

# Syllabus

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Cambridge International A & AS Level  
Applied Information and Communication Technology  
Syllabus code 9713  
For examination in June and November 2011



**Note for Exams Officers:** Before making Final Entries, please check availability of the codes for the components and options in the E3 booklet (titled "Procedures for the Submission of Entries") relevant to the exam session. Please note that component and option codes are subject to change.

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# 1. Introduction

## 1.1 Why choose Cambridge?

University of Cambridge International Examinations (CIE) is the world's largest provider of international qualifications. Around 1.5 million students from 150 countries enter Cambridge examinations every year. What makes educators around the world choose Cambridge?

### Recognition

A Cambridge International A or AS Level is recognised around the world by schools, universities and employers. The qualifications are accepted as proof of academic ability for entry to universities worldwide. Cambridge International A Levels typically take two years to complete and offer a flexible course of study that gives students the freedom to select subjects that are right for them. Cambridge International AS Levels often represent the first half of an A Level course but may also be taken as a freestanding qualification. They are accepted in all UK universities and carry half the weighting of an A Level. University course credit and advanced standing is often available for Cambridge International A/AS Levels in countries such as the USA and Canada. Learn more at [www.cie.org.uk/recognition](http://www.cie.org.uk/recognition).

### Support

CIE provides a world-class support service for teachers and exams officers. We offer a wide range of teacher materials to Centres, plus teacher training (online and face-to-face) and student support materials. Exams officers can trust in reliable, efficient administration of exams entry and excellent, personal support from CIE Customer Services. Learn more at [www.cie.org.uk/teachers](http://www.cie.org.uk/teachers).

### Excellence in education

Cambridge qualifications develop successful students. They not only build understanding and knowledge required for progression, but also learning and thinking skills that help students become independent learners and equip them for life.

### Not-for-profit, part of the University of Cambridge

CIE is part of Cambridge Assessment, a not-for-profit organisation and part of the University of Cambridge. The needs of teachers and learners are at the core of what we do. CIE invests constantly in improving its qualifications and services. We draw upon education research in developing our qualifications.

# 1. Introduction

## 1.2 Why choose Cambridge International A & AS Level Applied Information and Communication Technology?

In a world where information and communication technology (ICT) is constantly changing, individuals increasingly need technological and information literacy skills that include the ability to gather, process and manipulate data.

The impact of ICT on society is enormous and as the percentage of businesses and households connected to communication networks such as the internet grows, so does the need for individuals who understand these new technologies.

This syllabus encourages students to become effective and discerning users of ICT. It helps them to develop a broad range of ICT skills, knowledge and understanding. Students gain an understanding the structure and use of ICT systems within a wide range of organisations, including the use of a variety of computer networks. As a result, students learn about ICT system life cycles, and how these affect the workplace. They also gain an understanding of the wider impact of ICT on society in general.

## 1.3 How can I find out more?

### If you are already a Cambridge Centre

You can make entries for this qualification through your usual channels, e.g. CIE Direct. If you have any queries, please contact us at **international@cie.org.uk**.

### If you are not a Cambridge Centre

You can find out how your organisation can become a Cambridge Centre. Email us at **international@cie.org.uk**. Learn more about the benefits of becoming a Cambridge Centre at **www.cie.org.uk**.

## 2. Assessment at a glance

### Cambridge International A & AS Level Applied Information and Communication Technology Syllabus code 9713

#### AS Level

<b>Paper 1</b>	<b>1 hour 15 minutes</b>	<b>Paper 2</b>	<b>2 hours 30 minutes</b>
Written Candidates answer each question in the spaces provided on the question paper. Maximum mark: 80		Practical A number of tasks taken under controlled conditions. Candidates must use the most appropriate software and the most appropriate methods. Maximum mark: 120	
40% of total marks		60% of total marks	

#### A Level

<b>Paper 1</b>	<b>1 hour 15 minutes</b>	<b>Paper 2</b>	<b>2 hours 30 minutes</b>
Written Candidates answer each question in the spaces provided on the question paper. Maximum mark: 80		Practical A number of tasks taken under controlled conditions. Candidates must use the most appropriate software and the most appropriate methods. Maximum mark: 120	
20% of total marks		30% of total marks	
<b>Paper 3</b>	<b>1 hour 15 minutes</b>	<b>Paper 4</b>	<b>2 hours 30 minutes</b>
Written Candidates answer each question in the spaces provided on the question paper. Maximum mark: 80		Practical A number of tasks taken under controlled conditions. Candidates must use the most appropriate software and the most appropriate methods. Maximum mark: 90	
20% of total marks		30% of total marks	

## 2. Assessment at a glance

Centres and candidates may:

- take all Advanced Level components in the same examination session for the full A Level.
- follow a staged assessment route to the Advanced Level by taking the Advanced Subsidiary Level (AS) qualification in an earlier examination session. If candidates reach the required mark, they only need to take the final part of the assessment (Papers 3 and 4) to obtain the full A Level.
- take the Advanced Subsidiary Level (AS) qualification only.

# 3. Syllabus aims and assessment

## 3.1 Aims

The aims of the curriculum are the same for all candidates. They are not listed in any particular order.

The first five aims apply to a course in Applied Information and Communication Technology for the **Advanced Subsidiary Level** GCE examination.

The aims are to encourage candidates to:

1. develop a broad range of ICT skills and be aware of new and emerging technologies;
2. develop an understanding of the parts, uses and applications of ICT systems within a range of organisations, including the use of basic computer networks;
3. develop an understanding of how these ICT systems effect society in general;
4. develop an understanding of the main systems life cycle and apply this understanding to workplace situations.
5. develop a broad knowledge of the uses of ICT in workplace situations; candidates can then progress to learn more in ICT-related fields, and can progress from AS to A Level;

The additional aims of the **Advanced Level** GCE curriculum in Applied Information and Communication Technology encourage candidates to:

6. apply their knowledge and understanding of ICT and use these skills in workplace situations;
7. develop an understanding of the parts, uses and applications of ICT systems within a wide range of organisations, including the use of a range of computer networks;
8. develop an understanding of project management skills and other problem solving skills.

## 3.2 Assessment objectives

The two Assessment Objectives in Applied Information and Communication Technology are:

- A Knowledge and understanding
- B Practical skills

A description of each assessment objective follows.



# 3. Syllabus aims and assessment

## A Knowledge and understanding

At **AS Level**, candidates should be able to demonstrate knowledge and understanding of:

- the functions and uses of the main hardware and software components of ICT systems, including portable communication systems;
- the ways in which organisations use ICT;
- the impact on society of the use of ICT in the home;
- the stages of the systems life cycle and the methods used within each of these stages;
- ICT and computing terminology.

At **A Level**, candidates should be able to demonstrate all the knowledge and understanding from AS Level, and extend their knowledge and understanding of:

- the ways in which a wide range of organisations use information and communication technology;
- the impact on society of the use of a wide range of ICT online applications;
- the networking of information-processing systems and the use of online services.

## B Practical skills

At **AS Level**, candidates should be able to:

- select the right software for the task;
- communicate effectively with other ICT users using email and search for appropriate information using the internet;
- prepare, create, amend and edit documents and interactive presentations;
- create both flat-file and relational database structures, add data, check the data entry, perform searches, reorganise data by sorting and present calculated values based on the data;
- create graphs and charts;
- integrate data from several sources;
- output data in different forms;
- create and test a data model using a spreadsheet, extract and summarise data in a variety of forms.

At **A Level**, candidates should be able to fulfil all of the practical skills from AS Level and:

- create a mail merged document using a word processor and data handling package;
- create an automated procedure which enables a user to select both the required document and the data to merge it with;
- output data in different forms.

# 3. Syllabus aims and assessment

## 3.3 Description of components

### AS Level

All candidates are entered for Papers 1 and 2.

#### Paper 1

- This is a written paper, all questions are compulsory.
- Candidates answer in the spaces provided on the question paper.
- The questions generally test sections 1 to 4 of the syllabus, although knowledge and understanding from sections 8 to 14 may also be assessed.

#### Paper 2

- A practical test assessing skills from sections 8 to 14 of the syllabus.
- It may also assess some core knowledge and understanding from sections 1 to 4 of the syllabus.

### A Level

All Advanced Level candidates will be entered for Papers 3 and 4.

#### Paper 3

- This is a written paper, all questions are compulsory.
- Candidates answer in the spaces provided on the question paper.
- The questions generally test sections 1 to 7 of the syllabus, although knowledge and understanding from sections 8 to 17 may also be assessed.

#### Paper 4

- A practical test assessing selected skills from sections 8 to 17 of the syllabus.
- It may also assess some core knowledge and understanding from sections 1 to 7 of the syllabus.

### Practical Tests

- The two practical tests consist of a number of tasks performed under controlled conditions.
- Candidates need to show they can use the appropriate knowledge and understanding to complete the practical tasks efficiently.
- Candidates are assessed on their ability to use the most appropriate software and with the most appropriate methods.

# 3. Syllabus aims and assessment

The tests are made available to Centres electronically. Centres which enter candidates will be contacted by CIE with instructions on how to download the tasks at least a week before the start of the assessment period. **If Centres do not receive these instructions, they should contact CIE Customer Services.**

- The procedures for conducting the practical tests are given in this syllabus booklet.
- The tasks should be completed and sent to CIE by the dates given in the timetable.
- The documentation and printouts produced in the assessment are externally marked by CIE.
- The criteria used by the examiners are included in this syllabus booklet.

## Hardware and Software requirements

- This is an applied subject and all candidates require frequent access to computer and internet facilities to develop their skills.
- The syllabus aims to give Centres the flexibility to cope with a wide variety of resources and ever changing technologies.
- The practical sections of this course can be undertaken using any software packages that allow candidates to demonstrate all of the skills listed in the relevant sections of the syllabus (8–17). For this reason CIE does not recommend particular software packages or particular hardware.
- Candidates learn to use particular packages, but they should be encouraged to realise that, with the aid of a manual, they can transfer their skills to other packages.

## 3.4 Exam combinations

This syllabus must not be offered in the same session with any of the following syllabuses:

9691 Computing

9754 Computing (Singapore)

# 4. Syllabus content

Although the subject content is set out in five curriculum areas, these areas overlap. The five sections should be read as a whole and not as a progression. The five areas are as follows:

1. ICT systems including portable communication devices
2. How organisations use ICT
3. Impact of ICT on society
4. Computer networks
5. Systems life cycle

The five areas are split into seven sections to allow a balance between AS level and Advanced level. The seven sections are as follows:

## At AS Level

1. ICT systems including portable communication devices
2. How organisations use ICT – Part 1
3. Impact of ICT on society – Part 1
4. Systems life cycle

## At A Level

5. How organisations use ICT – Part 2
6. Impact of ICT on society – Part 2
7. Computer networks

Candidates should be familiar with the types of software available, and the range of Information Technology knowledge and skills detailed below; they should also be familiar with their uses in practical contexts. Examples of such uses are given in each section of the subject content as a teaching guide.

No marks are awarded for using brand names of software packages or hardware.

# 4. Syllabus content

## 4.1 AS Level

### Section 1: ICT systems including portable communication devices

Candidates should be able to:

- (a) identify the input devices including: keyboards, pointing devices (including mouse, touchpad and tracker ball), video digitisers, remote controls, joysticks, magnetic stripes, scanners, digital cameras, microphones, sensors, MIDI instruments, graphics tablets, MICR, OMR, OCR, barcode readers, video cameras, web cams, light pens;
- (b) identify suitable uses of the input devices stating the advantages and disadvantages of each;

Device	Use
Keyboard	Entering text into a word processing document. Applications where text has to be created rather than copied
Numeric keypad	Applications where only numeric data is to be entered. Inserting personal identification number (PIN) for Chip and PIN credit/debit cards, or when using an ATM machine to withdraw money or check a bank balance
Pointing devices	All applications which require selection from a graphical user interface. For example: the selection of data from a set list or menu
Mouse	In most PCs
Touchpad	On laptop computers
Trackerball	For use by people with limited motor skills e.g. young children or people with disabilities
Remote control	Using remote control devices to operate TVs, video players/recorders, DVD players/recorders, satellite receivers, HiFi music systems, data or multimedia projectors
Joystick	Used by a pilot to fly an aeroplane or flight simulator. Used in car driving simulators and for playing games
Touch screen	Selecting from a limited list of options e.g. certain POS uses such as cafes, tourist information kiosks, public transport enquiries. May be used for handwriting recognition in a PDA or Tablet PC
Magnetic stripe reader	At POS terminals, ATMs and in security applications
Smart card	Payment cards, ID cards, door control systems, public transport tickets
Scanner	Entering hard copy images into a computer

# 4. Syllabus content

Device	Use
Digital camera	Taking photographs for input to computers, for input to photo printers
Microphone	Recording of voices for presentation software
MIDI instrument	Recording a performance directly onto a computer as a MIDI file
Temperature sensor	Automatic washing machines, automatic cookers, central heating controllers, computer-controlled greenhouses, scientific experiments and environmental monitoring
Pressure sensor	Burglar alarms, automatic washing machines, robotics, production line control, scientific experiments and environmental monitoring
Light sensor	Computer controlled greenhouses, burglar alarm systems, robotics, production line control, scientific experiments and environmental monitoring
Graphics tablet	Inputting freehand drawings or retouch photographs
Magnet Ink Character Reader	Inputting magnetic characters, such as those found on bank cheques
Optical Mark Reader	Inputting pencil marks on a form such as a school register, candidate exam answers, any application involving input of a choice of options
Optical Character Reader	Inputting text to a computer ready for processing by another software package such as word processors, spreadsheets, databases etc.
Bar code reader	Inputting code numbers from products at a POS terminal, library books and membership numbers
Video camera	Inputting moving pictures, often pre-recorded, into a computer
Video digitiser	Inputting video from an analogue source (for example television or video camera)
Web cam	Inputting moving pictures from a fixed position into a computer
Light pen	Where desktop space is limited, it is used instead of a mouse or for drawing applications where a graphics tablet might be too big

Candidates should be able to:

- (c) identify the following output devices: monitors (CRT, TFT), printers (laser, ink jet and dot matrix), plotters, speakers, control devices (including motors, buzzers, lights and heaters);
- (d) identify suitable uses of the output devices stating the advantages and disadvantages of each:

# 4. Syllabus content

Device	Use
CRT monitor	Applications where space is not a problem. Applications where more than one user may need to view screen simultaneously such as in design use, e.g. when several designers may need to offer suggestions on a prototype
TFT monitor	Applications where space is limited such as small offices. Applications where only one person needs to view the screen such as individual workstations
Laser printer	Applications which require low noise and low chemical emissions, e.g. most networked systems. Applications which require rapid, high quality and high volumes of output, e.g. most offices and schools
Inkjet printer	Applications which require portability and low volume output, where changing cartridges is not an issue e.g. small offices and stand alone systems. Applications which require very high quality output and where speed is not an issue, e.g. digital camera applications
3D inkjet printer	CAD/CAM applications where 3D designs are actually made by layering of resin powder
Dot matrix printer	Applications where noise is not an issue and copies have to be made, e.g. industrial environments (multipart forms, continuous stationery, labels etc.), car sales and repair companies, manufacturing sites
Graph plotter	CAD applications, particularly where large printouts are required such as A0
Speakers	Any application which requires sound to be output such as multimedia presentations and websites including encyclopaedias. Applications that require musical output such as playing of music CDs and DVD films

<b>Control devices in control applications</b>	
Motors	Automatic washing machines, automatic cookers, central heating controllers, computer-controlled greenhouses, microwave ovens, robotics, production line control
Buzzers	Automatic cookers, microwave ovens
Heaters	Automatic washing machines, automatic cookers, central heating controllers, computer-controlled greenhouses
Lights/lamps	Computer-controlled greenhouses

# 4. Syllabus content

- (e) describe common backing storage media (including magnetic tapes, CD ROMs, CD Rs, CD RWs, DVD ROMs, DVD Rs, DVD RWs, DVD-RAM, Blu-ray, HD DVD, minidisk, floppy discs and hard discs, memory sticks, flash memory) and their associated devices;
- (f) identify suitable uses of the storage media and understand the types of access and access speeds required for each use (e.g. serial/sequential, direct/random). Describe the comparative advantages and disadvantages of using different backing storage media;

Media	Use
<b>Magnetic backing storage media</b>	
Floppy disc	Any use where small files such as word processing, small spreadsheets and databases need to be moved from one computer to another. Useful to backup small data files
Fixed hard disc	Used to store operating systems, software and working data. Any application which requires very fast access to data for both reading and writing to. Not for applications which need portability. Used for online and real time processes requiring direct access. Used in file servers for computer networks
Portable hard disc	Used to store very large files which need transporting from one computer to another and price is not an issue. More expensive than other forms of removable media
Magnetic tape	Any application which requires extremely large storage capacity and speed of access is not an issue. Uses serial access for reading and writing. Used for backups of file servers for computer networks. Used in a variety of batch processing applications such as reading of bank cheques, payroll processing and general stock control
Optical backing storage media such as CD and DVD	CDs tend to be used for large files (but smaller than 1Gb) which are too big for a floppy disc to hold such as music and general animation. DVDs are used to hold very large files (several Gb) such as films. Both CDs and DVDs are portable i.e. they can be transported from one computer to another. Both can be used to store computer data
CD ROM/DVD ROM	Applications which require the prevention of deletion of data, accidental or otherwise. CDs used by software companies for distributing software programs and data; by music companies for distributing music albums and by book publishers for distributing encyclopaedias, reference books etc. DVDs used by film distributors



# 4. Syllabus content

Media	Use
CD R/DVD R	Applications which require a single 'burning' of data, e.g. CDs – recording of music downloads from the internet, recording of music from MP3 format, recording of data for archiving or backup purposes. DVDs – recording of films and television programs
CD RW/DVD RW	Applications which require the updating of information and ability to record over old data. Not suitable for music recording but is very useful for keeping generations of files. DVDs have between five and ten times the capacity of CDs
Solid state backing storage	Physically the smallest form of memory, used as removable storage. More robust than other forms of storage. More expensive than other forms but can be easily written to and updated
DVD-RAM	Same properties as DVD RW but quicker access and data can be overwritten more easily. Similar to floppies in nature but has 3000 – 6000 times more storage and uses optical technology
Blu-ray	Capacities of 25Gb, 50Gb and 100 Gb. Used for storing films (movies). 25Gb equates to 2 hrs HDTV, 13hrs standard definition TV. It is possible to playback video on a disc while simultaneously recording HD video. (Will be) used for storage of PC data
HD DVD	Capacities of 15Gb, 30Gb and 45 Gb. Less capacity than Blu ray. Used for storing films (movies). (May be) used for storage of PC data
Memory stick/Pen drive	Can store up to many Gb. Used to transport files and backup data from computer to computer
Flash memory card	Used in digital cameras, palmtops, mobile phones, MP3 players
<b>Hybrid media</b>	
Minidisk	Magneto-optical method or writing data. Used for storing music. Can store up to 140Mb

Candidates should be able to:

- (g) Identify the following portable communication devices: mobile phones, portable DVD players, portable hard disk players, portable media players (MP3 players), global positioning systems, satellite navigation systems, personal digital assistants, Bluetooth devices and handheld computers;
- (h) Identify suitable uses of the communication devices in (g) above, stating the advantages and disadvantages of each.

# 4. Syllabus content

## Section 2: How organisations use ICT – Part 1

Candidates should have an understanding of how organisations use ICT. They should be able to describe a number of uses, giving the hardware and software requirements together with the applications that these uses can be put to.

	<b>Applications</b>	<b>Hardware requirements</b>	<b>Software requirements</b>
2a Control systems	Maintaining constant physical conditions: Air conditioning systems Central heating systems Refrigeration Car manufacture: Industrial robots Medical applications: Intensive care Process control	Robot Temperature sensor Moisture sensor Pressure sensor Light sensor	Control software
2b Working practices	Home working: Managers of offices Sales staff etc Remote working: Sales staff Site workers Office based working: Most workers Through the use of: Video conferencing Phone conferencing Instant messaging Faxing	Laptop computer Desktop computer Mouse Keyboard Printers (laser and inkjet) Scanner Modem Fax machine Mobile telephone Web cams Microphones Telephones	Word processing DTP Spreadsheet Database Organising software Communications software Web browser

# 4. Syllabus content

	Applications	Hardware requirements	Software requirements
2c Use of ICT in advertising	Product advertising Business advertising Service advertising All of these through: Websites Multimedia presentations Flyers Posters	Computers Mouse Keyboard Printer (laser and inkjet) Scanner Modem Microphone Speakers Video camera Digital camera	Web authoring packages Word-processing DTP Spreadsheet Database Communications software
2d Use of ICT in teaching and learning	Schools, Universities, Colleges: CAL CBL Computer aided assessment Record keeping Examination boards: Computer aided assessment	Computer Mouse Keyboard Printers (laser and inkjet) Scanner (for OMR) Overlay keyboard Interactive whiteboard	Web browsing software Web authoring software Overlay software Database Spreadsheet Assessment software
2e Use of ICT in publishing	Printing: Books Magazines Newspapers Record/CD/DVD labels and sleeves Posters All through: Computerised plate making Computerised typesetting Facsimile transmission	Web offset machines Computers Digital cameras	Photo image editing DTP

# 4. Syllabus content

	Applications	Hardware requirements	Software requirements
2f Use of ICT in time management	Managers of offices: Organising meeting times Arranging workload Research and development projects Construction project management Identifying project progress Daily and weekly planning	Computers Laptops PDA	Time management Time tracking Project tracking
2g Data management	Sequential file systems: Batch processing e.g. payroll Indexed sequential & random access files Hybrid batch and interrogational processing, e.g. payroll and personnel records combined Relational database systems Interrogational databases e.g. customer database linked to sales records	Magnetic tape  Magnetic disc  Magnetic disc	
2h Use of data management	Hierarchical database management systems: Business reporting e.g. sales marketing management reporting business performance management (BPM) budgeting and forecasting Network database management systems: Large organisations spread over wide geographical area	Magnetic disc   Computer network	DBMS
2i Payroll applications	Producing payslips Financial reports	Computers	Payroll software

# 4. Syllabus content

	<b>Applications</b>	<b>Hardware requirements</b>	<b>Software requirements</b>
2j Technical and customer support	Utility companies Mail order catalogue firms Telephone call centres Customer support for computer hardware and software Online help lines	Computer networks Modems	Computer telephony integration software including third party control and first party control
2k Art and design work	Producing designs for: Marketing/advertising CD, DVD and record labels and sleeves Posters Books Magazines	Computers Digital cameras Scanners Mouse/trackerball Large memory Light pens	Design software Library of designs Clipart Photo galleries

# 4. Syllabus content

## Section 3: Impact of ICT on society – Part 1

Candidates should have an understanding of the use of home-based ICT applications including:

	<b>Applications</b>	<b>Hardware requirements</b>	<b>Software requirements</b>
3a Online services	Online shopping: Purchasing goods Selling goods Online transaction services Online banking: Opening and maintaining bank accounts	PC Modem	Internet browser

Candidates should have an understanding of the effects of the use of online services on society including:

	<b>Effect</b>
3b Employment	General staff unemployment, technical staff – employment opportunities
3c Increased leisure time	Staff may work for shorter periods
3d Working patterns	Job-sharing, part-time working, flexible working hours, working from home, compressed hours, ability to move from branch to branch
3e Security of, privacy of and access to personal/confidential information/data	Need to protect confidentiality of data, data protection legislation, social and ethical implications of access to personal information Need for security
3f Health and safety	Increase in RSI, vision and posture problems Need for increased safety measures against electrocution, fire etc.

# 4. Syllabus content

## Section 4: Systems life cycle

Candidates should have an understanding of the systems life cycle and an understanding of applying it to workplace scenarios (such as introducing a new system or upgrading an existing system in a typical ICT application). They should be able to compare and contrast methods, including:

	Examples	Methodology
4a Analysis	Different methods of researching a situation	Observation, examination of documents, questionnaires, interviews
	Establishing the inputs, outputs and processing in the existing system	Identify the sources and volume of input data and collection methods. Identify the input documents currently in use. Determine frequency addition/deletion of records. Identify manual and computer procedures necessary to achieve the current output
	Recording information about the current system	Data flow diagrams (Level 0 DFD – context diagram and Level 1 DFD – current system), system flowcharts
	Identifying problems with the current system	Observation, examination of documents, questionnaires, interviews
	Identifying suitable hardware and software for a new system	Analysing required outputs, storage and processing requirements
	Identifying the user and information requirements	Collating the interview transcripts, questionnaires and documents

# 4. Syllabus content

	Examples	Methodology
4b Design	<p>Specifying the required hardware and software</p> <p>Designing data collection forms, screen layouts</p> <p>Designing report layouts and screen displays</p> <p>Designing validation routines</p> <p>Designing the required data/ file structures and programming specifications</p>	<p>Volume of data will determine the choice of output devices. The order that data is output affects choice of storage devices</p> <p>These depend on the user requirements as well as output required from system and file structures</p> <p>The content and presentation of reports, layouts and screen displays depend on the requirements of the users</p> <p>These are determined by the form of input and file structures</p> <p>The data structures and programming depend on the types of processing, and input and output structures</p>
4c Development and testing	<p>Creating data structures, program modules</p> <p>Testing strategies</p> <p>Improvements that could be needed as a result of testing</p>	<p>Testing each module with normal and live data</p> <p>Testing each module with abnormal and extreme data</p> <p>Testing whole system</p> <p>Adjust structures, program modules in line with the results of testing</p>
4d Implementation	<p>Identifying the different methods of system implementation</p>	<p>Parallel running, direct changeover, phased implementation and pilot running</p>



# 4. Syllabus content

	Examples	Methodology
4e Documentation	<p>Designing and developing elements of technical documentation</p> <p>Designing and developing elements of user documentation</p>	<p>Developing systems documentation (results of systems analysis, what is expected of the system, overall design decisions, test plan and test data)</p> <p>Developing program documentation (description of the software, purpose of the software, input data formats, output, flowcharts, program listing, notes to assist future modifications)</p> <p>A guide to simple elements of use of the software and hardware that make up the system</p>
4f Evaluation	<p>Evaluating a new system in terms of the efficiency, ease of use and appropriateness of the solution</p>	<p>Using test results to evaluate the solution</p> <p>Obtaining feedback from the user</p> <p>The results of this evaluation are used to identify limitations</p> <p>Using knowledge of the limitations to make improvements</p>

# 4. Syllabus content

## 4.2 Advanced Level

For Advanced level, the candidates must be able to meet all of the Assessment Objectives 1 to 4 for AS level as well as Objectives 5 to 7 for Advanced level.

### Section 5: How organisations use ICT – Part 2

Candidates should have an understanding of a range of work-related ICT applications (hardware/software requirements/expected knowledge/skills), including:

	<b>Applications</b>	<b>Hardware requirements</b>	<b>Software requirements</b>
5a Expert systems	Mineral prospecting Interpretation – producing probabilities from given data Investment analysis Financial planning Insurance planning All through prediction: deducing future events from current data Car engine fault diagnosis Medical diagnosis Route scheduling for delivery vehicles Plant identification Animal identification All through diagnosis: producing possible solutions from given data	Computer Laser printer	Knowledge base editor Inference engine

# 4. Syllabus content

	Applications	Hardware requirements	Software requirements
5b Monitoring and measurement	Use of sensors in Medical applications Weather monitoring Climate monitoring Monitoring environment Scientific experiments To measure physical variables such as Temperature Pressure Humidity Moisture Light Sound level Blood pressure Acidity/alkalinity (pH)	Computers Speakers Printers Sensors Interface box	Spreadsheets Databases Measuring software Data logging software
5c Project management	Software development Building construction Business efficiency	PCs	PM Software Planning software Gantt chart software Timeline software
5d Modelling	Economic Prototype Climate Simulations Profit forecasts Architecture Weather forecasting Air pilot training Car driver training Nuclear research Geology/predicting deposits	Computers Graph plotters Printers	Spreadsheets CAD, CAM Purpose built software

# 4. Syllabus content

	Applications	Hardware requirements	Software requirements
5e Market research	Research in Advertising media Public opinion Techniques Personal interviewing Phone interviews Online data capture	PCs Mainframes Interactive hand held devices	Internet software Database management software
5f Research applications	Medicine Developing new drugs Genetic analysis Science Space research Nuclear research Universities Education ICT in education Teacher education	Super computers PC networks	Spreadsheets Databases Advanced programming
5g Online applications	Shopping Purchasing goods Banking Maintaining accounts Booking Holidays Train tickets Plane tickets Cinema tickets Theatre tickets	PC networks Modems	Internet browsers Authoring packages Database
5h Stock control	Point of sale Retail industry/supermarkets Manual Manufacturing industry Wholesale/suppliers Just in time	POS terminals Bar code readers Electronic scales Numeric keypads PCs Memo pads	Databases Bar code reading software Purpose written software

# 4. Syllabus content

## Section 6: Impact of ICT on society – Part 2

Candidates should have an understanding of the use of interactive ICT applications including:

	<b>Applications</b>	<b>Hardware requirements</b>	<b>Software requirements</b>
6a Home entertainment	Television Satellite Terrestrial Television programmes Films Music centres Music Plays Radio programmes Audio books Interactive games consoles Video on demand systems	Satellite receiver TV screen Speakers PC Portable media players (MP3 players) CD/DVD player/recorder Projector Satellite decoder FM tuner Games console	Internet browser MP3 software Projector control software
6b Auctions	Internet auctions Buying goods Selling goods Online transaction services	PC Modem	Internet browser
6c Booking	Travel agents Booking holidays Booking plane tickets (e-tickets) Rail companies Booking train tickets Airlines Booking plane tickets Cinemas Theatres	PC terminals PC networks Modem	Booking software Databases
6d Information services	Trading Governments Academic institutions Stocks and shares Public interest Educational research	PC networks	Internet browser

# 4. Syllabus content

	Applications	Hardware requirements	Software requirements
6e Government (local, regional, central)	Inland Revenue Income tax records Tax collection Tax payment Local government Electoral register Local tax records Budget calculations Issuing of Passports Identity cards Driving licences	PCs Mainframes PC networks	Database Budget analysis Spreadsheets
6f Use of ICT in Teaching and learning	Schools, Universities, Colleges CAL CBL Computer aided assessment Record keeping Examination boards Computer aided assessment	Computer Scanner (for OMR) Overlay keyboard	Web browsing software Web authoring software Overlay software Database Spreadsheet Assessment software

# 4. Syllabus content

Candidates should have an understanding of the effects of the use of online services on society including:

	Effect
6g The digital divide/information literacy	Individuals – restricted access to Educational services Health services Employment opportunities Nations – restricted access to Worldwide marketing opportunities
6h Catering for disabilities	Increased access for disabled people to Shopping Banking Booking systems Health services Employment
6i Legal system	Increased access to legal information Increased involvement in focus groups More able to influence political representatives Inexperienced people regarding themselves as 'legal eagles'
6j Computer fraud	Personal identities can be stolen (government records) Money taken from personal accounts (interception of bank details whilst using online booking) Tickets intercepted from online booking details Goods intercepted from online auction details
6k Antisocial use of ICT	Deleting/amending/distributing personal data gained from auction, booking and government records Spreading of viruses by email using the above sources of information

# 4. Syllabus content

## Section 7: Computer networks

Candidates should have an understanding of the following computer networks and how they can be used:

	<b>Applications</b>	<b>Hardware requirements</b>	<b>Software requirements</b>
7a Network type	LANs Intranets Local email Business networks	PCs Hubs Switches Routers Dedicated cabling Servers Network cards	FTP HTTP Telnet SSH Router software
	WLAN Use of: Infrared Spread spectrum transmission Used for: Email Business networks	Laptops Wireless access points Routers Wireless network cards	
	WANs Internet Extranets Email Virtual private network Video conferencing Business networks Telephone call centres Booking systems Online shopping Online banking	PCs Modem Hubs Switches Routers Servers Proxy servers VPN	



# 4. Syllabus content

Candidates must understand the need for security and the measures taken to prevent a breach of security:

	Examples	Methodology
7b Network security	Physical  Software	Locked rooms Security guards  Firewalls Digital certification Encryption Anti virus software User ID Passwords Anti spam Anti pop up software Physical security Anti spyware software Authentication techniques Wired equivalent privacy

Candidates should understand the use of networks in electronic conferencing, including the advantages and disadvantages:

	Applications	Hardware requirements	Software requirements
7c Electronic conferencing	Use of: Video conferencing Phone conferencing Instant messaging Used in: Business conferences Linking schools Research meetings For each include: Advantages Disadvantages	PCs Phones Webcams Microphones Speakers	Conference software VOIP software Instant messaging

# 5. Assessment criteria for practical tests

- The criteria which are used by the examiners to mark the practical tests are based on the practical skills (with underlying knowledge and understanding) identified in the assessment objectives 8 to 14 for AS level and assessment objectives 8 to 17 for A level.
- The underlying knowledge and understanding may be drawn from any of the assessment objectives from 1 to 17.
- The tables in the sections below show the criteria which correspond to each part of the assessment objective.
- Each assessment objective is broken down into a series of more specific objectives which candidates should be able to meet.
- For each specific objective, examiners use one or more performance criteria to mark the candidates' work.
- **Any of the performance criteria may be tested on any examination paper.**
- The tables below also show some of the skills that may be required to satisfy each performance criterion.

## AS Level

### Section 8: Software selection

Candidates should be able to select the software which is most appropriate for any given task, using a critical evaluation of the task and of the scenario provided with the task.

Candidates are given a range of software packages; they should then be able to:

Assessment	Performance Criteria	Skills
<b>8. Select the most appropriate software for the task</b>		
8a Select software	Select the most appropriate software for a task	Using the task and scenario given

# 5. Assessment criteria for practical tests

## Section 9: Communication

Candidates should be able to use email and the internet to gather and communicate information; they should be able to critically evaluate the material to identify the reliability of the sources and whether the material is fit for purpose.

Assessment	Performance Criteria	Skills
<b>9. Communicate effectively with other ICT users using email and search for appropriate information using the internet</b>		
9a Use email	(i) Read specified email message, Send email message as specified	Open message, new message, address, subject, reply, forward, carbon copy, blind carbon copy
	(ii) Send a file to another ICT user electronically, receive a file from another ICT user electronically, compress a file, extract data from a compressed file	Attach file(s), file attachment(s), save attached file, zip file, extract from a zipped file
	(iii) Identify potential viruses within email attachments	Understand file types for attachments and those file types which provide likely sources of viruses
9b Use the internet	(i) Locate specified information from a website	Locate from a given URL, hyperlinks, using search engines, search techniques including Boolean operators (AND, OR, NOT), downloading and saving
	(ii) Evaluate internet sources	Identify validity of data, potential for mis information, plagiarism (how to detect, how to avoid, identifying full references), appropriateness of information for the task, bias, reliability of the source (author/provider, bibliography), accuracy, currency

# 5. Assessment criteria for practical tests

## Section 10: Document and Presentation Production

Candidates should be able to use word processing, desktop publishing and presentation authoring facilities to prepare documents/slides for an audience.

Assessment	Performance Criteria	Skills
<b>10. Prepare, create, amend and edit documents and presentations</b>		
10a Enter and edit data from different sources	(i) Load/open data from a specified file	Locate file, identify file type, csv, txt, rtf
	(ii) Key in text as specified with no errors	Enter text, enter numbers, enter date, use special characters, mathematical symbols, accents, superscript, subscript, auto-text, date and time
	(iii) Edit text as specified	Highlight, delete, move, cut, copy, paste, drag and drop
10b Import image or other object from an external source	(i) Import and place an image or other object as specified from an external source	Import clip art, import from a digital source, import from file, import from website, text, graphic image, table, chart, program, media files (sound, video)
	(ii) Manipulate image as specified	Move image, position with precision framing, copy, contrast, brightness, resize image, crop image, text wrap (around image, square, tight, above, below), maintain aspect ratio
10c Include information downloaded from the internet	Evaluate and select from the specified information that which is fit for the specified purpose, position relevant information as required	Text, graphic image, table, chart, media files (sound, video) Take into account bias, reliability of the source (author/provider, bibliography, alternative point of view), appropriateness, accuracy, currency (how up to date, date of production)

# 5. Assessment criteria for practical tests

Assessment	Performance Criteria	Skills
10d Create an electronic document using a suitable package	(i) Create a link from the document or slide	Hyperlink within a word processed document, link to a specified webpage, link to another document stored locally or globally. Link to other slides in a presentation. Link to a presentation. Visible links, hidden links
	(ii) Control a document to be edited by multiple users	Protect document for editing Track changes (identify changes made to a working document, accept change(s), reject changes), bookmark, insert comment, remove comment, footnotes. Understand the concept of multiple user editing to a single document, including ownership and the management of systematic version numbers Compare and merge documents
10e Set up a document/page/slide format	(i) Create and edit a master document/slide	Master document (document template), master slide, page setup (A4, A5, letter), page orientation (portrait, landscape), margins (top margin, bottom margin, left margin, right margin, gutter), columns (number of columns, column width, spacing between columns), colour schemes, logos, presenter notes, audience notes
	(ii) Create styles to a given specification	Font (serif, sans-serif), point size, enhancements (bold, italic, underscore, highlighting), text alignment (left, centred, right, fully justified, indent text, indent paragraph, hanging indent,), line spacing (single, 1.5 times, double, multiple, consistent, between lines, between paragraphs, before and after headings), hyphenation, indentation, tabulation, heading style, subheading style, bulleted list

# 5. Assessment criteria for practical tests

Assessment	Performance Criteria	Skills
	(iii) Create/edit headers and footers as specified	Headers, footers, automatic file information, automated page numbering, text, date, position, consistency of position
	(iv) Set breaks and amend document sections as specified	Page breaks, section breaks, column breaks, inserted, deleted, widows, orphans, split orientation, multiple headers and footers, amended margins
10f Set text appearance and layout	(i) Understand the need for corporate house styles	Understand the need for corporate house styles and the application of these styles to all documents, presentations and other forms of communication to customers/clients
	(ii) Apply corporate house styles as specified	Apply styles including font style, paragraph style, text alignment, page layout, page formatting, bullets, numbering, and colour schemes
	(iii) Create/edit table as specified	Specified number of rows and columns, insert row(s), delete row(s), insert column(s), delete column(s), format cells/cell contents
10g Use manual methods and software tools to ensure error-free accuracy	Manually proof-read and correct all document(s)/slide(s). Use appropriate software tools to ensure the document(s)/slide(s) are error-free	Document is proof-read and corrected for accuracy, consistent line spacing, consistent character spacing, re pagination, remove blank pages, check for widows/orphans, tables/lists split over pages, specified orientation. Use automated tools (spell-checker and grammar-checker) and check that they are correctly used to ensure text is suitable for its purpose

# 5. Assessment criteria for practical tests

## Section 11: Data Handling 1 – Databases and Charts

Candidates should be able to use database and charting facilities to store, search and manipulate data, solve problems and to represent data graphically.

Using database facilities, candidates should be able to:

Assessment	Performance Criteria	Skills
<b>11. Create a database structure, add data, check the data entry, perform searches, sorts, calculations and produce output from the data.</b>		
11a Create a database	(i) Create a database structure and add data to this structure, organising data using the most efficient and appropriate structure	Define a database record structure by assigning the following field/data types: text, numeric, (integer, decimal, currency, date/time), Boolean/logical (yes/no, true/false). Use meaningful file and field names. Locate file, open file, import file, identify file type (.csv, .txt, .rtf). Key in data
	(ii) Link tables where appropriate	Set keys including primary keys and foreign keys. Understand the function and use of flat-file and relational databases
	(iii) Create and use relationships	One-to-many relationship, one-to-one relationship
	(iv) Check data entry	Validate data, verify data. Understand the purpose of validation and verification. Use input masks to restrict data entry
11b Perform searches	Select subsets of data using one or more criteria as specified	Use numeric, text and Boolean operators: LIKE, AND, OR, NOT, >, <, =, >=, <=, <>, wildcards, data range, specified data items only
11c Sort data	Using one criterion or two criteria as specified	Ascending, descending, alphanumeric, numeric, date, time
11d Perform calculations on numeric data	Enter formula/formulae to calculate results	Calculated field, run time calculation, addition, subtraction, multiplication, division, sum, average, maximum, minimum, count

# 5. Assessment criteria for practical tests

Assessment	Performance Criteria	Skills
11e Output the selected data	(i) Use the display features of the package to produce an electronic or printed report with selected data and fields only	Data aligned as specified (left, centred, right) and displayed in specified format (percentage, currency (various), decimal, specified number of decimal places, integer), hide data and labels, show hidden fields, display calculations/formulae, display data/labels in full (with no truncation). Header, footer (including page header, section header, report header, page footer, section footer, report footer, calculations within a header or footer), page layout, label production
	(ii) Group data as specified	Group data in a grouped report, group header, group footer
	(iii) Summarise data	Cross-tab query (pivot table), count, sum, average, max, min, first
	(iv) Export the data into a format that can be used in a different package	Export data (table, query or report) into a format like common text (.csv, .txt, .rtf). Export into graph/charting package
	(v) Produce an appropriate type of graph or chart with suitable labels	Select the chart type (bar chart, pie chart, line graph, comparative bar chart, comparative line graph), data series and labels which must be appropriate for the application. Select only the specified data series (contiguous data, non-contiguous data, specified range(s)). Label graph/chart appropriately (title, legend, segment labels, segment values, percentages, category axis labels, series labels, value axis labels, scales, set axis scale maximum, set axis scale minimum). Place chart, move chart, resize chart. Ensure visibility of all labels



# 5. Assessment criteria for practical tests

## Section 12: Integration 1

Candidates should be able to integrate data from different sources into a single document/presentation or report.

Using a range of software packages, candidates should be able to:

Assessment	Performance Criteria	Skills
<b>12. Integrate data from several sources</b>		
12a Combine data from several sources into an integrated document/presentation/report	Combine text, image(s), graph/charts and numeric data	Import text, import from file, import clip art, import from a database, import from a digital source, import a graph/chart, import from a website, cut, copy, paste. Place as specified. Ensure consistency of display. Repaginate to ensure that page breaks are positioned appropriately (no widows, no orphans, no split lists, no split tables/images/charts)

## Section 13: Output Data

Candidates should be able to produce output in a specified format. Using a range of software packages candidates should be able to:

Assessment	Performance Criteria	Skills
<b>13. Output data in different forms</b>		
13a Save and print as specified	Save and print the document/presentation/object/data	Draft document, final copy, email, file attachment, screen shots, audience notes, slides, presenter notes, database report, data table, queries, database relationships, graph/chart, different file formats, print directories/folder structure, file details. Prepare colour documents in such a way that they can be printed on black/white printer without losing relevance using coloured patterns which will render as grey scale patterns

# 5. Assessment criteria for practical tests

## Section 14: Data Handling 2 – Spreadsheets

Candidates should be able to use a spreadsheet to create and test a data model, extracting and summarising data in a variety of forms.

Using spreadsheet facilities, candidates should be able to:

Assessment	Performance Criteria	Skills
<b>14. Spreadsheets</b>		
14a Create a spreadsheet model	(i) Create a data model as specified by keying data with 100% accuracy, importing data	Cut, copy, paste, drag and drop, fill, replication, multi-layered workbooks, import data into spreadsheet, import from another file into another open spreadsheet, use common file interchange formats. Understand the need for 100% data entry accuracy
	(ii) Check data entry	Validate data, verify data. Understand the purpose of validation and verification
	(iii) Manipulate rows and columns	Insert row, insert column, delete row, delete column, resize row/column, hide row/column, protect rows/columns
	(iv) Manipulate window(s)	Freeze panes, unfreeze panes, split windows, restore windows
	(v) Name cell(s) and/or range(s)	Named cell, named range
	(vi) Rearrange cells and/or manipulate their contents	Transpose cells, split strings, join strings, extract from strings (substring, left, right, mid, length), convert string values to numeric values, concatenate cells, protect cell(s), protect rows/columns
	(vii) Enter formula/formulae to meet the requirements	Add, subtract, multiply, divide, indices, relative reference, absolute reference, named cells, named ranges, nested formulae, manipulate date/time values, absolute values

# 5. Assessment criteria for practical tests

Assessment	Performance Criteria	Skills
	(viii) Enter functions to meet the requirements	Sum, average, maximum, minimum, integer, rounding, manipulating strings, total, subtotal, counting, conditional counting, if, lookup using horizontal or vertical referencing, nested functions, manipulate date/time values
	(ix) Test the data model	Demonstrate that the model works. Select appropriate test data to ensure that the spreadsheet model is fully tested (formulae, functions, named ranges, validation rules)
14b Adjust page layout	Adjust the page layout	Page setup (A4, A5, letter), page orientation (portrait, landscape), fit to page, margins (top margin, bottom margin, left margin, right margin), display row/column headings, hide row/column headings, headers, footers, automated text (including page numbering). Understand the need for corporate house styles and apply these to all worksheets within a workbook
14c Use display features	(i) Format rows, columns and/or cells	Format cells (integer, decimal places, percentage, date (e.g. short date, long date), time (e.g. 12 hour clock, 24 hour clock), currency, fractions, numeric values as text), text orientation (horizontal, vertical), align cells (left, centre, right, top, middle, bottom, text wrap), conditional formatting
	(ii) Enhance/emphasise cells	Fill cell(s) (colours, shading, patterns), bold, underline, italics, borders, merge cells, font styles (font face, point size), add comments to a cell
	(iii) Adjust row/column/cell sizes so that all data/labels/formulae are visible	Display formulae/data, adjust column width, row height

# 5. Assessment criteria for practical tests

Assessment	Performance Criteria	Skills
14d Perform searches	Select subsets of data using more than one criterion as specified	Use numeric, text, date, time and Boolean operators: AND, OR, NOT, >, <, =, >=, <=, wildcards, data range, specified data items only
14e Sort data	Use one or two criteria as specified	Ascending, descending, alphanumeric, numeric, date, time
14f Output the selected data	(i) Use the display features of the package to produce an electronic or printed report with selected data only	Display calculations/formulae, display data/labels in full (with no truncation). Header, footer, page layout, label production, fit to page, fit to (n) page(s) by (n) page(s), display selected extracts, display validation rules, screen shots, show/hide row/column headings
	(ii) Export the data into a format that can be used in a different package	Export data into a format like common text (.csv, .txt, .rtf). Export into graph/charting package

# 5. Assessment criteria for practical tests

## Advanced Level

For A level, the candidates must be able to meet all of the assessment objectives 8 to 14 for AS level as well as objectives 15 to 17.

### Section 15: Integration 2 – Mail Merge

Candidates should be able to use a word processor with mail merge facilities and a data handling package in order to create mail merged documents.

Using word processing, database and spreadsheet facilities, candidates should be able to:

Assessment	Performance Criteria	Skills
<b>15. Create a mail merge master document with automated merge codes, link to a data source, generate individual form letters, and produce output in a variety of formats.</b>		
15a Create a master document	(i) Create a master document structure	Locate file, open file, import file, identify file type (.csv, .txt, .rtf). Key in data.
	(ii) Create a source file in the most appropriate applications package	Define a database record structure by assigning the following field/data types: text, numeric, (integer, decimal, currency, percentage, date/time), Boolean/logical (yes/no, true/false). Use meaningful file and field names. Locate file, open file, import file, identify file type (.csv, .txt, .rtf). Key in data. Set keys including primary keys and foreign keys. Understand the function and use of flat-file and relational databases. One-to-many relationship, one-to-one relationship. Cut, copy, paste, drag and drop, fill, replication, multi-layered workbooks, import data into spreadsheet, import from another file into another open spreadsheet, use common file interchange formats, working sheet. Understand the need for 100% data entry accuracy
	(iii) Check data entry	Validate data, verify data. Understand the purpose of validation and verification

# 5. Assessment criteria for practical tests

Assessment	Performance Criteria	Skills
	(iv) Set up variable fields for automatic completion	Link the master document to the source file(s). Identify and use the correct field names within merge codes. Use conditional operators (e.g. IF)
	(v) Set up variable fields to control record selection/omission at mail merge run time	IF, NEXT, SKIPIF, NEXTIF, COMPARE, IF-THEN-ELSE
	(vi) Set up fields for manual completion	FILLIN
	(vii) Create appropriate prompts to the user for manual completion	PROMPT
	(viii) Automatically select the required records	QUERY
15b Use manual methods and software tools to ensure error-free accuracy	Manually proof-read and correct all document(s)/source data files. Use appropriate software tools to ensure the document(s)/file(s) are error free	Document is proof-read and corrected for accuracy, consistent line spacing, consistent character spacing, re-pagination, remove blank pages, check for widows/orphans, tables/lists split over pages, specified orientation. Use automated tools (spell checker and grammar checker) and check they are correctly used to ensure text is suitable for its purpose
15c Perform mail merge	Generate the form letters using the master document and data source(s)	Merge to new document, merge to printer, merge to email, merge to fax

# 5. Assessment criteria for practical tests

## Section 16: Integration 3 – Automation

Candidates should be able to use a variety of packages, techniques and functions to select the appropriate document(s) and data source(s), and produce automated document(s) as required.

Suitable packages could include one or more of these features:

- Object oriented programming languages
- Macros
- Hyperlinks

The exact techniques, functions and methods used will depend on the application software chosen and the methods employed by the candidate to achieve the required result. Selecting the most appropriate method is part of the assessment. Candidates should be able to:

Assessment	Performance Criteria	Skills
<b>16. Create an automated procedure which enables the user to select both the required document and the data to merge it with.</b>		
16a Select software	(i) Select a software application suitable for the task	Select the most appropriate package(s) from a variety of software packages available
	(ii) Create an automated document	Paste link, object link embedding (OLE)
	(iii) Set up a suitable selection facility which will allow the required document(s) to be selected	The skills required for this section will depend upon the software selected for the task. Examples could include: menu, drop down menu, hyperlink, push button, list box, combo box, command button, radio buttons
	(iv) Set up a further facility to enable the user to select the data to be merged with the chosen document(s)	The skills required for this section will depend upon the software selected for the task. Examples could include: menu, drop down menu, hyperlink, push button, list box, combo box, command button, radio buttons

# 5. Assessment criteria for practical test

## Section 17: Output Data

Candidates should be able to produce output in a specified format.

Using a range of software packages, candidates should be able to:

Assessment	Performance Criteria	Skills
<b>17. Output data in different forms</b>		
17a Save and print as specified	Save and print the document/presentation/object/data	Selected document(s) (e.g. letters, labels, cards, invitations, invoices, statements, passes), master document, (merge codes, macros, code, procedures), screen shots, merged documents, database report, data table, queries, database relationships, different file formats, print directories/folder structure, file details. Prepare colour documents in such a way that they can be printed on black/white printer without losing relevance using coloured patterns which will render as grey scale patterns



# 6. Procedures for conducting practical tests

## Supervisor instructions

- Centres are sent a set of supervisor instructions for practical tests when they request the practical papers from CIE. These give any additional instructions which are specific to the particular assessment activity and must be carefully followed.
- A suitably competent supervisor, who may be the candidates' tutor, is responsible for the administration of the practical tests, according to these instructions and procedures.
- The Supervisor is responsible for the preparation of the hardware and software for the test.

## Timetabling

- The practical tests are not timetabled in the same way as most A/AS Level written papers.
- The AS/A Level timetable specifies a period within which the two practical tests must be taken by candidates. Within this period, Centres may conduct the practical tests at any convenient time or times. Each candidate must complete each practical test in a single session.
- All candidates from a Centre do not have to take the tests at the same time, and they do not need to be separated until other candidates have taken the test. Some Centres may therefore choose to conduct each test in several sessions over a number of days or weeks.
- Centres should ensure that there is enough time between electronically receiving the assessments and scheduling examination dates to:
  - o set up the required ICT facilities;
  - o produce a supervisor worked copy;
  - o allow for contingency planning (e.g. to reschedule examination times due to possible hardware failure).

## Preparation for the practical tests

- Before the candidates take a practical test, the supervisor must work through a similar test at the Centre, using similar hardware and software to that which will be used by the candidates, in order to:
  - o ensure that the hardware and software at the Centre allows the candidates to meet all the performance criteria;
  - o produce the supervisor worked copy of an assessment, which must be included with the submission to CIE of candidates' work;
  - o help the examiner understand the approach taken by the candidates;
  - o ensure that all files and systems are set up appropriately.
- Centres must make sure that the hardware and software to be used by candidates is in full working order and allows them to meet all the performance criteria as specified in the syllabus. Errors as a result of faulty software or hardware are not be taken into consideration in the marking of candidates' work.

# 6. Procedures for conducting practical tests

- Centres are responsible for candidates having access to the internet. However, if the Centre only has limited or unreliable internet access, then pages from the assessment website may be downloaded and placed on the Centre's network or intranet as required. Before the start of the test, candidates will then need to be clearly told of alternative arrangements for sending email messages and searching for specified files as these are required for the tasks.
- Centres must make sure that a spare computer/printer is available in case equipment fails. If equipment does fail, candidates should be allowed to move to another machine; please make sure that candidates do not have access to other candidates' work, e.g. by using secure areas on all machines or changing the default settings.
- Centres should ensure that there are enough printers available and that there is enough toner, paper etc. in stock.
- Work does not need to be printed in colour, unless otherwise instructed. No extra credit is given to work printed in colour. The candidate is responsible for making sure different sections on monochrome printouts can be seen clearly (e.g. sectors of a pie chart are distinguishable). Where appropriate, candidates should be given this information immediately before the start of the test.

## Security issues

- The practical tests are a test of skills, not of knowledge or understanding.
- The security issues associated with the practical tests are different from those associated with conventional written papers.
- Important security issues include, for example, candidates not having sufficient knowledge of the tests to be able to learn the correct sequences of keystrokes or commands parrot fashion. All assessment material must be treated as confidential. It should only be issued at the time of the test. Live CIE assessment material must not be used for practising skills.
- All work stored on a network or hard disk must be kept secure. Centres are strongly advised to consider setting up passwords to control login procedures and to ensure that only authorised access to files is possible.
- Centres must ensure that:
  - o candidates do not have access to test material or source files except during their test;
  - o at the end of each session all assessment material (including the CIE practical tests and candidates' completed work) is collected by the invigilator;
  - o all draft copies and rough work which is not to be submitted is destroyed.
- After the test, all copies of the test papers must be collected by the invigilator and either destroyed or kept under secure conditions until the end of the examination session. Candidates are not permitted to keep a copy of the test, or any printouts produced during the test, or any electronic files which form part of the test or have been produced during the test. Candidates' work must be kept securely by the Centre between the end of the test and submission to CIE.

# 6. Procedures for conducting practical tests

## Submission of candidates work

The submission to CIE of candidates' work should include:

- The candidates' Assessment Record Folders (ARF) containing a printed copy of the student submission;
- Supervisor Report Folder (SRF) including:
  - o The supervisor worked copy of the test;
  - o The nature of any problems encountered, the candidates affected, and the actions taken;
  - o Details of the software which candidates used to completed the test.

## Invigilator instructions

- Each practical test must be completed within the time specified under supervised conditions. The Centre should provide a quiet business-like atmosphere for the tests.
- Invigilators should be familiar with the Checklist for Invigilators in the Handbook for Centres, which applies to invigilators of both written examinations and practical tests. They should also ensure that they are familiar with the Supervisor Instructions sent with the test materials and the test materials.
- At least two invigilators should be present for the test. It is essential that a suitably competent invigilator, preferably the supervisor, is present in the test room to deal with any technical difficulties. If the supervisor has been involved in preparing any of the candidates for the test, then another invigilator must be present at all times. It is left at the discretion of the Centre to appoint suitable personnel, but the availability of an extra technician, in addition to the invigilators, is encouraged.
- Invigilators should move around the room and remove any unauthorised material. Should any breach of security occur (such as collusion between candidates, e.g. by accessing other candidates' files on the network or sharing solutions via the internet), the Head of Centre should be informed and a detailed written report must be submitted to CIE.
- Candidates must not collect printouts themselves from the printer; an invigilator must give the printouts to candidates. One invigilator should be responsible for collecting the printouts from the printers and giving them to candidates, **only** where the candidate's name, candidate number and Centre number have been printed on the printout. If this information is not present, then the printout will be removed and destroyed by the invigilator at the end of the test period.
- If printers are in a different room an additional invigilator is required to collect the printouts and distribute them to candidates during the test.

# 6. Procedures for conducting practical tests

## **During the test:**

- There must be no access to portable storage media (e.g. memory sticks, floppy disks, CDs, etc.).
- Candidates must not have access to their own electronic files or personal notes, pre prepared templates, past papers or other files during the test.
- Candidates may use English or simple translation dictionaries, spell-checkers, the software's help facilities, and the manufacturer's manuals on the software packages during the practical test.
- Candidates may use software's wizards provided by the original software vendor.
- Candidates are not allowed to refer to textbooks or Centre-prepared manuals during the test.
- Display material (e.g. maps, diagrams, wall charts) must be removed from the examination room.
- No other help may be given to the candidates during the test, unless there is an equipment failure. Any help given to an individual candidate that has not been given to the group as a whole, must be recorded in a supervisor report and submitted to CIE with the candidates' work.
- Candidates must not communicate with one another in any way (including the use of email, via the internet or intranet) and the individual candidates' files must be kept secure.
- To conform with safe working practices in using display screen equipment, it is recommended that candidates take short approved breaks from working at their screens (5–10 minutes every hour), without leaving the examination room. Such breaks may naturally form part of the working pattern as candidates study the assessment material. The invigilators are responsible for maintaining security during these break periods.

## **At the end of the test:**

- Candidates give the invigilator the printouts they wish to submit. Each printout should include the candidate's name, number and Centre number. This information should be printed, not hand-written. Any printouts with hand-written details or no candidate details will not be marked.
- All assessment material (including the CIE practical tests and candidates' completed work) should be collected.
- All draft copies and rough work not to be submitted should be destroyed.
- Candidates must send all work to the printer during the test. Collating printouts may be done after the specified test time, under supervised conditions. Where permitted, tasks such as highlighting parts of the printout can be done after the specified test time.

# 6. Procedures for conducting practical tests

## Equipment failure

- In the event of a system crash, software failure, power cut or damage to equipment occurring during the test, any action taken must ensure the integrity of the test can be guaranteed.
- If a candidate appears to be having problems with faulty equipment, the supervisor should be informed; he determines if the fault lies with the equipment or the candidate.
- If equipment failure occurs with individual computers, candidates should be allowed to move to another machine. Invigilators should check that candidates do not have access to other candidates' work e.g. by using secure areas on all machines or changing the default settings.
- If equipment can be restored, extra time may be given to the candidates to compensate for time lost as long as the integrity of the test can be guaranteed.
- If equipment failure makes it impossible to continue with the test, (for example power has been lost indefinitely or all the candidate's work has been lost or corrupted), all the candidate's work must be destroyed and the candidate should be allowed a second attempt at the test on a different day. This should only be a last resort.
- If there has been an equipment failure, the supervisor must include a detailed report in the Supervisor Report Folder (SRF) to CIE examiners with the candidates' work. The report should state the nature of the problem, the candidates affected, and the actions taken.
- In the event of a printer breakdown may the Centre use its discretion on extending the time specified for the test. This must be recorded as part of the supervisor's report.

