INFORMATION TECHNOLOGY

Paper 0417/11
Written Paper

General comments

Candidates appeared to have sufficient time to record all their answers, very few candidates did not answer all questions. The tendency of some candidates rote-earn answers from previous mark schemes continued. This practice can cause candidates to lose many marks as they do not necessarily understand the concepts they are memorising. The wide scope of applications employed in questions on this paper meant that candidates were unable to gain high marks unless they had revised thoroughly. In addition there were aspects of computer networks which a number of candidates appeared to be unfamiliar with. Many candidates did not show an understanding of user and technical documentation. Few candidates appeared to understand expert systems.

Comments on specific questions

Question 1

The great majority of candidates gained full marks.

Question 2

Almost all candidates gained both marks; a small minority gave the answer bar code reader or joystick.

Question 3

The large majority of candidates were awarded at least four marks. A number thought that DTP could be used with sound files and some thought that spreadsheets were not used to produce models.

Question 4

Again, the majority of candidates gained at least four marks. The incorrect answers were equally distributed among the question parts.

Question 5

Most candidates scored highly on this question though a minority did not understand the difference between hardware and software.

Question 6

Candidates did not answer this as well as the other early questions. Where candidates did not obtain full marks it was frequently because they confused field and record.

Question 7

Candidates scored highly on this question with the majority gaining full marks. A common omission, however, was the ENDREPEAT instruction

Question 8

The majority of candidates gained full marks. Again, the incorrect answers were equally distributed among the four statements.

Question 9

This question was well answered.

(a) The majority of candidates gained full marks. A number seemed to think that employees did not have to prepare for a meeting. A number of other candidates split their incorrect responses between the other two distractors.

(b) Most candidates gained full marks. The most common incorrect response was that employees would not be able to see the documents.

Question 10

On the whole this question was answered well with many candidates gaining full marks. A number of candidates copied data items from the table rather than specifying data types.

Question 11

Candidates did not do as well as expected on this question, with many candidates writing down RAM – Random Access Memory and ROM - Read only memory but not explaining it. Other candidates often confused the two when it came to explaining about permanence. The biggest misinterpretation by candidates was their understanding of why backing storage is needed. It was frequently confused with the need for backups. Few managed to obtain a mark in this part of the question.

Question 12

The better candidates tended to gain only three out of the four marks, usually because they were very vague about input and/or output. This continues to be an area of the syllabus which candidates require further development on.

Question 13

This question was not answered correctly, with a number of candidates not willing to trust to their own judgement, instead trying to 'discover' a pattern.

Question 14

This question was not answer correctly by a number of candidates.

(a) There were a variety of incorrect responses here, the use of a monitor frequently came up and the use of speakers was also mentioned. Many did not identify a device as such mentioning the Internet or sitting incorrectly. Those that did were often quite vague and rephrased the question so essentially they were just naming the device rather than the use.

(b) Candidates often wrote about health instead of safety issues or wrote about how to prevent them rather than what caused them.

Question 15

This question was also not answered correctly by a number of candidates. In particular candidates need to develop an understanding of network devices.

(a) Candidates did not seem to know much about network devices. Those that got marks were usually because they gave 'hub'. Many gave devices which more appropriate to a WAN such as router. A number referred to cables, the Internet or browsers.

(b) Candidates seemed to know little about routers other than their ability to connect LANs to the Internet.

(c) Candidates did not seem to know the difference between authentication techniques and other security measures. Encryption and firewalls were frequently given as answers. Where candidates did name a technique they were frequently unable to go on to explain how it helped to prevent illegal access.

Question 16

Candidates were frequently unable to identify the two types of documentation. Some candidates wrote about methods of implementation, some wrote about documents rather than documentation and some thought that documentation was purely to enable comparison of a new system with a previous system.

Question 17

This question well answered, though some candidates struggled to gain full marks.

(a) Descriptions of viruses were good although a number of candidates used vague phrases like 'damage your computer'.

(b) Candidates did not do as well on this part as part **(a)**. Descriptions tended to be too general and lacked the specific actions a hacker takes.

Question 18

This question was reasonably well answered.

(a) Most candidates gained some marks. A number of candidates seemed to think that the screen layout shown was fine and merely listed additional fields that could be added.

(b) (i) This was fairly well answered with the majority of candidates gaining at least one mark for either the definition or the example.

(ii) This was well answered with more candidates gaining at least one mark for either the definition or the example.

(iii) This was not as well answered as the other two parts. A sizeable number of candidates think that whereas abnormal data is data that is outside a range, extreme data is considerably outside this range.

Question 19

This question was not answered very well. Candidates gave a variety of answers relating to testing but not answering the question. Many answers referred to implementation. A number referred to methods of testing and others referred to the purpose of testing but very few referred to the actions which might need to be taken as a consequence.

Question 20

Candidates did well on a difficult question. Most gained at least one mark with better candidates scoring fairly well. Where candidates failed to score well this was either due to the lack of comparison or they did not relate their answers to the scenario.

Question 21

Marks for this question were well spread across the cohort. Most candidates scored at least one mark with the better candidates performing well. A number or responses lacked a comparison writing down that mobile phones are portable when it is clear that laptops are also portable though not as portable. Other responses suggested that you can use a mobile anywhere when this is not true.

INFORMATION TECHNOLOGY

Paper 0417/12
Written Paper

General comments

Candidates appeared to have sufficient time to record all their answers. Very few candidates did not answer all questions. The tendency of some candidates to rote learn answers from previous mark schemes continued. This led to many odd answers particularly on **Question 12a** where candidates listed the constituent parts or described the processing rather than the inputs and outputs. In **Question 14c** candidates just listed any security method regardless of whether it was an authentication technique or not. This practice can cause candidates to lose many marks as they clearly do not necessarily understand the concepts they are memorising. The wide scope of applications employed in questions on this paper meant that candidates were unable to gain high marks unless they had revised thoroughly. Few candidates appeared to understand expert systems and how they work.

Candidates also seemed not to understand the concept of software copyright. They also seemed to have memorised technical documentation and user documentation without fully understanding either.

Comments on specific questions

Question 1

The great majority of candidates gained full marks. Those that did not usually put CRT and TFT the wrong way around or thought that the graph plotter was a dot matrix printer.

Question 2

Almost all candidates gained both marks but a small minority gave the answer MICR instead of CD ROM.

Question 3

The vast majority of candidates gained full marks. A small number, however, gave incorrect answers for the first or second statements, sometimes both.

Question 4

Candidates did not do quite as well on this question as the earlier questions though they still gained many marks. Incorrect answers were spread evenly amongst the different statements.

Question 5

Again, the vast majority of candidates gained full marks. A small number, however, gave either measuring software or chip reader as one of their answers.

Question 6

Candidates answered this question very well. The vast majority gained full marks. It was very rare to see any candidate score less than 4 marks.

Question 7

Candidates did not score very highly on this question. A number showed a lack of understanding of relational databases. High marks were obtained by many candidates but not as many as on the earlier questions. Incorrect answers appeared to be distributed equally among the four statements.

Question 8

The vast majority of candidates gained either three or four marks. Common misconceptions were payroll processing being real time and microprocessor controlled central heating systems not being real time.

Question 9

Nearly every candidate gained full marks.

Question 10

On the whole this question was well answered.

(a) The majority of candidates gained at least three marks. It seemed that a number of candidates did not understand codec and chose telephone instead.

(b) This question was answered well by most candidates. A number of candidates repeated items from part **(a)**.

Question 11

On the whole this question was not answered very well. The most frequently correctly answered part was the use of magnetic tape. Many candidates gave very general answers such as CDs and DVDs can be used to store data which did not answer the question.

Question 12

Candidates did not do as well on this question. This continues to be an area of the syllabus which candidates do not appear to be familiar with.

(a) Candidates did not seem to understand what an expert system does. Many listed input and output devices. Several just listed the component parts of an expert system which they seem to have learnt by rote.

(b) Candidates did better on this question with roughly half the candidates gaining a mark.

Question 13

Candidates did very well on this question.

Question 14

This question produced a mixed set of responses with part **(a)** being better answered than part **(c)** which was in turn much better answered than **(b)**.

(a) The majority of candidates gained at least two marks for this part with keyboard and mouse being the most popular answers.

(b) This was not well answered. Many candidates gave answers giving the disadvantages of having networks per se. Many gave vague answers such as slower and more expensive.

(c) Many candidates tended to gain marks for the mention of anti-virus and encryption but a large number of candidates described authentication techniques despite the wording of the question.

Question 15

Candidates provided fairly good responses.

(a) The majority of candidates gained at least one mark with taking regular breaks being a popular answer. Number of candidates thought that headaches or backaches were examples of RSI.

(b) The majority of candidates gained at least one mark. It was noticeable the number of candidates who confused safety risks and health risks. A number also wrongly interpreted the question as referring to security rather than safety.

Question 16

This question was not as well answered as was expected. Many candidates appeared to have not read the question and referred to a screen form rather than a paper-based one giving answers such as buttons etc. A number of candidates mentioned the information that should be found rather than the layout, as was required by the question.

Question 17

Overall, this question was generally well answered despite most candidates found part **(a)** difficult.

(a) Candidates did not seem to understand the testing process. A number wrote about types of test data. A number gave a list of hardware devices. Others just gave generalised answers or listed the details of a book.

(b) The majority of candidates gained marks. It seemed to be the case that if candidates did part **(i)** well they also did parts **(ii)** and **(iii)** well also. Some candidates, however, did not appear to understand test data and described the rating as being 8 for good, 10 for outstanding and 13 as brilliant etc.

Question 18

Overall, this question was not as well answered as expected. As stated earlier, candidates quoted aspects of documentation without fully understanding the differences or similarities.

(a) Candidates did not seem to understand which items would be in both.

(b) Candidates fared better with this question as they seemed to be more familiar with the contents of user documentation. The majority of candidates gained at least one mark.

Question 19

This question was also not well answered. Candidates appeared not to have any depth of knowledge of this.

(a), (b) Candidates did not seem to understand what software copyright is. The candidates did not know how to prevent it being broken.

Question 20

This question was better answered with the majority of candidates gaining at least two marks and the number of marks being evenly distributed. Candidates often seemed unable to put their answers in the context of the question, gaining marks for the more general type of answer.

Question 21

This question was not well answered with many candidates seemingly unaware of what VOIP is. A lot of answers referred to faster and easier without going into any detail.

INFORMATION TECHNOLOGY

Paper 0417/13
Written Paper

General comments

Candidates appeared to have sufficient time to record all their answers. Very few candidates did not answer all questions. The tendency of some candidates to rote learn answers from previous mark schemes continued. This practice can cause candidates to lose many marks as they do not necessarily understand the concepts they are memorising. The wide scope of applications employed in questions on this paper meant that candidates were unable to gain high marks unless they had revised thoroughly. Many candidates did not seem to understand the types of documentation which are provided with a new system. Few candidates appeared to understand expert systems and how they work. There was also an apparent lack of understanding what live data is.

Candidates should be advised not to include answers such as 'faster', 'cheaper' or 'more efficient' without saying to exactly what they are referring.

Comments on specific questions

Questions 1 and 2

The great majority of candidates gained full marks.

Question 3

Most candidates gained full marks. A number thought that you could not produce magazines using DTP and some others thought that a sensor was an output device.

Question 4

The vast majority of candidates gained at least four marks, a small minority thought that dot matrix printers were used in CAD applications to produce very large printouts.

Question 5

Most candidates gained full marks on this question though a minority seemed to think that either measuring or control software would be used to produce the letters.

Question 6

Candidates answered this well. Most candidates gained full marks but those that did not usually only had the first instruction wrong.

Question 7

This question was not very well answered. The majority of candidates appeared to have little or no understanding of relational databases.

Question 8

The vast majority of candidates gained either three or four marks. The most common misconception was that online processing requires a transaction file to be created.

Question 9

Again, the vast majority of candidates gained either three or four marks. The most common incorrect answer was due to the fact that candidates did not write down items of data but the field names instead.

Question 10

Again, the vast majority of candidates gained at least three marks although not as many gained full marks. This was mainly due to the lack of understanding of what a codec is.

Question 11

This was not very well answered with most candidates only gaining one or more marks. Candidates frequently wrote about what the devices consisted of but not why they are used with PCs.

Question 12

Many candidates did not appear to have any knowledge of expert systems.

Question 13

The vast majority of candidates gained full marks.

Question 14

On the whole this question was not as well answered as other questions on the paper.

(a) Very few candidates gained the mark. A surprising number of candidates thought that a router or hub would have to be built in to the computer.

(b) This question was not well answered by candidates. Most gave fairly general answers such as 'cheaper', 'fewer cables' or 'quicker' without qualifying these answers.

(c) This was slightly better answered with most candidates gaining at least one mark. There were still too many vague answers like 'slower', 'cheaper' etc.

(d) This question was not answered very well by many candidates, although most gained at least one mark. Most answers were very vague. Answers which gained credit were usually as a result of a description of hacking and how data could be deleted or amended; though very few candidates went on to explain the results of this.

(e) This part of the question was much better answered than the other parts. Most candidates gained at least two marks although usernames and passwords were often not combined and few wrote about biometrics.

Question 15

On the whole, this question was answered well with many candidates gaining at least three marks. Most candidates gave two good issues though sufficient detail in the method of prevention was sometimes lacking.

Question 16

Candidates provided a mixture of responses.

(a) The large majority of candidates gained at least two marks. The biggest shortcoming appeared to be the lack of features which made it clearly a screen. Candidates were told it was an input screen and that navigational aids were required yet many failed to show drop down lists, radio buttons or back and forward buttons.

(b) The majority of candidates were unable to define live data and how it is used.

Question 17

This was well answered with most candidates gaining all three marks.

Question 18

As has been mentioned earlier very few candidates appeared to know what would be in technical documentation. They were unable to identify those items which would not be present in user documentation.

Question 19

On the whole this question was well answered.

(a) The vast majority of candidates were able to identify at least two correct sensors.

(b) The majority of candidates gained both marks.

(c) The majority of candidates gained this mark but a number gave modem or codec. A sizeable minority omitted to answer this question.

Question 20

This was a difficult question for candidates, given the context. The vast majority managed to gain at least one mark. Many candidates did not make comparisons of one device with another which restricted the scope of their answers.

Question 21

Marks were well spread on this question but few candidates gained more than 3 marks. The vast majority of candidates were able to describe at least one advantage. The biggest shortcoming was the lack of detail in the descriptions with 'faster' and 'cheaper' once again quite prominent without any qualification.

INFORMATION TECHNOLOGY

Paper 0417/02

Practical Test A

General comments

The paper tested familiar skills approachable by most candidates. These included many of the familiar tasks of communication, document editing and database skills. There were also tasks which would test the skills of the most able candidates such as the extraction of records to meet specific requirements, the production of labels and the formatting of a table to match an existing one.

Overall the paper worked well, with some candidates producing fully worked and very accurate papers. The marks then covered the full range from near full marks to zero. It was reported by Examiners that in some Centres candidates appeared to have acquired few of the skills necessary for this examination. The paper started with familiar tasks of acquiring source materials via e-mail. The message received as a reply to the request for materials to work on contained an instruction to save a new contact to the candidate's contact list (address book) with a specified name and e-mail address. This address was later to be retrieved from the contact list to be added to a new message towards the end of the paper.

A document was provided for editing, formatting and to provide opportunities to give evidence of integration skills. Some candidates did not print this document even though their record of steps on the paper indicated that they had worked on much of the document. This may have been due partly to the fact that the instruction to print came at the end of the integration section of the paper and at the time of creating an outgoing e-mail message. Candidates need to be reminded when the end of the examination is approaching, of the need to print this document even if they have not completed all tasks to this point. Access to a large proportion of the marks for the paper is unavailable for marking if this document is not printed.

At various points in the paper, candidates are reminded to spell-check and proof-read their document. This is not intended to be a test of their knowledge of English grammar, so no grammatical errors are intended to be present in the document. If spelling errors are deliberately inserted into the document, then these are checked during the construction of the paper to be very obvious first or unique spelling suggestions in the dictionary. Other words that may be changed by candidates possibly as a response to a spelling suggestion will not attract penalties. The proofreading skills are a reminder to the candidate to check overall layout and consistency in the presentation of the document. A long printout of the document running to many pages perhaps because of margins set to inches instead of centimetres should alert the candidate to check back with the paper. (At least one example of this was observed again in this examination). Similarly database reports running to many pages will also generally indicate some error of selection. Database reports with correctly selected records will usually be able to fit on one or two pages.

Centres are advised to check that the facilities are all available to candidates in time for the examination. The new arrangements for opening examination materials in the examination room were implemented in this series. There were some reports of difficulties in accessing source files or searches of the website being slow to respond, but Centres found and made available source files to candidates from alternative backup materials provided by CIE. During the practical tests candidates should be comfortable and familiar with the hardware setup and software including procedures for saving files and arrangements for printing. In case of date or decimal separator import difficulties, CIE provides alternative formats of CSV source data files.

Comments on specific questions

Section A

Question 1

This is an initial e-mail that provides the first file to the candidate and gives instructions to search for, download and save another file. No printed evidence of this message is required. In case materials are not accessible in a timely fashion, Centre backup systems need to be ready to be put into operation to ensure the candidate received access to the materials without excessive delay to continuing with their work.

Question 2 to 4 – add a contact to the address book

Evidence was required here of the contact added to the address book, including the correct email address. Many candidates managed to achieve this and produce evidence for the act of saving (e.g. through a screen shot capture). Some, however, did not select the address given in the message, but used one of the CIE addresses instead. Others provided evidence of the contact added but without the evidence of the e-mail address. If full evidence from the address book itself was missing, there was an opportunity to be awarded the marks if the new message later in the examination contained both the name of the contact and the correct address, i.e. taken from the contacts list.

Question 5 – load a file

The correct document file was accessed either from the file identified and saved from the Internet search or, in case of Internet problems, from a local search, or in last resort by provision of the file to the candidate.

Questions 6 to 13 and 15 – format page layout and set up body text

The page was mostly set to portrait as specified, but margins / page size were incorrect in a significant number of candidates' work – possibly resulting from printer / document conflicts between letter and A4 paper size? A small number of candidates set the page orientation to landscape or left the page size setting at A5. The body text was mostly correctly formatted to two columns, following on from the headings as a change of page layout on the same page. Occasionally the heading text was on a separate page as had been the instruction in previous papers. Usually a correctly selected font type, size, alignment and spacing were applied, but all possible errors of single column, incorrect column spacing, serif font, double line spacing, inconsistent or incorrect alignment or point size were observed. Consistent spacing between paragraphs was not always observed (**Question 15**).

Question 14 – insert and position header and footer items

The header and footer items were almost always generated and often correctly placed, but the full path for the file name was not inserted by many candidates and this was not always right aligned to the margin of the document text.

Questions 16 to 24 – create a heading and subheading

Correctly entered and formatted heading and subheading were generally well executed, although errors of font family, spelling and alignment were made. The subheading was sometimes underlined as well as italicised. Credit was given where observed if these items were on a page of their own or within the first of the two columns. (In both of these cases the change of page layout from one to two columns would not be credited).

Questions 25 to 26 – edit text

The body text layout as two columns following on the full page width layout of the headings was most often carried out accurately, errors consisting of single column layout throughout the document or headings within the first column were seen occasionally. The correct paragraph was almost always deleted fully as specified. This gave rise to the need for a proof reading check to ensure that consistency of paragraph spacing and document integrity was preserved. The list was almost always correctly identified and numbers applied. The most common error was to leave extra spacing between the numbered items and occasionally not to identify all the seven points in the list.

Questions 27 to 32 – create, edit and format a table

The table was usually created correctly and inserted at the specified point in the document. The text was entered accurately by most candidates. Formatting of specified text and appearance of the table were generally applied as specified, displaying all borders as thick lines was a common issue.

Question 33 – find and insert an image

The supplied image was generally found and positioned in the correct place in the text, there were some candidates who did not place the image accurately relative to the text or the right margin, or did not set text wrap or apparently resized the image incorrectly. (This may have been a software error as the resize error often appeared to be related to incorrect margins - A4/letter size conflict at the printer?).

Question 34 – save the file

At **Question 9** the document was saved using a new file name. This filename would be seen to be different from the original source file in the header and when attached to the outgoing e-mail at the end of the examination. While there was no instruction to print here, candidates would have a reference point here to print their document if they found time or other restrictions later on.

Question 35– set up a database field structure and import data

The evidence of the field structure was generally provided and observed to be correct. The formatting for the *Size* field was always checked on the report to see that it was correctly applied to appear with one decimal place. Some candidates set the field to integer format and hence could not demonstrate the sizes with one decimal place, while many others did not set the display for all records to appear with one decimal place.

Questions 36 and 37 – add records and save data

The three records were generally accurately added to the database when seen in the *Kites we need to restock* report.

Questions 38 and 39 – create, format and print a report

Of the candidates who tackled the database questions, this was the most frequently and accurately produced report. It was based on a two criteria search. While it was generally correctly structured, there were errors in setting adequate field width to display all data fields plus a new one so that the information can be displayed. Quite frequently the records were seen sorted in descending order instead of ascending order. The creation of the calculated field and the formatting of this data were generally accurately carried out. The total value calculation, the formatting of this data as currency but with no decimal places showing and the presentation of the associated label accurately did produce some accuracy errors and on the whole was generally well managed.

Questions 40 and 41 – create and format a set of labels

The selection of records on the three criteria produced many correct lists and also various incorrect ones. Even with incorrect records selected, there were still opportunities to achieve several marks for the report. These included the order of the records, the formatting of the labels with a text heading, the field names, the correct data about the individual kite and the display of candidate details on the label. Even when candidates produced different layouts such as a form, some marks could be achieved.

Questions 42 to 44 – create a summary report and integrate into the text document

The summary report was based on selection of records to meet two criteria. When available, it was often accurate and generally placed correctly in the text document. Even when based on incorrect criteria, marks could be gained for evidence of any correct criteria, selection of fields to display and order of records.

Questions 45 to 47 – search for and retrieve data and integrate into the document

This search was a little different to the usual ones of searching for a file by name in the hothouse design website. The task was based on a text search. The website was sometimes slow to give a response to the search and several Centres reported that they needed to provide access to the required file through a local search. When retrieved and placed, the text was to be formatted as a table and the formatting of this table

was to match the formatting instructions for the first table. The task presented a requirement to refer back to that table and to apply the formatting intelligently to the new table data. The best candidates would observe that this table did not have two header rows, that the font should be matched to the body text, etc. Allowance was made for follow through errors, for example, following on from errors that had been made in the first table in border widths. The most observant candidates also went on to match the formatting of the database extract table to give further consistency to the appearance of the document. This action of improving the overall consistency of presentation of the document was commended, on this occasion there was no additional credit for this skill.

Questions 48 and 49 – check, save and print document

The document was to be saved and printed at this point with a reminder to spell-check and proof-read again. A number of candidates who surely might have done work on the text document did not present any printed evidence for this work.

Questions 50 to 52 – prepare an e-mail message and attach a file

The e-mail message was generally well done. The copy was to be the addressed to the contact saved at the start of the paper. On this occasion, the address alone was accepted. Sometimes this step provided evidence for the saved contact details if these had been absent when the contact evidence was first presented, (e.g. if only the name with no address appeared at that point). The file to be attached was the candidate's own saved work and hence a wide range of file names (i.e. as seen in the header if present) and extensions were accepted. These included .rtf, .doc, and zipped file extensions, however the original source file name with .rtf extension was not accepted as it did not provide evidence of the "save as" skill tested at step nine. The most common data entry errors were in the accuracy of the subject line text or the message text.

INFORMATION TECHNOLOGY

Paper 0417/03

Practical Test B

General comments

The majority of candidates completed most elements of the paper. There were vast differences in the range of results from Centre to Centre and from candidate to candidate within centres. There were elements of all sections of the question paper that caused candidates some issues and the paper gave a good spread of marks. The application of candidates' knowledge to produce the presentation and answer the questions within it caused a number of candidates some issues.

A very small number of candidates failed to print their name, Centre number and candidate number on some of the documents submitted for assessment. Where clear printed evidence of the author of the work was present, Examiners were able to award the marks for these pages. If no evidence could be found, no marks were awarded to the candidate It is not acceptable for candidates to annotate their printouts by hand with their name as there is no real evidence that they are the originators of the work, as opposed to collecting the work of another candidate from the printer, and annotating this with their name.

Several candidates omitted one or more of the pages from the required printouts, the most frequent omissions being the formulae view of the spreadsheet and evidence of the file handling in the evidence document. A very small number of candidates submitted multiple printouts for some of the tasks and failed to cross out those printouts that were draft copies. If multiple printouts are submitted, Examiners will only mark the first occurrence of each page.

It should be noted that there should be NO teachers worked copy for these papers and that each candidate must submit the question paper.

Comments on specific questions

Questions 1 and 2

Most candidates successfully created an evidence document with their candidate details in the header.

Question 3

Almost all candidates opened the correct file in a spreadsheet package.

Question 4

The majority of candidates placed with their candidate details in the header of the spreadsheet.

Question 5

This question was attempted by most candidates; many scoring well but a significant number did not use the file NXDEST.CSV as an external source for the lookup. As the question required both absolute and relative referencing, the correct syntax for the lookup formula was expected. For those candidates using Microsoft Excel, many candidates used the LOOKUP function and many others chose to use the VLOOKUP function. Either of these functions enabled candidates to score full marks on this section. A number of candidates lost marks on this question because they had not enlarged the column width to allow all of the formulae entered to be viewed.

Questions 6 to 8

The creation of the three named ranges was completed well by a number of candidates. Many attempted this but did not show sufficient evidence that the range was complete in the printout of the evidence document. This could have been completed using the 'naming' window, or by highlighting the range and taking a number of screen shots to show the name and the highlighted range.

Question 9

Almost all candidates used a COUNTIF function to answer this question. A significant number did not use the named range that they had created in **Question 6** for the range reference and a small number of candidates used a range rather than a single cell reference to select the contents of cell B2.

Question 10

Almost all candidates used a SUMIF function to answer this question, although there were also a small number who attempted to use SUMIFS. A significant number did not use the named ranges that they had created in **Questions 6** and **8**.

Question 11

This question was not adequately addressed by the majority of candidates, although there were a number of exemplary responses. Many candidates ignored the advice given in the question to use the values in cell C2 and D2 to help them. A significant number attempted to find the average of cells C2 and D2. The correct response required the number of days divided by the number of trips. The result of this calculation needed to be rounded to a whole number. A significant number of candidates who attempted this used the INT function to truncate the answer, but this gave incorrect answers in some rows as the use of a ROUND function was needed. A significant number of candidates performed the calculation and set the cell formatting so that the displayed value was the integer part which also gave incorrect results for some rows.

Question 12

This question was very well done by the vast majority of candidates.

Question 13

This question was well done by the vast majority of candidates. A small number printed the entire spreadsheet rather than selecting the print area, and as mentioned for **Question 5**, some candidates did not ensure that the column widths were sufficient to display all of the formulae.

Question 14

This question attained mixed responses from candidates. There were a significant number of correct responses and a range of incorrect attempts. A significant number of candidates did not perform the correct calculations for the average duration of each holiday for each month. Some did use functions like AVERAGEIF to obtain correct results. Where candidates produce a chart, the labels need to be displayed in full before marks for labelling can be awarded.

Question 15

Many candidates got this question correct, although there were a number of inaccuracies in the data entry for the title of the chart.

Question 16

A number of candidates produced charts correctly labelled with the names of the months set as category axis labels. Where candidates produce a chart, the labels need to be displayed in full before marks for labelling can be awarded. Despite instructions to omit the legend, this was still visible in the work submitted by a small number of candidates.

Questions 17 and 18

These questions were fully completed by the vast majority of candidates.

Questions 19 and 20

A significant number of candidates did not right align the cells or set the contents of these 2 rows as underlined and italic. A number of candidates did align these rows or format these cells as specified, but included all the cells in rows 2 to 23 inclusive.

Question 21

Almost all candidates changed the page orientation to portrait for this printout.

Question 22

The vast majority of candidates hid the required rows.

Question 23

There were a significant number of search errors in this question. Some candidates printed all the rows containing the individual trips. Many selected either the trips with Cuba as the destination or the trips with the USA as the destination, rather than using a logical OR command in the search criteria. The majority of candidates produced this printout.

Questions 24 and 25

Most candidates successfully downloaded the files and opened the correct image in a suitable application package.

Question 26

Although a significant number of candidates completed this task without any problems, some candidates did not show evidence of the resizing of the image, whilst others resized the width but did not maintain the aspect ratio of the image. Some candidates showed evidence of this before saving the file and others after. Images were credited with either filename providing the correct dimensions were visible.

Question 27

Although some graphics (image editing) packages automatically reduced the resolution automatically as the image was saved in step 26, it is important that candidates understand the restrictions of file sizes within the context of web development. A large number of candidates did not show the end result of this reduction in file size. A number of correct methods were used by candidates, some using a screenshot of their directory/file structure with details of the file type and size visible, and other using a screenshot of a window in the graphics package. Again some candidates showed evidence of this before saving the file and others after.

Questions 28 and 29

The majority of candidates completed these tasks with few problems. Many obtained excellent results. Despite this, some candidates did not set the exact image size, and others compressed the width of the image rather than cropping, thereby distorting the image.

Questions 30 and 31

These questions were very well done by the majority of candidates who attempted it.

Question 32

A significant number of candidates did not change the relative size of this image in the html code, despite instructions to do so. The addition of the attribute width=”150px” would have gained both marks for this question. Some candidates completed the width correctly and calculated the relative height of the image (which was 375 pixels) and included the attribute for this which was also correct. Unfortunately some candidates attempted to set the height attribute to different sizes causing the distortion of the image.

Question 33

This question caused a number of candidate issues. The anchor TOP was not entered accurately by a number of candidates, either through spelling or case errors. There were a significant number of candidates who set the anchor but did not close the anchor with the tag. Unless otherwise specified in the question paper, an anchor should be invisible when the page is viewed in the browser, (unless the anchor also constitutes a bookmark, for example: when an anchor has the same name as a section heading and is used to navigate within that page to the heading).

Question 34

The majority of candidates who attempted this question set the anchor around the text 'Click Here'. A small number did not close the anchor. Most linked this to the correct anchor at the top. If the anchor name was incorrect at the top of the webpage, but was consistent with the name used in this step; (in all respects including the capitalisation) then this gained the candidate a mark.

Questions 35 to 38

These questions were very well done by the majority of candidates who attempted them.

Question 39

Almost all candidates who attempted this question resized the images to match the specified width of 160 pixels.

Question 40

Many of the candidates who attempted this question resized the image to match the specified width of 160 pixels. Not all of these candidates successfully resized the height to the same size.

Question 41

This question was not very well completed by many candidates. Most set a hyperlink reference to the hothouse website, but there were inconsistencies where the http: or www. Aspects of the URL were omitted. The correct image was generally used, but many of candidates who did not complete this task did not set the target window to _hosting.

Question 42

The printout of the html view of the webpage made in **Question 43** frequently showed a different stylesheet attachment to that specified by the candidate as their preferred stylesheet. Candidates were expected to make a critical decision as to which stylesheet was the most appropriate for the website and its target audience. Although this audience was not explicitly specified in the question paper, from the selected images and materials candidates were expected to deduce that adults and families wanting a winter holiday was the target audience. Taking this audience into account, the three stylesheets give very different impressions, stylesheet 2 providing the better presentation in terms of audience and readability based upon elements like the contrast of background and text colours, etc. As candidates had to model the three stylesheets prior to selection, there were no penalties the inclusion of multiple sheets. This is because where attributes of a style have been set more than once, browsers will default to the final styles, overriding previously set details with the new values.

Question 43

This question was completed well by almost all candidates, although a small number did not print the html code for the page. On this occasion candidates were not required to print a 'browser view' but place screen shot/s in the evidence document.

Question 44

The majority of candidates produced the presentation, although a very small number of candidates presented this as a document rather than presentation.

Question 45

This question was very well done by the majority of candidates who attempted it.

Questions 46 and 47

The majority of candidates completed these questions correctly.

Question 48

This question was very well done by the majority of candidates who attempted it. There were however, a significant number who did not set these elements on the master slide, resulting in inconsistencies of layout between the slides.

Question 49

This question was very well done by the majority of candidates who attempted it. Some candidates did not place this in the corner.

Question 50

This question was very well done by many candidates. Some candidates ignored the instruction to find the image from clipart and used one of the images provided with the question paper. In a small number of cases this image overlapped the diagonal yellow line.

Question 51

Many candidates entered the candidate details as prescribed by the question paper, but a significant number of candidates set their candidate name, candidate number and centre number into a sans-serif font rather than a serif font. Some failed to centre align this text, usually leaving the text as left aligned.

Question 52

Many candidates entered the text prescribed by the question paper, but a significant number of candidates set the text into a sans-serif font rather than a serif font. Some did not left align this text, usually leaving the text as centre aligned and others did not check the accuracy of the text that they had entered.

Question 53

A significant number of candidates appeared to ignore this question as throughout many of the presentations there were a number of elements on slides that overlapped the master slide items.

Question 54

This question allowed candidates to choose their own stylesheet following on from their selection in **Question 42**. Follow through marks were allowed, but many candidates did not enter the filename, which included the .css to identify it was a cascading stylesheet. Answers such as ‘stylesheet 2’ were not accepted. Some candidates omitted this question.

Question 55

Almost all of the candidates who submitted a presentation had inserted this image into the right side of page 2. A small number of candidates added it to the incorrect page or master slide. Many managed to resize it so that it filled half of the vertical space, but few of these maintained the aspect ratio of the image. A small number of candidates failed to wrap the text from the bulleted list around the image.

Question 56

Where candidates had given a clear reason for their selection of the stylesheet that involved comments pertaining to table borders, choice of font style, contrast between background and foreground colour etc. Marks were awarded. Too many candidates gave answers with no substance, like 'it is pretty coloured text', or 'the pink is a wicked colour' or 'it matches the trees' (without specifying that the font colour matches the colour of the trees in the image...").

Question 57

Many candidates completed this successfully. A significant number omitted adding the chart to the slide and a number added a different chart or alternatively an amended version of their original chart printout. Marks were only awarded for charts that were identical to those printed in an earlier question.

Questions 58 and 59

The majority of candidates completed these questions correctly.