# 8982 Using email and the Internet Level 1

General Observations
This year has seen a significant increase in the number of candidates who have achieved first class passes in this examination. The number of candidates achieving a pass at Level one has decreased, however the number of candidates who did not achieve success has also decreased, which is a pleasing trend. Most candidates who have acquired the skills required for level one will be successful in this examination. Candidates who do not succeed have often not followed the instructions or have not submitted the required printouts as evidence of the tasks completed.

Fail, 42%

First Class, 55%

Pass, 3%
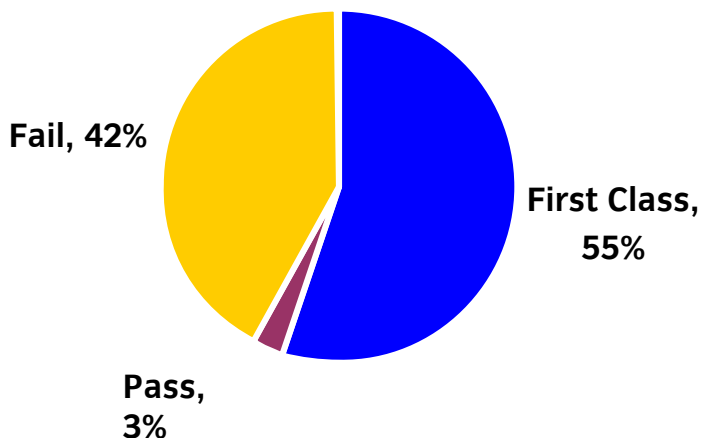
Areas of good performance
Most well prepared candidates succeed in this examination and demonstrate good email and Internet techniques. Most emails are produced accurately and the instructions in the examination paper are followed correctly.

Areas for development
Candidates must complete all tasks and provide evidence of completing each task. Often candidates do not print out the first email in Task 1. Ensure when searching the Internet and printing from the website, that only the first page of any information is printed. Use the word processor file created for capturing the screen prints correctly by pasting in the correct information under the appropriate headings.

Recommendations
Ensure that the first email is printed out and the candidate's work includes all of the required printouts. Internet searches must be evidenced. The tasks may ask for a single page to be printed from a website. Ensure candidates know how to preview the information prior to printing and can print out a single page rather than the whole website. Ensure that candidates know how to use the word processor file for pasting in the screen prints for their evidence.

Tips
Ensure all printouts are included.
Printouts could include emails, email attachments, web pages as well as the word processing file containing the screen prints.
Make use of the word processor file and ensure all the screen prints are under the appropriate headings.

Additional comments
All evidence for this examination is produced via hard copy either by printouts or screen prints. Ensure all necessary printouts are included. When printing from the Internet, ensure that only the information required is submitted and not the content of a whole website.
Candidates should use the reading time to ensure they understand all instructions, especially since email addresses differ from the scenario and could confuse candidates.

Centres should ensure they include printouts of emails set up for candidates and print out a copy of the Internet sites used by the candidates.

This examination uses live Internet sites which are subject to change. For this reason the centre should check the sites prior to candidates sitting this examination. If an Internet site is not available, the centre can use a different website for the examination. In this instance, the centre should ensure as always that printouts from the specialist tutor are included with the returned scripts.