

# APPLIED ICT

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Paper 9713/11

Written A

## Key Messages

As with last year there were a larger number of candidates who appeared to have been well prepared for this assessment; however, there were still a large number who were not.

It is still common to find candidates rote learning answers from past papers. This was particularly evident when, although questions might relate to a similar topic, the scenarios had changed markedly. In this paper, as with any exam paper at this standard, candidates are required to show a level of understanding as well as a depth of knowledge. As has been highlighted in previous reports, this cannot be achieved by simply repeating bullet points from previous mark schemes. The points listed on mark schemes are often a summary of the knowledge required to answer the question and should not be interpreted as an answer in itself. Candidates need to show an understanding of the scenario. Candidates are expected apply their knowledge to the context of the scenario. It is important for candidates to realise that they need to refer back to the scenario when answering questions.

Marks were distributed quite well with better ability candidates being able to score well on the paper. All questions differentiated well.

## Comments on specific questions

### Question 1

Candidates did not do as well on this question as expected.

- (a) Many candidates were unsure of the names of the units. Some tried to name the arrows or “flow”. There were few totally correct answers. Most candidates attempted an answer to this question although few got each of the four parts correct. Some candidates took the arrows too literally and mentioned walls and air flow when the question specifically asked for components.
- (b) Many answers described only the working of an Air Conditioning system. Others showed an understanding of the role of the microprocessor only in general terms. Candidates did not gain marks for not specifically mentioning the actions of the microprocessor during and after the comparison of temperatures with the pre-set value. In each description of its action the microprocessor’s interaction with the fan and/or valve, compressor or actuator needed to be explicitly stated. The interaction with the fan was understood in the main; however, few candidates gave a description of the microprocessor’s interaction with the compressor and/or the valve. A number of candidates gave the vague answer of the microprocessors interaction with ‘the ac unit’. Some candidates gave a description of air-conditioning in general.

## Question 2

This question was not well answered.

- (a) This was a straightforward question relating to one of the fundamental areas of the syllabus and nearly all candidates made an attempt at it. The question required the advantages and disadvantages to be given. Very few correct answers were given. A number of candidates found it difficult to be precise and differentiate between the methods. Many candidates managed to score some marks. Not all candidates were aware that answers should have related to the scenario and words like 'employee' and 'worker' should not have appeared in their answers. Candidates who thoroughly revised gained from providing answers to the sub questions in a clear manner and many candidates also gained marks by using general knowledge or common sense. It has to be emphasised that candidates need to qualify their answers by giving a reason for their remarks.
- (b) This was not well answered with several candidates not attempting to answer it. This was not a straightforward question and the last sentence in particular needed some thought. This question followed on from **Question 2(a)** and an awareness of this should have been useful in formulating an answer. Very few candidates gave the impression that the question was fully understood.

## Question 3

This question was better answered than previous questions. A degree of leniency was shown when marking responses due to the differences in interpretation of the term shown in some countries. The new scheme of work, when it is published, will hopefully clarify these issues.

## Question 4

This question was not well answered with the majority of candidates not gaining many marks. The question related to construction project management, a topic in its own right. Most candidates appeared to be answering a question set last year about time management and wrote about calendars for arranging meetings and stop watches for timing tasks without saying why this was relevant to completing the project on time. This question was attempted by the majority of candidates. Many candidates concentrated their answers on time management in general by mentioning diaries, PDA's and the actual word 'time' when the word 'progress' was needed. Few candidates qualified an answer relating to parallel processes with an example relating to the scenario. Some wrote about car manufacture.

## Question 5

This question was generally better answered than many questions on the paper.

- (a) Many candidates gained good marks on this question, usually for entering email address, shipping address etc. Some candidates thought that customers were already registered and wrote about buying books. Most candidates seemed to know what they were writing about but did not use appropriate words for entering data.
- (b) Candidates gained marks for this part of the question. A number of candidates lost marks for not mentioning personal or bank details. The question was reasonably well answered, though; a number of candidates did not read the question fully and answered from the point of view of precautions that banks or customers should take, rather than the actual threats themselves.

## Question 6

Candidates generally did well with this question.

- (a) Candidates generally gained at least one mark. It was rare to find any candidate who did not achieve any marks. A number of candidates, however, did not read the question properly and thought that compressed hours, flexitime or even teleworking would avoid staff redundancies.
- (b) Slightly less well answered than part (a) but many gained marks, usually for more job opportunities.

### Question 7

This question was not as well answered as expected.

- (a) This was a straightforward question which was not answered at all well by most candidates. There were a number of no responses to this question. Candidates who attempted the question tended to ignore the words 'file structure' in the question and instead went for answers that described the data within a file rather than the file itself or even input and output formats.
- (b) Few candidates did not notice that the question related to the master file. Very few candidates gained marks for this question either because the question was not read carefully or a lack of understanding of the information that would be changed. The candidates did not qualify answers by the use of words like 'history' or 'so far this year'. Many gave name and id number.
- (c) Some encouraging answers were provided by candidates. They were able to gain marks for this question though very often it was not possible to tell if it was the computer or a human carrying out the tasks and calculations. Unfortunately, many described the updating process with no reference to payroll at all. Some candidates did not mention the master and transaction files.

### Question 8

Those that answered this did quite well although there were a number of very general answers with some describing different types of documentation, even user documentation. Some candidates understood what was required but many thought that a description of the difference between technical and user documentation was what was required. This was a straightforward question relating to one of the main areas of the syllabus and candidates who revised did well on this question.

### Question 9

This question was not very answered and a third of all candidates did not attempt it. Very few candidates gained marks, when they did it resulted in close to full marks being awarded. Very few understood this question though many wrote long accounts of completely unrelated prose. Too often Third Party was chosen correctly for the last part, but no reason was given and thus the mark could not be awarded. This question requires technical knowledge to be answered well and could not be answered by using general knowledge although many candidates tried unsuccessfully. A number of candidates described CTI in general rather than the differences between third party and first party control.

### Question 10

This question was not as well answered as expected.

- (a) Candidates mainly answered from the point of view of the employee. Candidates did not appear to have read the question properly. Almost all candidates answered as if it was benefits and drawbacks for Issa rather than the company and so gained few or no marks for what was a relatively straightforward question. A lot of answers were trivial, 'e.g. will waste time walking the dog'.
- (b) Those candidates who correctly identified a phone conference were able to gain marks. Many thought video conferencing was being discussed. Not many candidates were able to identify the kind of phone needed.











































