

Cambridge **TECHNICALS LEVEL 2**



IT

Feedback on the June 2018 on-screen test

Unit 1 – Essentials of IT

Version 1



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INTRODUCTION

This resource is for the on-screen test for Unit 1, June 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

This is the second series where a test variant was sat by learners with varying performance across the five Learning Outcomes (LOs). As well as focusing on the knowledge requirements for this unit, centres should also ensure learners are familiar with the different assessment styles used in the summative assessment – i.e. linking boxes; true/false; diagram-related questions and select 'three'.

Learning Outcome 1

Having reported that this was weakest performing LO in January 2018, it was pleasing to note that this is now the strongest area. Centres have clearly invested some time in ensuring learners are familiar with hardware components. The vast majority of learners got the correct answer on items 1, 3, 8, 9, 11, 32 and 39 whilst items 20 and 31 proved more discriminating.

Learning Outcome 2

Performance on this LO has declined from January 2018. Only items 16, 37 and 38 were accessed by the majority of candidates. The remaining seven LO2 items proved more discriminating with items 5, 13 and 23 posing a real challenge for learners. Centres need to be aware that focusing on LO1 and LO2 knowledge requirements is time well spent. Scoring a healthy return of marks on these two LOs goes a long way to securing an overall 'Achieved' for this unit.

Learning Outcome 3

The same commentary as provided in January 2018 applies here. Performance on this LO which builds on LO1 and LO2 was distinctly average. Of particular concern were items 24, 25, 26 and 33 which posed real issues for learners. 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

An LO which focuses on the use of the world-wide web is always predicted to generate a good level of performance, particularly given learners are digital users on a daily basis and have some inbuilt familiarity with the specification content. Items 10, 19, 27 and 28 were particularly strong whilst items 21, 22, 34 and 35 proved more discriminating.

Learning Outcome 5

This LO pulls the specification content of the unit together as learners are expected to reflect on the practical uses of IT within business. In contrast to January 2018, performance on this LO has improved this series with the vast majority of learners getting the correct answer for items 14, 15 and 29. Items 30 and 36 proved more discriminating.

Centres are advised for future series to maintain the good performance on LO1 whilst spending some time filling any knowledge gaps on the remaining four LOs. A particular focus needs to be LO3 as this was the weakest LO this series.

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: 10011P3943 - Version: 7 **Mark: 1 / 1**

What does LAN stand for?

A Local Area Network

B Linked Area Network

C Limited Area Network

D Logistical Area Network

Question 2

Section: Section Question: 2 Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3944 - Version: 7 **Mark: 1 / 1**

Which of the following are functions of an operating system? (Select **THREE**).

A Controlling peripherals.

B Controlling data storage.

C Controlling the formatting for writing reports.

D Controlling the allocation of the tasks to the processor.

Question 3

Section: Section Question: 3 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3945 - Version: 5 Mark: 1 / 1

Patients book in at a medical practice using an interactive booking system.

Which of the following hardware devices would **most** likely be used?

A

B

C

D

Question 4

Section: Section Question: 4 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3946 - Version: 7 Mark: 1 / 1

Which of the following tasks is Customer Relationship Management (CRM) software used for?

A

B

C

D

Question 5

Section: Section Question: 5 ◀ ▶ [Next to mark](#)

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3947 - Version: 4 **Mark: 1 / 1**

Which of the following functions of utility software is used to prepare a hard drive for a clean installation of an operating system?

A Initialisation

B System back-up

C Defragmentation

D System monitoring

Question 6

Section: Section Question: 6 ◀ ▶ [Next to mark](#)

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3948 - Version: 4 **Mark: 1 / 1**

Who is directly responsible for reporting a cracked computer screen?

A IT technician

B Help desk operator

C Manager of a department

D Individual using the equipment

Question 7

Section: Question:

Item ID: 10011P3949 - Version: 5 **Mark: 1 / 1**

Complete the following sentence.

It is necessary to use an anti-static wrist band when...

A

B

C

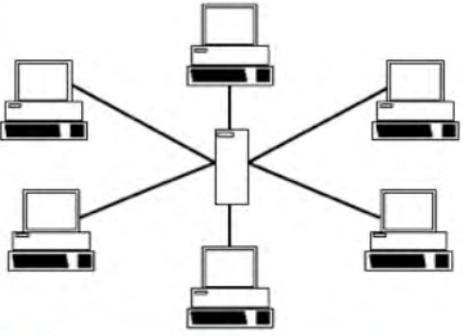
D

Question 8

Section: Section Question: 8 ◀ ▶ [Next to mark](#)

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3950 - Version: 4 **Mark: 1 / 1**

What network topology is shown in the diagram below?



A

B

C

D

Question 9

Section: Section Question: 9 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3951 - Version: 6 **Mark: 1 / 1**

New technology has supported the production of artificial limbs.

What device would be used for this activity?

A

B

C

D

Question 10

Section: Section Question: 10 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3952 - Version: 7 **Mark: 1 / 1**

Which of the following shows how the use of online shopping has benefited online retailers? (Select **THREE**).

A

B

C

D

Question 11

Section: Section Question: 11

View Mark Scheme View Marking History Add Comment Replay Item ID: 6118P6617 - Version: 23 Mark: 1 / 1

Click the output device and then link it by clicking on its **most** appropriate use.

To remove a link, select the linking line.

Output device	Use
2D printer	produce documents
3D printer	access broadband
dongle	create multi-dimensional objects

Question 12

Section: Section Question: 12

View Mark Scheme View Marking History Add Comment Replay Item ID: 10011P3953 - Version: 9 Mark: 1 / 1

Which of the following is **not** a feature of an app?

A Customisation

B Feedback system

C Meets needs of end user

D Social media accessibility

Question 13

Section: Question:

Item ID: 10011P3954 - Version: 6 **Mark: 1 / 1**

What does IDE stand for when referring to software applications?

A

B

C

D

Question 14

Section: Question:

Item ID: 10011P3955 - Version: 5 **Mark: 1 / 1**

A business uploads a video of an employee demonstrating a product on social media.

Which of the following is **not** a reason for doing this?

A

B

C

D

Question 15

Section: Section Question: 15

View Mark Scheme View Marking History Add Comment Replay Item ID: 6118P6616 - Version: 21 Mark: 1 / 1

Click the project management feature and then link it by clicking on how it supports business activity.
To remove a link, select the linking line.

Project management feature	How it supports business activity
software planning	reviewing status of different stages of project
time management	keeping a project on track
monitoring progress	planning, organising and managing resources

Question 16

Section: Section Question: 16

View Mark Scheme View Marking History Add Comment Replay Item ID: 10011P3956 - Version: 7 Mark: 1 / 1

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

A firewall helps to prevent unauthorised access to a computer system via the internet.

True

False

Question 17

Section: Section Question: 17 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3957 - Version: 4 Mark: 1 / 1

What is the name of the operating system used on Apple desktop computers?

A

B

C

D

Question 18

Section: Section Question: 18 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3958 - Version: 6 Mark: 1 / 1

Who is responsible if risk assessments are **not** carried out and an accident takes place in an organisation?

A

B

C

D

Question 19

Section: Section Question: 19 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3959 - Version: 4 **Mark: 1 / 1**

Which of the following relates to personal finance when using the internet?

A

B

C

D

Question 20

Section: Section Question: 20 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3960 - Version: 5 **Mark: 1 / 1**

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

The embedded system in a refrigerator will automatically make temperature changes when required.

Question 21

Section: Section Question: 21 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: I0011P3961 - Version: 8 **Mark: 1 / 1**

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

Augmented reality uses trigger points.

True

False

Question 22

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

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: I0011P3962 - Version: 6 **Mark: 1 / 1**

Which of the following statements is **not** a feature of artificial intelligence?

A Speech recognition

B Medical diagnostics

C Natural language processing

D Environmental responsiveness

Question 23

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

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3963 - Version: 3 **Mark: 1 / 1**

What is the function of event viewer software?

A

B

C

D

Question 24

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

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 6118P6615 - Version: 25 **Mark: 1 / 1**

A network manager needs to install new software.

Drag and drop the procedures that the manager should follow and put them in the correct order.

The first one has been completed for you.

Question 25

Section: Section Question: 25 ◀ ▶ ⇒ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3964 - Version: 6 Mark: **1** / 1

Which of the following is **not** a reason for carrying out user acceptance testing?

A To test the programming code.

B To run tests on the completed system.

C To test the system before delivery to the live environment.

D To satisfy all stakeholders that the system meets requirements.

Question 26

Section: Section Question: 26 ◀ ▶ ⇒ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3965 - Version: 9 Mark: **1** / 1

When **making a decision** on an appropriate solution for an installation/upgrade which of the following decisions should be made? (Select **THREE**).

A Prepare test plan.

B Identify any health and safety requirements.

C Confirm compatibility of system with hardware.

D Consider the impact of system downtime during installation/upgrade.

Question 27

Section: Section Question: 27 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3966 - Version: 5 **Mark: 1 / 1**

Complete the following sentence.

To take an individual's personal and financial information and then use that information without permission is known as...

A file sharing.

B data capture.

C identity theft.

D remote access.

Question 28

Section: Section Question: 28 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3967 - Version: 6 **Mark: 1 / 1**

Which of the following are the **most** common uses for social media sites? (Select **THREE**).

A Marketing

B Online banking

C Communication

D File-sharing

Question 29

Section: Section Question: 29 ◀ ▶ ➔ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3968 - Version: 6 Mark: 1 / 1

It is now common for job interviews to be carried out remotely.

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

A Video call

B Online chat

C Social media

D Text messaging

Question 30

Section: Section Question: 30 ◀ ▶ ➔ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3969 - Version: 6 Mark: 1 / 1

Which of the following are advantages of using IT to support business activity? (Select **THREE**).

A Remote working

B Sharing documents

C Customer engagement

D Improved internet access

Question 31

Section: Section Question: 31 ◀ ▶ ➔ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3970 - Version: 5 **Mark: 1 / 1**

What does FTP stand for?

A

B

C

D

Question 32

Section: Section Question: 32 ◀ ▶ ➔ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3971 - Version: 6 **Mark: 1 / 1**

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

A wired network connects devices to the internet or other networks using cables.

Question 33

Section: Section Question: 33 Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 6118P6621 - Version: 24 Mark: 1 / 1

Click the workplace scenario and then link it by clicking on the most appropriate action that should be taken.
To remove a link, select the linking line.

Workplace scenario	Action
cables trail across the floor	use anti-static mat and wrist band
hard drive in a computer needs replacing	report to health and safety officer
faulty power supply in a computer is identified	notify senior technician

Question 34

Section: Section Question: 34 Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 6118P6622 - Version: 28 Mark: 1 / 1

Click the emerging technology and then link it by clicking on a use of this technology.
To remove a link, select the linking line.

Emerging technology	Use
cognitive computing	provides access to secure areas
face detection system	enables computers to think like humans
agricultural drones	identifies possible pest infections

Question 35

Section: Section Question: 35 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3972 - Version: 4 Mark: 1 / 1

Which of the following is an advantage to a customer of using online banking?

A Account is always secure.

B Ability to pay bills quickly.

C Direct contact with the bank.

D Account can be accessed from anywhere.

Question 36

Section: Section Question: 36 ◀ ▶ ➡ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3973 - Version: 6 Mark: 1 / 1

A project team needs to discuss progress with an application it is developing. Team members all work remotely.

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

A Email

B Telephone

C Screen sharing

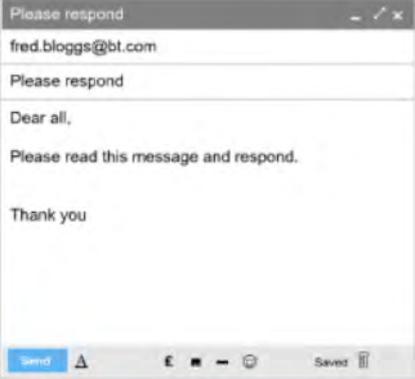
D Teleconference

Question 37

Section: Section Question: 37 Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3974 - Version: 4 **Mark: 1 / 1**

What software application is being shown in the diagram below?



A Email

B Text editor

C Spreadsheet

D Presentation

Question 38

Section: Section Question: 38 ◀ ▶ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3975 - Version: 7 Mark: 1 / 1

What is the **most** important action to take before updating operating system software?

A System back-up

B Defrag hard drive

C Disk drive clean-up

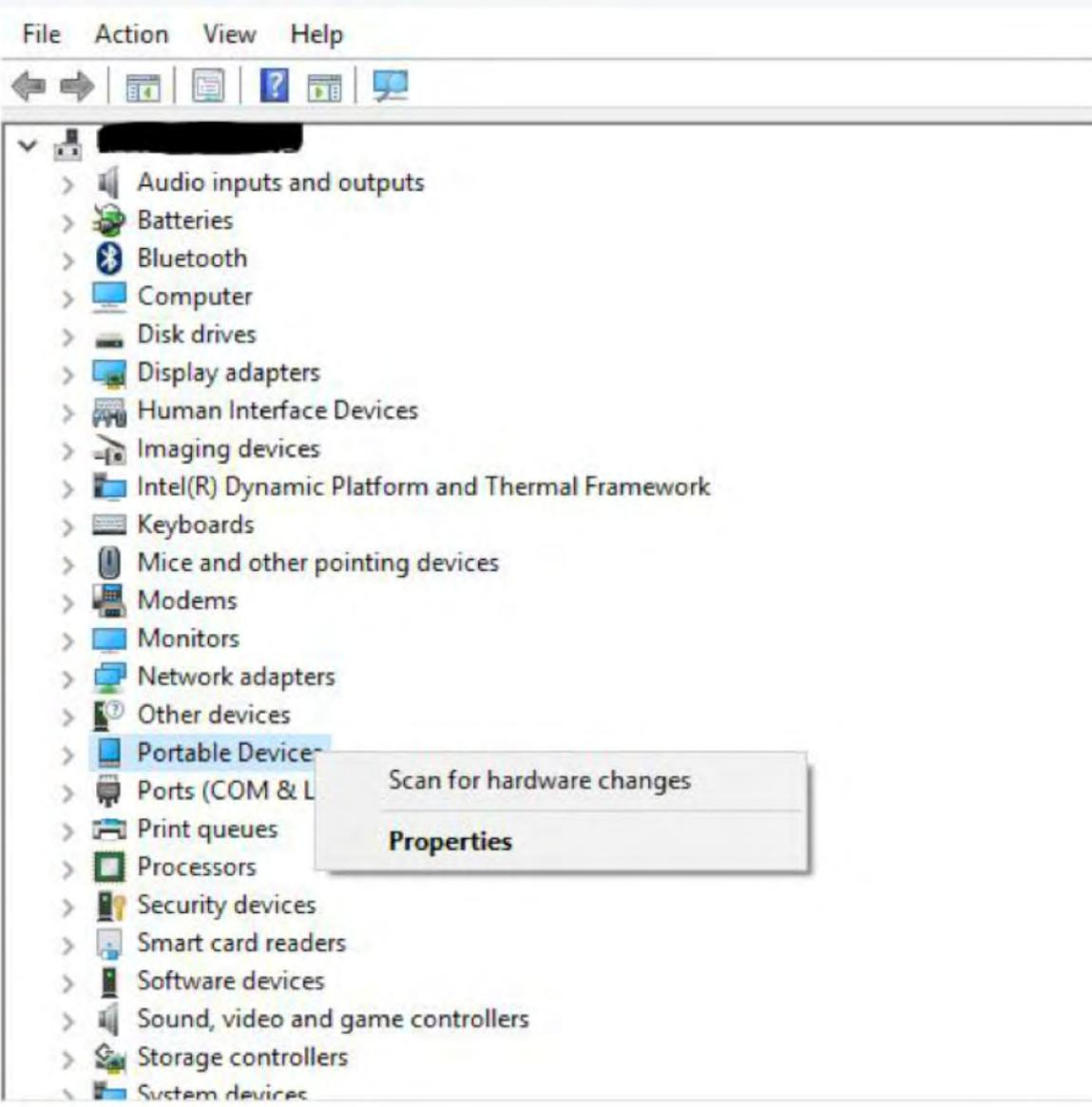
D Benchmarking of computer system

Question 39

Section: Section Question: 39 ◀ ▶ Next to mark

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3976 - Version: 9 **Mark: 1 / 1**

What utility software application is shown in the diagram below?



The screenshot shows the Windows Device Manager window. The 'Device Manager' title bar is visible at the top. The 'Device Manager' tree view is expanded to show 'Portable Devices', which is highlighted in blue. A context menu is open over 'Portable Devices', showing the options 'Scan for hardware changes' and 'Properties'. The 'Properties' option is bolded. The background of the Device Manager window shows a list of device categories with expandable arrows: Audio inputs and outputs, Batteries, Bluetooth, Computer, Disk drives, Display adapters, Human Interface Devices, Imaging devices, Intel(R) Dynamic Platform and Thermal Framework, Keyboards, Mice and other pointing devices, Modems, Monitors, Network adapters, Other devices, Portable Devices, Ports (COM & LPT), Print queues, Processors, Security devices, Smart card readers, Software devices, Sound, video and game controllers, Storage controllers, and System devices.

A Task Manager

B POST Manager

C Device Manager

D Update Manager

Question 40

Section: Section Question: 40 [Next to mark](#)

[View Mark Scheme](#) [View Marking History](#) [Add Comment](#) [Replay](#) Item ID: 10011P3977 - Version: 3 **Mark: 1 / 1**

Which of the following is an organisational responsibility for health and safety?

A Scheduling sight checks.

B Using correct personal safety equipment.

C Providing a suitable working environment.

D Training employees after working with new tools.



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