/administration/stage-3-assessment/vocational-qualifications/on-screen-tests/

GENERAL EXAMINER COMMENTS ON THE PAPER

Learners taking the first CBT assessment for this unit in January performed reasonably well, particularly given the breadth of knowledge to be covered in one term of teaching. Centres would be advised to focus not only on the knowledge requirements across the five learning outcomes for this unit but also ensure learners are familiar with the different assessment styles used in this summative assessment – i.e. linking boxes, true/false, diagram-related questions and select 'three'.

Learning Outcome 1:

Performance on this LO was the weakest which covers knowledge of hardware components. This is one of the more weighty LO's within the unit and as a result centres should spend more time with their learners developing knowledge around types of computer system, network, connectivity methods, topologies, network protocols, computer components, devices and fault diagnosis.

Learning Outcome 2:

Performance on this LO was pleasing, particularly given this is the heaviest weighted LO within the unit. Learners seemed more prepared for software-based questions rather than questions that had more of a hardware focus. This is a knowledge gap that needs closing for future series, especially as scoring a healthy return of marks on LO1 and LO2 goes a long way to securing an overall 'Achieved' for this unit.

Learning Outcome 3:

The focus of LO3 builds on LO1 and LO2 and requires learners to demonstrate knowledge of how to install and upgrade hardware and software. Performance on this LO was distinctly average and centres should ensure the gaps in LO1 (hardware) and LO2 (software) are addressed so learners have the best possible opportunity to succeed on this LO.

Learning Outcome 4:

Performance on this LO was the strongest with learners demonstrating a good level of knowledge of the use of the world-wide web. This may partly be down to the fact learners are effective digital users on a daily basis which afforded them a greater level of familiarity in relation to this LO.

Learning Outcome 5:

This LO carries the smallest weighting in the unit and performance was generally disappointing. The LO is holistic in nature and draws together the learning from the unit to reflect on the practical uses of IT within business. Learners may find that as they study the internally-assessed units familiarity with this LO will naturally improve as they are required to use IT in different ways to meet the needs of different client briefs.

Resources which might help address the examiner comments:

From the link below, you'll find 'The OCR guide to examinations' (along with many other skills guides)
http://www.ocr.org.uk/i-want-to/skills-guides/

Command verbs definitions
http://www.ocr.org.uk/Images/273311-command-verbs-definitions.pdf

Question 1

Section:	Section ▾	Question:	1 ▾	◀ ▶	➡ Next to mark		
📥 View Mark Scheme	**View Marking History**	Add Comment	**Replay**	Item ID: 10011P1440 - Version: 7		Mark:	**1** / 1

What operating system has been designed to run only on mobile devices manufactured by Apple?

A	IOS
B	Linux
C	Windows
D	Google Chrome

Question 2

Section:	Section ▾	Question:	2 ▾	◀ ▶	➡ Next to mark		
📥 View Mark Scheme	**View Marking History**	Add Comment	**Replay**	Item ID: 10011P1441 - Version: 7		Mark:	**1** / 1

A business stores details of customer orders on a computer. What would be the **most** suitable software application for the business to use?

A	Database software
B	Spreadsheet software
C	Text processing software
D	Task management software

Question 3

Section: [Section ▼] Question: [3 ▼] [◄] [►] [→ Next to mark]

[View Mark Scheme] **View Marking History** [Add Comment] **Replay** Item ID: 10011P1442 - Version: 9   **Mark:** [1] / 1

What network topology is shown in the diagram below?

A	Bus
B	Star
C	Ring
D	Mesh
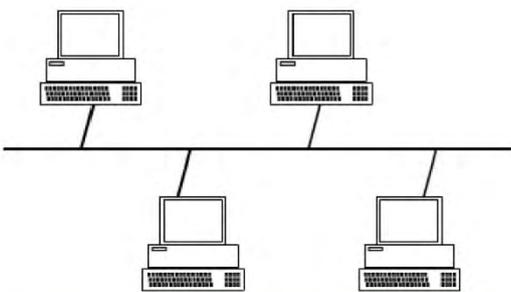
Question 4

Section: Section   Question: 4   ◄ ►   Next to mark

View Mark Scheme   **View Marking History**   Add Comment   **Replay**   Item ID: 10011P1443 - Version: 7   **Mark:** 1 / 1

Which of the following is classed as non-volatile memory?

A   SSD

B   ROM

C   RAM

D   Virtual

Question 5

Section: Section   Question: 5   ◄ ►   Next to mark

View Mark Scheme   **View Marking History**   Add Comment   **Replay**   Item ID: 6118P6608 - Version: 13   **Mark:** 1 / 1

Click the use of a social media site and then link it by clicking on who would be the end user.

To remove a link, select the linking line.

Use of a social media site   **End user**

sharing photographs	business
self-promotion	business/personal
marketing products	personal

Question 6

Section: | Section | Question: | 6 | ◀ ▶ | Next to mark

View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1445 - Version: 6 | **Mark:** 1 / 1

Which of the following items of information **must** be recorded following a software upgrade? (Select **THREE**).

A The reason for the upgrade.

B The benefits of the upgrade.

C The date the upgrade was carried out.

D The software version that was installed.

E The tests carried out to check the success of the upgrade.

Question 7

Section: | Section | Question: | 7 | ◀ ▶ | Next to mark

View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1446 - Version: 6 | **Mark:** 1 / 1

What would be the **main** reason for upgrading the components of a computer system?

A System is running fast.

B System is running too slow.

C The software version being used is out of date.

D People do not know how to use the current software version.

Question 8

Section: Section | Question: 8 | ◄ ► | Next to mark

View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1447 - Version: 8 | Mark: **1** / 1

A business uses a range of computer software and hardware to store and process data. Which of the following benefits will this give to the business? (Select **THREE**).

A | Data can be backed up regularly to keep it safe.

B | Summary reports of the information can be created easily.

C | Computer stored information is more likely to be accurate.

D | People in the business have access to all of the information.

E | Very large amounts of data can be stored and accessed quickly.

Question 9

Section: Section | Question: 9 | ◄ ► | Next to mark

View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1448 - Version: 7 | Mark: **1** / 1

A business wants to send updated information to its internal staff.

What would be the **most** appropriate method of communication to use?

A | VoIP

B | Email

C | Video calling

D | Text messaging

Question 10

Section: | Section | ▼ | Question: | 10 | ▼ | ◄ | ► | ➡ Next to mark

View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1449 - Version: 7 | **Mark:** | **1** | **/ 1**

Which of the following is a potential risk to an online user who has been a victim of phishing?

A   Documents can be deleted.

B   A person can be bullied online.

C   Encrypted information can be stolen and read.

D   Personal security details can be stolen and used for fraud.

Question 11

Section: | Section | ▼ | Question: | 11 | ▼ | ◄ | ► | ➡ Next to mark

View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 6118P6610 - Version: 12 | **Mark:** | **1** | **/ 1**

Click the health and safety related action and then link it by clicking on who is responsible for this action.

To remove a link, select the linking line.

Health and safety related action   **Responsibility**

providing a suitable working environment		employee
adhering to health and safety regulations		employer
taking regular breaks when using computers		employee/employer

Question 12

Section: Section ▼ Question: 12 ▼ ◄ ► Next to mark

View Mark Scheme **View Marking History** Add Comment **Replay** Item ID: 10011P1451 - Version: 7 **Mark:** 1 / 1

A business wishes to improve its communication with its customers in real time whilst they are accessing its website.

What would be the **most** appropriate method of communication to use?

A   Email

B   Video call

C   Online chat

D   Text message

Question 13

Section: Section ▼ Question: 13 ▼ ◄ ► Next to mark

View Mark Scheme **View Marking History** Add Comment **Replay** Item ID: 10011P1452 - Version: 4 **Mark:** 1 / 1

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

A compiler is used to translate source code into machine code before the program can be run.

True

False

Question 14

Section: Section   Question: 14   ◄ ►   → Next to mark

View Mark Scheme   View Marking History   Add Comment   Replay   Item ID: 10011P1453 - Version: 8   Mark: 1 / 1

What utility software is used to show the details of programs currently running on a device?

A   Event viewer

B   Task manager

C   Disk manager

D   Performance monitor

Question 15

Section: Section   Question: 15   ◄ ►   → Next to mark

View Mark Scheme   View Marking History   Add Comment   Replay   Item ID: 10011P1454 - Version: 7   Mark: 1 / 1

What is the **main** reason for backing up the system before a hardware upgrade?

A   Data may be copied.

B   The software may not be compatible.

C   There may be a loss of hardware service.

D   The system can be rolled back to its original status.

Question 16

Section:	Section	▾	Question:	16	▾	◀ ▶	⇥ Next to mark

View Mark Scheme   **View Marking History**   Add Comment   **Replay**   Item ID: 10011P1455 - Version: 8   **Mark:** 1 / 1

An IT technician has been asked to perform a software upgrade. What document should the IT technician use to check that the upgrade has been successful?

A **Test plan**

B Job sheet

C Backup plan

D Health and safety report

Question 17

Section:	Section	▾	Question:	17	▾	◀ ▶	⇥ Next to mark

View Mark Scheme   **View Marking History**   Add Comment   **Replay**   Item ID: 10011P1456 - Version: 7   **Mark:** 1 / 1

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

Downloading a music file from the internet for offline listening is called music streaming.

True

False

Question 18

Section: Section | Question: 18 | Next to mark

View Mark Scheme | View Marking History | Add Comment | Replay | Item ID: 10011P1457 - Version: 7 | Mark: 1 / 1

Which of the following is **not** an activity enabled by cloud storage?

A | Remote access

B | Disaster recovery

C | Fast download time

D | Music and film streaming

Question 19

Section: Section | Question: 19 | Next to mark

View Mark Scheme | View Marking History | Add Comment | Replay | Item ID: 10011P1458 - Version: 6 | Mark: 1 / 1

What software application would you use to access information via the internet?

A | Debugger

B | Interpreter

C | Web browser

D | Operating system

Question 20

Section: Section ▼   Question: 20 ▼   ◀ ▶   → Next to mark

📄 View Mark Scheme   **View Marking History**   Add Comment   **Replay**   Item ID: 10011P1459 - Version: 7   Mark: [1] / 1

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

An IT technician uses an anti-static mat to reduce the effects of electrical discharge when working on computer equipment.

True

False

Question 21

Section: Section ▼   Question: 21 ▼   ◀ ▶   → Next to mark

📄 View Mark Scheme   **View Marking History**   Add Comment   **Replay**   Item ID: 10011P1460 - Version: 9   Mark: [1] / 1

What network component is shown in the diagram below?

A | Hub

B | Server

C | Switch

D | Wireless router

Question 22

Section:	Section	▾	Question:	22	▾	◀ ▶	➡ Next to mark

View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1461 - Version: 4 — **Mark:** 1 / 1

What is the correct term for the wired connection of computers within an office environment which can be used by staff to share documents electronically?

LAN

WLAN

Question 23

Section:	Section	▾	Question:	23	▾	◀ ▶	➡ Next to mark

View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1462 - Version: 7 — **Mark:** 1 / 1

Which of the following is **not** a network protocol?

A | TCP

B | HTTP

C | HTML

D | Ethernet

Question 24

Section: | Section | ▾ | Question: | 24 | ▾ | ◀ ▶ | ➡ Next to mark

📄 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1463 - Version: 7 | **Mark:** 1 / 1

Which of the following statements correctly describes an app?

A   Apps are only used to play games.

B   Apps are designed for a single function.

C   Apps are designed for multiple functions.

D   Apps can only be used on mobile devices.

Question 25

Section: | Section | ▾ | Question: | 25 | ▾ | ◀ ▶ | ➡ Next to mark

📄 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1464 - Version: 6 | **Mark:** 1 / 1

Who is responsible for providing personal safety equipment for computer technicians?

A   The worker

B   The manager

C   The employer

D   The health and safety officer

Question 26

Section: Section ▾   Question: 26 ▾   ◄ ►   ⇨ Next to mark

📋 View Mark Scheme   **View Marking History**   Add Comment   **Replay**   Item ID: 10011P1465 - Version: 9   **Mark:** 1 / 1

Organisations could offer their IT users a medical test that uses the chart below.

What is the test called?

E
F P
T O Z
L P E D
P E C F P
C D F C Z P
F D N D L D E K
Y R H H V J F M F K F
K I F I I F I K F I F K S W K O
I U U R E R F I F K F O X S K Q A I E L K

A   Distance test

B   Eye sight test

C   Colour blindness test

D   Reading comprehension test

www.xtrapapers.com

Question 27

Section: | Section | ▼ | Question: | 27 | ▼ | ◄ ► | ↪ Next to mark

📄 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1466 - Version: 6 | **Mark:** 1 / 1

A project team collaborates remotely and visually displays information relating to a project.

What is the **most** appropriate method of communication to use in this scenario?

A | VoIP

B | Screen sharing

C | Text messaging

D | Teleconferencing

Question 28

Section: | Section | ▼ | Question: | 28 | ▼ | ◄ ► | ↪ Next to mark

📄 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1467 - Version: 5 | **Mark:** 1 / 1

What software would be used by a reporter to record a sporting event for television news?

A | Video software

B | Utility software

C | Graphics software

D | Presentation software

Question 29

Section: Section | Question: 29 | ◄ ► | Next to mark

View Mark Scheme | View Marking History | Add Comment | Replay | Item ID: 10011P1468 - Version: 5 | Mark: 1 / 1

What software application would be used to forecast the increase in insurance claims as a result of a natural disaster?

A | Spreadsheet software

B | Social media software

C | Database management software

D | Program development software

Question 30

Section: Section | Question: 30 | ◄ ► | Next to mark

View Mark Scheme | View Marking History | Add Comment | Replay | Item ID: 10011P1469 - Version: 9 | Mark: 1 / 1

Which of the following are benefits of using the internet when researching for a school assignment? (Select **THREE**).

A | The information is always up to date.

B | All of the sources are reliable and unbiased.

C | A variety of sources for information is available.

D | It is easy to search for information when using a browser.

E | It is less time consuming to search for a range of information.

Question 31

Section: Section | Question: 31 | ◀ ▶ → Next to mark

📄 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1470 - Version: 5 | **Mark:** 1 / 1

What multimedia software allows users to combine text, images, videos, slides and animation?
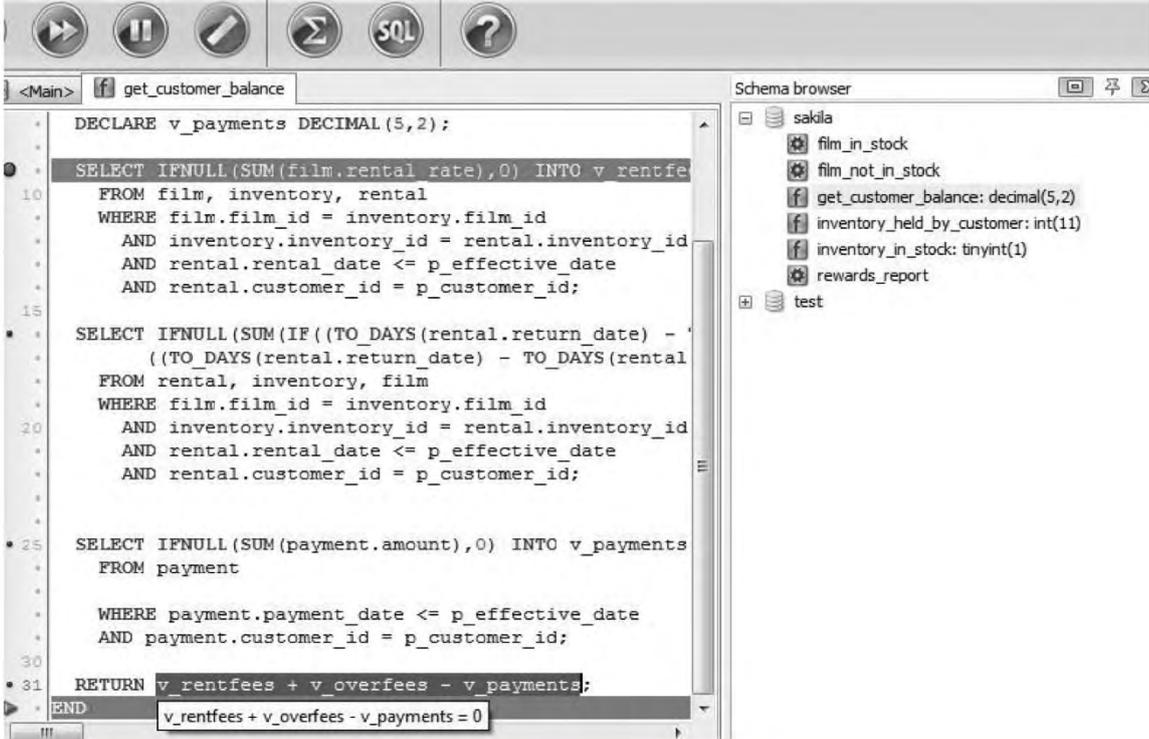
A | Graphics software

B | Publication software

C | Presentation software

D | Word processing software

Question 32

📄 View Mark Scheme **View Marking History** Add Comment **Replay**   Item ID: 10011P1471 - Version: 8   **Mark:** [1] / 1

What troubleshooting tool is shown in the diagram below?

```
⏩  ⏸  ✏  Σ  SQL  ?

<Main>  f get_customer_balance                          Schema browser              ▭ 📌 Σ

     •    DECLARE v_payments DECIMAL(5,2);            ▲    ⊟ 🛢 sakila
●    •    SELECT IFNULL(SUM(film.rental_rate),0) INTO v_rentfe         ⚙ film_in_stock
   10       FROM film, inventory, rental                                ⚙ film_not_in_stock
     •      WHERE film.film_id = inventory.film_id                      f get_customer_balance: decimal(5,2)
     •        AND inventory.inventory_id = rental.inventory_id          f inventory_held_by_customer: int(11)
     •        AND rental.rental_date <= p_effective_date                f inventory_in_stock: tinyint(1)
     •        AND rental.customer_id = p_customer_id;                   ⚙ rewards_report
   15                                                       ⊞ 🛢 test
•    •    SELECT IFNULL(SUM(IF((TO_DAYS(rental.return_date) - '
     •          ((TO_DAYS(rental.return_date) - TO_DAYS(rental
     •      FROM rental, inventory, film
     •      WHERE film.film_id = inventory.film_id
   20         AND inventory.inventory_id = rental.inventory_id
     •        AND rental.rental_date <= p_effective_date
     •        AND rental.customer_id = p_customer_id;        ≡

•  25    SELECT IFNULL(SUM(payment.amount),0) INTO v_payments
     •      FROM payment
     •
     •      WHERE payment.payment_date <= p_effective_date
     •      AND payment.customer_id = p_customer_id;
   30
•  31    RETURN v_rentfees + v_overfees - v_payments;
   ►  •  END          v_rentfees + v_overfees - v_payments = 0    ▼
        III                                              ►
```

A | Software defrag

B | Software compiler

C | Software debugger

D | Software interpreter

Question 33

| Section: | Section | ▾ | Question: | 33 | ▾ | ◀ | ▶ | ⇒ Next to mark |

| 🔲 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 6118P6612 - Version: 15 | | **Mark:** | 1 | / 1 |

You have been asked to carry out a disk drive clean-up.

Drag and drop the steps below and put them in the correct order. The first one has been completed for you.

| **Click on the Start menu.** |
| Search for System Tools or Disk Clean-up. |
| Select Disk Clean-up option. |
| Select the drive to be cleaned. |
| Select and remove cookies and temporary files. |

Question 34

| Section: | Section | ▾ | Question: | 34 | ▾ | ◀ | ▶ | ⇒ Next to mark |

| 🔲 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1473 - Version: 7 | | **Mark:** | 1 | / 1 |

Which of the following is an optical storage device?

A SD card

B Flash drive

C Hard drive

D DVD-ROM

Question 35

Section: | Section ▾ | Question: | 35 ▾ | ◀ ▶ | ⇒ Next to mark

📄 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 6118P6609 - Version: 12 | **Mark:** 1 / 1

Click the hardware device and then link it by clicking on whether it is an input, output or hybrid device.

To remove a link, select the linking line.

Hardware device		Input/Output/Hybrid
touch screen		output
scanner		hybrid
headphones (without microphone)		input

Question 36

Section: | Section ▾ | Question: | 36 ▾ | ◀ ▶ | ⇒ Next to mark

📄 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1475 - Version: 7 | **Mark:** 1 / 1

Which of the following statements correctly describe the POST process? (Select **THREE**).

A It is a self-test program.

B It is handled by the system's BIOS.

C It is the first step of the boot sequence.

D It is used to identify operating system issues.

Question 37

Section: Section | Question: 37 | ◄ ► | Next to mark

View Mark Scheme | View Marking History | Add Comment | Replay | Item ID: 10011P1476 - Version: 5 | Mark: 1 / 1

What hardware component would be required to connect one computer to another computer?

A Motherboard

B Power supply

C Expansion slot

D Network Interface Card

Question 38

Section: Section | Question: 38 | ◄ ► | Next to mark

View Mark Scheme | View Marking History | Add Comment | Replay | Item ID: 10011P1477 - Version: 7 | Mark: 1 / 1

Which of the following statements is **not** a function of a fitness tracker?

A It can make telephone calls.

B It can display your heart rate.

C It can be synced to a smart phone.

D It can show the number of steps you have taken in a day.

Question 39

Section:	Section	▾	Question:	39	▾	◄	►	➡ Next to mark

| 📄 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 6118P6611 - Version: 15 | **Mark:** 1 / 1 |

Click the task and then link it by clicking on the **most** appropriate software application that would be used to complete the task.

To remove a link, select the linking line.

Task		**Software application**
calculating financial balance sheets		database management software
writing a report for a business		spreadsheet software
searching large amounts of data records		word processing software

Question 40

Section:	Section	▾	Question:	40	▾	◄	►	➡ Next to mark

| 📄 View Mark Scheme | **View Marking History** | Add Comment | **Replay** | Item ID: 10011P1479 - Version: 5 | **Mark:** 1 / 1 |

Which of the following would businesses **not** use social media for?

A   Chasing payment

B   Marketing products

C   Advertising positions

D   Talking to colleagues

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