

Principal Examiner Feedback

Summer 2012

Level 3 Principal Learning
Information Technology
Unit 2 (IT302) Understanding Organisations

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Publications Code DP032537

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General comments

The paper was based upon a charitable trust called StichGild. The Trust had appointed new trustees and a new CEO whose task was to modernise the organisation, attract new members and produce high quality learning packages.

The performance of candidates on this paper showed a lack of clear understanding of the use of ICT in Organisations. In a number of areas, that have been examined quite regularly in previous examination sessions, candidates failed to demonstrate their understanding.

There was some evidence that pre-release had been accessed in preparation for the examination, but the preparatory work appeared to be still very limited.

Most candidates attempted all questions and there was little evidence of candidates running short of time.

All Learning Outcomes were covered by the examination.

Pre-Release

The pre-release introduced a charitable trust called StichGild, and outlined the need for modernisation to retain and attract new members.

Many learners demonstrated a clear understanding and had clearly studied the pre-released material. However, it was evident that some learners had not taken the opportunity to research topics in the pre-release particularly business documents and product design.

The purpose of the pre-release is to give learners a chance to familiarise themselves with the type of organisation they will be answering questions upon in the exam and to highlight areas where research could provide useful additional information to improve their exam performance.

It is strongly recommended that centres use the pre-release material to prepare candidates for the examination.

Question 1

This question focused on the charitable trust status, focussing upon the responsibility for the assets of StichGild and the benefits of having charitable trust status. The question covered topics highlighted in the pre-release. It was disappointing to note that the majority of candidates displayed little understanding of such organisational types.

Question 2

This question was examining knowledge of market research. This was clearly referred to in the pre-release material. The majority of candidates demonstrated some understanding of primary research methods, but simply referred to using 'the internet' as secondary research.

Question 3

This first part of the question focused on the business documents involve in order/purchase/delivery. This topic had not been examined in previous sessions and few candidates answered this question at the expected level. Descriptions of invoice and order form were often muddled. The second part of the question was about product life cycle stages. Correct terminology was not always used.

Question 4

This question focused on data structure and Customer Relation Management packages. These topics have appeared in previous examinations and clear understanding of Customer Relation Management was evidenced in the majority of responses. Many responses gave internet speed as the major problem in data transfer and overlooked the problems of incompatibility.

Question 5

This question focused on product life cycle with particular reference to the development of a product. Good responses showed a clear understanding of the stages including detailed accounts of the prototype and testing stages. Weaker responses referred to one or two stages, but showed little development of the stages.

Questions 6

This question focused on profit, market economies and risk factors in the economic climate. Most candidates performed the correct calculations and were able to use the figures to identify the risk factors for the trust to survive.

Question 7

This question focused on data security when storing data and when transferring data. Data security was answered successfully with the majority of candidates showing clear understanding and knowledge of passwords and logins. There was a high awareness of hacking, viruses and unlawful entry, but legislative issues were answered very briefly and in many cases not at all.

Question 8

The question focused on data transfer. Knowledge of viruses, hacking and their solutions were identified. Solutions were often simplistic statements rather than developing the use of encryption, firewall etc as solutions to the problems.

Conclusion

There was evidence that learners who had spent time in preparation using the pre-release materials demonstrated a clearer understanding of the requirements set by the examination paper. The more technical questions which involved security and protocols indicated sound knowledge of encryption, password protection and security clearances. Candidates' knowledge and understanding of legislative issues is developing in that candidates are more able to relate these issues to the organisation.

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Order Code DP032537 Summer 2012

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