



Principal Examiner Feedback

Summer 2013

Principal Learning in Information
Technology (IT302) Paper 01 -
Understanding Organisations

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Unit 2 Understanding organisations

General comments

The paper was based on two council owned organisations, Greenfields and The Claypit Leisure Centres. Learners were asked to identify the advantages and disadvantages of the current management structure, discuss the outcome of the Business Review in relation to the concept of Procurement strategy, Stock control, Booking system, Time and Motion study and the use of the website to enhance customer relations.

Overall, there was a slight improvement in the standard of answers from previous session, but there are still many students who struggle with this topic area.

Learners appeared to answer the question concerning the use of websites as a Customer Relationship Management tool rather better than in previous examination series. This may be due to some element of familiarity.

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

All Learning Outcomes were covered by the examination.

Pre-Release

Learners who had studied the pre-release material demonstrated a clearer understanding of the question paper but it was evident that some learners had not taken the opportunity to research topics in the pre-release. 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 of the specification where research could provide useful additional information to improve their answer.

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

Question 1

Most learners correctly identified the benefits of communication in a flat structure and also identified other problems such as lack of promotion prospects.

Question 2

A new topic to be examined and few learners showed a clear understanding of the term 'procurement' or the stages involved in the procurement process. Many learners appeared to confuse this topic with project planning techniques.

Question 3

Focused on Legacy systems and the majority of learners misinterpreted the question and answered on general problems within the Leisure Centres for example communication when booking pitches.

Question 4

This question focused on the Return on Investment. Learners demonstrated a distinct lack of understanding about this complex calculation. Few Learners achieved a correct answer for the calculation and the description of the term was also answered very poorly.

A high percentage of learners focused on the topic of weather making simple statements such as 'bad weather would result in a reduction of income as fewer people would book the pitches'.

Question 5

This question on Interfaces and Data structures was answered well and knowledge of compatibility and prevention of corrupting data in data transfer was evidenced, however weaker learners repeated the question.

A different approach on the question paper to testing knowledge of protocols and interfaces resulted in some mixed answers. The majority of Learners were confident in describing protocols, some learners confused computer interfaces with user interfaces.

Question 6

Focused on the problems within the existing booking system, most learners recognised the generic problems of communication. Some Learners were able to access the higher marks by identifying that pitches may have been double booked as a result of these communication problems.

Question 6b was a new topic and it was apparent that learners who had access to the pre-release material had some knowledge of the time and motion topic. Few learners achieved level 3 standard, although some points were identified there was a clear lack of understanding on how the Leisure Centre could benefit from such a study.

Question 6c focused on the website and Customer Relationship Management. Most learners had some understanding of how a website could be designed to enhance Customer relationships, but failed to develop their answers to access the higher marks for example available 24/7 but not why this would be beneficial for the customer.

Question 7

Most learners were able to identify a system that could be used to sign in automatically. However some learners appeared to overlook the wording of

the question which stated 'access to some facilities' and simply concentrated on access to the Leisure Centre.

Question 7b on security measures was answered successfully although weaker learners responded with anti-virus software/firewalls with no explanation as to how this could help security.

Many learners stated features of the Date Protection Act but failed to develop their response further to access the higher marks.

Question 8

Learners demonstrated a good understanding of the benefits of Computerised Stock Control systems.

Question 8b on the use of technology as an aid to training had a mixed response with the majority of learners responding to the use of a computer. Some strengths and weakness identified but often in the form of a list with little discussion.

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, protocols and data structures were well answered. Learner's knowledge and understanding of how computer systems support the organisation requirements are also developing.

Grade Boundaries

Grade boundaries for this, and all other papers, can be found on the website on this link:

<http://www.edexcel.com/iwant to/Pages/grade-boundaries.aspx>

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