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INFORMATION TECHNOLOGY

Paper 0417/11
Written Paper 11

General comments

Candidates performed similarly to last year. Candidates appeared to have sufficient time to record all their answers with very few candidates failing to answer all questions. There were a number of very high marks and few very low marks. Candidates found difficulty with the relational database question as well as the question about analogue to digital conversion. The tendency of some candidates to learn answers from previous mark schemes off by heart continued; this led to many strange answers. This practice can also cause candidates to lose marks if they do not 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 Systems Analysis which a number of candidates appeared to be unfamiliar with. Many candidates failed to show understanding of evaluation strategies. Very few candidates appeared to understand pharming and phishing.

Computer simulations proved to be a topic which a number of candidates showed little familiarity with. Many gave reasons for using simulations by regurgitating answers from previous papers with regard to modelling, some of which were irrelevant given the scenario described in the question.

Comments on specific questions

Question 1

Most candidates scored full marks here, although a number confused hard disk with DVD RAM.

Question 2

Most candidates gained both marks on this question, although those that did not usually did not give graph plotter as an answer. Incorrect answers tended to be spread over the other four possibilities.

Question 3

Most candidates scored full marks, although a small number interchanged the first two options.

Question 4

Candidates performed better on this question than any other question on the paper.

Question 5

Candidates did generally quite well here, with most candidates gaining marks for hub and WLAN. The reason for candidates not getting full marks was usually because of not having sufficient knowledge of intranets and proxy servers.

Question 6

Candidates did not do as well on this question as was expected. They often failed to see the need to make comparisons. Candidates often failed to see that CDs are also portable, though not as portable as pen drives, for example.

Question 7

This question was well answered, with many candidates gaining full marks.

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Question 8

This question was well answered, with many candidates gaining full marks although a small number of candidates thought that databases and models were not around before the Internet.

Question 9

Although candidates generally scored full marks here, a small number did not appear to know these terms.

Question 10

This was generally well answered apart from parts **(d)** and **(e)**.

(a) This was well answered, with most getting full marks but a number still wrote 'heat' instead of 'temperature'. A very small number of candidates appeared to have little knowledge of sensors.

(b) This was quite well answered, with most candidates getting both marks but a number of candidates appeared not to understand the process.

(c) This was well answered with most candidates getting full marks. A number of candidates seemed to think that computers would not be able to analyse the results if readings were collected manually.

(d), (e) Both parts were answered poorly due to an apparent lack of detailed knowledge of both types of printer.

Question 11

This generally produced a mixture of scores with a number of parts of the question producing high marks but other parts being poorly answered.

(a) This was well answered, with most putting correct answers, though a small number of candidates confused fields with records and some counted the number of data items.

(b) This part was also well answered with most candidates putting correct answers, though a small number confused records with fields and some counted the number of data items.

(c) This was not well answered with a number of candidates appearing to guess with some very strange answers.

(d) Even those candidates who managed to get part **(c)** right were unable to give valid reasons. This was the worst answered question on the paper together with part **(j)**.

(e) This question was very well answered with the vast majority of candidates getting the correct answer.

(f) Conversely, very few candidates knew the answer to this part.

(g) Candidates found this the easiest question on the paper with only a very tiny minority answering incorrectly.

(h) This was well answered with most candidates answering correctly. A common wrong answer, however, was 'numeric'.

(i) This was reasonably well answered but a number of candidates suggested a variety of validation checks.

(j) The vast majority of candidates were unable to supply the correct answer. There were many inappropriate checks such as range check and also other vague answers such as 'valid check' and many gave an example of a form such as 11A, 10B etc.

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Question 12

This question was reasonably well answered. Many candidates missed the point of a router in this context and a number also gave vague answers such as a browser is used to browse and many did not understand what ISPs are.

Question 13

This question was well answered.

(a) Although this was generally well answered, a surprising number of candidates thought that data passwords are easy to guess.

(b) This was even better answered than part **(a)**, although a number of candidates ticked backups.

Question 14

This question was well answered.

(a) Although the majority of candidates gained full marks, a number did not. Incorrect answers were divided among the incorrect options.

(b) Despite many candidates gaining full marks, a number ticked the first two options.

Question 15

This question was not as well answered as some of the earlier questions. Candidates could define the methods but were unable to give the advantages.

Question 16

This question caused candidates a number of problems. It seemed that they had not met this part of the syllabus before. Those candidates that did write about a strategy were unable to provide a reason for it.

Question 17

Surprisingly this question was not well answered. Many candidates listed items without describing them.

Question 18

Candidates scored very highly on this question.

Question 19

This question was badly answered. The majority of candidates provided stock answers which might have been appropriate for modelling in general but were not relevant to this scenario.

Question 20

This was badly answered with a number of candidates confusing phishing and pharming but most unable to provide a sensible answer.

Question 21

This question stretched most candidates, many scored one or two marks but few gained full marks.

(a) This part was not well answered. There were some very vague answers with few getting both answers correct.

(b) This was better answered than part **(a)**, but again few candidates gained both marks.

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INFORMATION TECHNOLOGY

Paper 0417/12
Written Paper 12

General comments

Candidates performed on a par with last year. Candidates appeared to have sufficient time to record all their answers with very few candidates failing to answer all questions. There were a number of very high marks and few very low marks. Candidates found difficulty with the relational database question as well as the question about analogue to digital conversion. The tendency of some candidates to learn answers from previous mark schemes off by heart continued; this led to many strange answers. This practice can also cause candidates to lose 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. In addition, there were aspects of Systems Analysis which a number of candidates appeared to be unfamiliar with. Many candidates failed to show understanding of evaluation strategies. Very few candidates appeared to understand pharming and phishing.

Computer simulations proved to be a topic which a number of candidates showed little familiarity with. Many gave reasons for using simulations by regurgitating answers from previous papers with regard to modelling some of which were irrelevant given the scenario described in the question.

Comments on specific questions

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Most candidates gained both marks although those that did not usually did not give graph plotter as an answer. Incorrect answers tended to be spread over the other four possibilities.

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Candidates performed better on this question than any other question on the paper.

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Candidates did not do as well on this question as was expected. They often failed to see the need to make comparisons. Candidates often failed to see that CDs are also portable, though not as portable as pen drives, for example.

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Question 7

This was well answered with many candidates gaining full marks.

Question 8

This was well answered with many candidates gaining full marks although a small number of candidates thought that databases and models were not around before the Internet.

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Although candidates generally scored full marks a small number did not appear to know these terms.

Question 10

This was generally well answered apart from parts **d** and **e**.

(a) This was well answered with most getting full marks but a number still wrote 'heat' instead of 'temperature'. A very small number of candidates appeared to have little knowledge of sensors.

(b) This was quite well answered with most getting both marks but a number of candidates appeared not to understand the process.

(c) This was well answered with most getting full marks. A number of candidates seemed to think that computers would not be able to analyse the results if readings were collected manually.

(d), (e) Both questions were answered poorly due to an apparent lack of detailed knowledge of both types of printer.

Question 11

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(a) This was well answered with most putting correct answers though a small number confused fields with records and some counted the number of data items.

(b) This part was also well answered with most putting correct answers though a small number confused records with fields and some counted the number of data items

(c) This was not well answered with a number of candidates appearing to guess with some very strange answers.

(d) Even those candidates who managed to get part **c** right were unable to give valid reasons. This was the worst answered question on the paper together with part **j**.

(e) This question was very well answered with the cast majority of candidates getting the correct answer.

(f) Conversely, very few candidates knew the answer to this.

(g) Candidates found this the easiest question on the paper with only a very tiny minority answering incorrectly.

(h) This was well answered with most candidates answering correctly. A common wrong answer, however, was 'numeric'.

(i) This was reasonably well answered but a number of candidates suggesting a variety of validation checks.

(j) The vast majority of candidates were unable to supply the correct answer. There were many inappropriate checks such as range check and also other vague answers such as 'valid check' and many gave an example of a form such as 11A, 10B etc.

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Question 12

This question was reasonably well answered. Many candidates missed the point of a router in this context and a number also gave vague answers such as a browser is used to browse and many did not understand what ISP's are.

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This question was well answered.

(a) Although this was well answered a surprising number of candidates thought that data passwords are easy to guess.

(b) This was even better answered than part **a**, although a number of candidates ticked backups.

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This question was well answered.

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Question 16

This question caused candidates a number of problems. It seemed that they had not met this part of the syllabus before. Those candidates that did write about a strategy were unable to provide a reason for it.

Question 17

Surprisingly this question was not well-answered. Many candidates listed items without describing them.

Question 18

Candidates scored very highly on this question.

Question 19

This question was badly answered. The majority of candidates provided stock answers which might have been appropriate for modelling in general but were not relevant to this scenario.

Question 20

This was badly answered with a number of candidates confusing phishing and pharming but most unable to provide a sensible answer.

Question 21

This question stretched most candidates, many scored one or two marks but few gained full marks.

(a) Not well answered. Some very vague answers with few getting both answers correct.

(b) Better answered than part **a**, but again few candidates gained both marks.

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INFORMATION TECHNOLOGY

Paper 0417/13
Written Paper 13

General comments

Candidates performed on a par with last year. Candidates appeared to have sufficient time to record all their answers with very few candidates failing to answer all questions. There were a number of very high marks and few very low marks. Candidates found difficulty with question relating to the use of computers in hospitals. The tendency of some candidates to learn answers from previous mark schemes off by heart continued; this led to many strange answers. This practice can also cause candidates to lose 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. In addition, there were aspects of Systems Analysis which a number of candidates appeared to be unfamiliar with. Many candidates failed to show understanding of testing strategies. Very few candidates appeared to understand the evaluation of reliability of information found on the Internet or blogs and wikis.

Comments on specific questions

Question 1

Most candidates scored full marks on this question.

Question 2

Most candidates gained both marks on this question.

Question 3

Most candidates scored full marks, although a small number thought that a command line interface was user friendly.

Question 4

Candidates performed very well on this question, though a tiny minority thought that a bar code reader was used to input a PIN.

Question 5

Candidates did generally quite well with most candidates gaining marks for router and Bluetooth. The reason for candidates not getting full marks was usually because of not having sufficient knowledge of WANs and WLANs.

Question 6

Candidates answered quite well but a common wrong answer was that CD ROMs are updateable.

Question 7

This was well answered with many candidates gaining full marks.

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Question 8

This was well answered with many candidates gaining full marks although a small number of candidates thought that you could not have answerphone messages without mobile phones.

Question 9

Although candidates generally scored full marks, a small number thought that blogs and booking tickets were examples of fraudulent use of the Internet.

Question 10

This was generally well answered apart from parts **(d)** and **(e)**.

(a) This was quite well answered with most getting full marks but a number gave a variety of strange answers such as body parts and illnesses.

(b) This was quite well answered with most getting both marks but a number of candidates appeared not to understand the process.

(c) This was very well answered with most getting full marks. A number of candidates seemed to think that computers would not be able to analyse the results if readings were collected manually or that nurses cannot take readings regularly.

(d) This was not well answered as it appeared that candidates were unable to put the use in context, with many citing the ability to produce very large printouts.

(e) Candidates seemed unaware of this use of light pens. Many thought that surgeons used them to make insertions and use them inside the patient's body.

Question 11

This question was very well answered with only part **(e)** being answered relatively badly.

(a), (b), (c) and (d) These parts were all well answered with the vast majority of candidates answering correctly.

(e) Over half the candidates answered this correctly but many others seemed unable to give the correct terminology.

(f) Most candidates were correct but some gave 7 as the answer.

(g) Most candidates answered correctly but some gave 'SUM(c2-c5)'.

(h) This was well answered with most candidates answering correctly.

(i) This was well answered.

Question 12

This question was reasonably well answered.

(a) Although this part was fairly well answered a surprising number of candidates gave answers related to the advantages of using the Internet rather than the advantages of having a network.

(b) Again, this part was reasonably well answered but a number gave answers related to privacy of information in a family home.

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Question 13

This question was well answered.

(a) Although this part was well answered a surprising number of candidates thought that a firewall is an authentication technique.

(b) The vast majority of candidates gained both marks here.

Question 14

This question was well answered.

(a) Although the majority of candidates gained full marks a number did not. The most frequently occurring incorrect answer chosen was that observation does not help to identify problems.

(b) The majority of candidates gained all marks but a number thought that screen display was part of the file structure.

Question 15

This question was well answered in the main but a surprising number of candidates got all three answers wrong through not understanding what methods of implementation are.

Question 16

This question caused candidates a number of problems. Most candidates concentrated on the types of test data rather than testing strategies.

Question 17

This question was fairly well answered with candidates usually gaining some marks. Those that did not usually only gave one word answers despite this being a 'describe' question.

Question 18

Candidates scored very highly on this question.

Question 19

This question was fairly well answered. Candidates were however guilty of providing some simplistic answers such as 'cheaper' and 'quicker'.

Question 20

This was badly answered. Many candidates thought that you could check on the reliability of information just by going to another site or looking in a magazine or seeing how popular the site is.

Question 21

This question stretched most candidates; many scored one or two marks but few gained full marks.

(a) This part was not well answered. Most candidates gained a mark for the personal aspect but little else.

(b) Candidates seemed to be preoccupied with a certain famous web-based encyclopaedia without being able to explain what a wiki is.

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INFORMATION TECHNOLOGY

Paper 0417/02
Practical Test A

General comments

Most candidates found the paper accessible. The skills tested include many of the familiar tasks of communication, document editing and database. There were also tasks which would test the skills of the most able candidates such as the extraction of records to meet specific requirements and the production of labels.

Overall the paper worked well, with some candidates producing fully worked and very accurate papers. The marks then covered the full range to zero. The paper started with familiar tasks of acquiring source materials via e-mail and Internet search. 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, and 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 of the need to print this document as the end of the examination is approaching, even if they have not completed all tasks to this point. If this document is not printed, even if all tasks are not completed, then access to a large proportion of the marks for the paper is unavailable for marking.

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 will not attract penalties – an example from this paper was "Blurr" which was changed to "Blur" presumably as spelling suggestion. 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 because of margins set to inches instead of centimetres, should alert the candidate to check back with the paper. Similarly 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. 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 errors, 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. It appears that the mail box system at CIE was not always able to cope with the volume of mail, but this will be remedied for future examination series. Centre backup systems were needed to be put into operation to ensure the candidate received access to the materials in a timely fashion.

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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 later in the examination if the new message 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 – 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 and 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, spelling and alignment were made The subheading was sometimes underlined as well as italicised.

Questions 25 to 27 – 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. However, 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 bulleted list was almost always correctly identified and bullets applied. The most common error was to leave extra spacing between the bullets.

Questions 28 to 33 – 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 with considerable accuracy by most candidates. Formatting of text and table were generally applied as specified.

Questions 34 to 35 – find and insert an image

The supplied image was generally found and positioned in the correct place in the text, but there were some 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?).

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Question 36 – 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, the weaker candidate would have a reference point here to print their document if they found time or other restrictions later on.

Questions 37 and 38 – 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 39 and 40 – add records and save data

The three records were generally accurately added to the database when seen in the *Kites for Beginners* report. However errors in formatting the size column or setting column widths wide enough to display sufficient data resulted in errors.

Questions 41 and 42 – 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 simple, one criterion search. While it was generally correctly structured, there were errors in setting adequate field width to display all data as all fields plus a new one were to 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 was generally accurately carried out. The total value calculation, formatting of this data and presenting the associated label accurately did produce some accuracy errors but was generally well managed.

Questions 43 and 44 – create and format a set of labels

The selection of records on the two criteria, especially the first criterion "contains *snowkite"* produced various incorrect lists. Even with incorrect records selected, there were still opportunities to achieve several marks for the report. These included the order of the records, and 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 45 to 47 – create a summary report and integrate into the text document

The summary report was based on selection of records to meet three criteria. When available, it was 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 48 – create a chart

A source file was provided for the construction of the chart. While this was a simple chart to create, many candidates did not think about what the data represented and included the year within the category series along with the different sports.

Questions 49 and 50 – 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 51 to 53 – prepare an e-mail message and attach a file

The e-mail message was generally well done. There were accuracy errors (e.g. ucles for cie was not accepted). The copy was to be the address of the contact saved at the start of the paper. The address alone was accepted, as was of course the contact name and the address. Sometimes this produced 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

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candidate's own saved work and hence a wide range of file names (i.e. the one that appeared 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. Some Centres reported long attach and upload times for candidates. This caused some natural anxiety to candidates, but the document is marked from the printout and the e-mail evidence from a screenshot.

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INFORMATION TECHNOLOGY

Paper 0417/03
Practical Test B

General comments

The majority of candidates completed all 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 problems and the paper gave a good spread of marks. Candidate errors were spread evenly over the sections of the paper, although on the presentation slides a number of candidates had some problems when adding knowledge related to their use of html.

A very small number of candidates failed to print their name, Centre number and candidate number on some of the documents submitted for assessment. Without clear printed evidence of the author of the work, Examiners were unable to award any marks for these pages. 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, some partially completing the website authoring task or submitting either the formulae view, or the values view of the spreadsheet rather than both views. A small number of candidates submitted multiple printouts for some of the tasks and failed to cross out those printouts that were draft copies. It should be noted that if multiple printouts are submitted, Examiners will only mark the first occurrence of each page.

The presentation authoring task gave some problems for candidates. While most demonstrated sound practical skills, some failed to attain many marks on the knowledge and understanding required for this paper. A significant number of candidates copied blocks of text directly from help files or the Internet. Examiners give no credit for sections of text copied and pasted from the Internet, online help files or other sources, if they are not the candidate's own work. Whilst on this paper it was acceptable to do online research, the work submitted to the Examiner must be that of the candidate.

Overall the paper performed very well.

Comments on specific questions

Question 2

The majority of candidates attached the correct stylesheet to the webpage. Unfortunately a small number of candidates failed to include this in the head section and therefore attained no marks.

Question 3

The majority of candidates created the top table using the specified file. A number of candidates appeared to recreate it manually and included a number of data entry or style errors.

Question 4

The majority of candidates set the table width correctly. Some candidates set it to 100 pixels and others had set the top table within another table, therefore setting the width to 100% of table cell rather than the width of the window.

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Question 5

This question caused a number of candidates problems. The anchor START 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. A small number of candidates placed the anchor lower down the webpage than instructed in the question.

Question 6

The majority of candidates completed this question with few problems. Unfortunately a small number of candidates failed to include all three of the required elements.

Question 7

The majority of candidates completed this question with 100% accuracy. There were a number of Centres where candidates frequently placed this table within another table, rather than including this as a separate table as shown in the diagram on the question paper. The most significant omission was the failure to merge the cells in the left column so the three cells became one.

Question 8

The majority of candidates completed this question accurately. Those who had the table within another table set it to 90% of the width of the table, rather than 90% of the width of the window.

Question 9

This question was not well completed by a significant number of candidates. Many candidates left-aligned the table (or failed to centre-align it so it was left with the default left aligned setting).

Question 10

Almost all candidates placed the required image in the correct place.

Question 11

This question caused a number of problems for a significant number of candidates. Many did not use the source file for the text, or used the source file and then introduced errors into the text. The final statement in the question instructed candidates to "Make sure that the styles which are in the stylesheet are not over-ridden" but a significant number of candidates ignored this instruction and added in-line styles, ensuring this element of the webpage was inconsistent with other areas.

Question 12

The majority of candidates created the bottom table using the specified file. A number of candidates appeared to recreate it manually and included a number of data entry or style errors.

Question 13

The majority of candidates set the table width correctly. Some candidates set it to 100 pixels and others had set the top table within another table, therefore setting the width to 100% of table cell rather than the width of the window.

Question 14

A number of candidates did not replace the text with the anchor, instead leaving the text and adding the anchor in the vicinity of the text. Many candidates failed to retain the correct case for this anchor and although some candidates used html to remove the visibility of the anchor (which was a perfectly acceptable solution to this) it was also acceptable to ensure that the original text was not visible, or other visible text had not been added.

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Question 15

This question was not completed well by many candidates: although it appeared to be a simple task, there were a number of candidates who opened the anchor but did not close it again and a number of candidates who omitted the # symbol to activate the reference to the anchor.

Question 16

This question was not completed well by a number of candidates. A number of candidates placed the anchor around the whole sentence and in a small number of scripts some of the text was deleted from the page.

Questions 17 to 20

These questions were completed correctly by the majority of candidates. Some candidates inserted images that were not in the download list from **Question 1** and inserted those images instead of the specified files.

Question 21

This question was completed well by most candidates although in some cases the aspect ratio of the image was not retained.

Questions 22 and 23

This question was completed poorly by many candidates. The correct image was frequently used, but many candidates set the hyperlink reference to the file using an absolute path. This would only work on the machine used to create the website and not on any system. The majority of candidates who did not complete this task failed to set the target window to _sea.

Question 24

This question was completed well by almost all candidates, although a small number failed to print the html code for the page.

Questions 25 and 26

These questions were completed well by almost all candidates, although a small number failed to correctly attach the stylesheet, which was evidenced in the styles visible in the browser view printout. A small number of candidates only printed screen shot evidence of part of the webpage rather than showing a number of screenshots covering the entire page.

Questions 27 to 30

These were included in the paper to give the candidate the realism of attaching the stylesheets to both web pages.

Question 31

This question was very well done by the majority of candidates, although a number of candidates lost the formatted styles from the original file or changed the order of the slides in the presentation.

Question 32

A significant number of candidates failed to set a consistent master slide for their presentation. Of those who did, some candidates did not use a serif font for the text containing the candidate details. The slide numbers were frequently seen in the bottom right corner of the slides (which was the default position for some software packages) rather than the bottom left and the most frequent errors related to the clipart image. A large number of candidates used an image provided with the question paper rather than an image taken from clipart as specified on the question paper.

Question 33

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

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Question 34

This question was very well done by many candidates, although there were a number of typographical errors in the data entry, particularly related to the case of the characters entered. A number of candidates failed to move the title below the subtitle. A very small number of candidates had no size differentiation between the title and subtitle, or had a larger font for the subtitle than for the title.

Question 35

This question required candidates to show their knowledge and understanding of html structure and syntax related to the practical syllabus. It was well answered by a significant number of candidates, although candidates from some Centres did not demonstrate knowledge and understanding of html, despite having demonstrated the ability to create and manipulate elements within a webpage. It is essential that candidates have a sound underpinning knowledge of html if they are going to attain the highest grades on this paper. There were a range of incorrect answers to this question including: the file specified in the html not being present in the current directory/folder or, an error in the filename.

Question 36

This question also required candidates to show their knowledge and understanding of html. Candidates were required to extract the html to set the background colour of the body section. The majority of candidates who attempted this question attained one of the two marks for the correct syntax of the background-color and the RGB colour code, few also included the body{… …} portion of the statement.

Question 37

This question also required candidates to show their knowledge and understanding of html. Candidates were required to show an understanding that the green component was removed from the colour codes; some candidates did this well, others showed how they would correct the RGB colour code and give the correct result.

Question 38

This question also required candidates to show their knowledge and understanding of html. A significant number of candidates did not describe what cell padding was, but copied sections of text from help files, the Internet or other sources. Candidate responses must be their own answers; in this question candidates were not precluded form using research tools to assist them, but the work presented must be their own.

Question 39

This question also required candidates to show their knowledge and understanding of html. A significant number of candidates did not describe what cell spacing was, but copied sections of text from help files, the Internet or other sources. Candidate responses must be their own answers; in this question candidates were not precluded form using research tools to assist them, but the work presented must be their own.

Questions 40 to 42

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

Question 43

A number of candidates placed the candidate details in the header of the page rather than in the footer.

Question 44

The majority of candidates completed this question with little difficulty and gained most or all of the available marks. Most candidates used a LOOKUP or in some packages a VLOOKUP function with a single cell reference, the correct absolute range and return column. Despite an instruction restricting the use of a named range, a small number of candidates still included these rather than the original cell referencing.

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Question 45

The majority of candidates completed this question with little difficulty and gained most of the available marks. Most candidates used a COUNTIF function with the correct absolute range and correct relative reference. The most frequent errors were in setting absolute and relative referencing for the correct cells. The replication was usually completed accurately.

Question 46

The majority of candidates completed this question with little difficulty and gained most of the available marks. Most candidates used a SUMIF function with two correct absolute ranges and a correct relative reference. The most frequent errors were in setting absolute and relative referencing for the correct cells and ranges. The replication was usually completed accurately.

Question 47

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

Question 48

This question was very well done by many candidates. However, a number of candidates failed to resize the spreadsheet columns to ensure that all the formulae were fully visible. Examiners could only award marks for formulae that could be seen in full. Replication marks were also awarded to candidates who had displayed all formulae in full. A small number of candidates failed to print this as a single page wide.

Questions 49 and 50

These questions were very well done by the majority of candidates. The majority of candidates who did not attain full marks for these questions failed to include row 24 when formatting the required cells.

Questions 51 to 54

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

Question 55

Most candidates successfully interrogated and printed the data extract. This question was generally completed well.

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