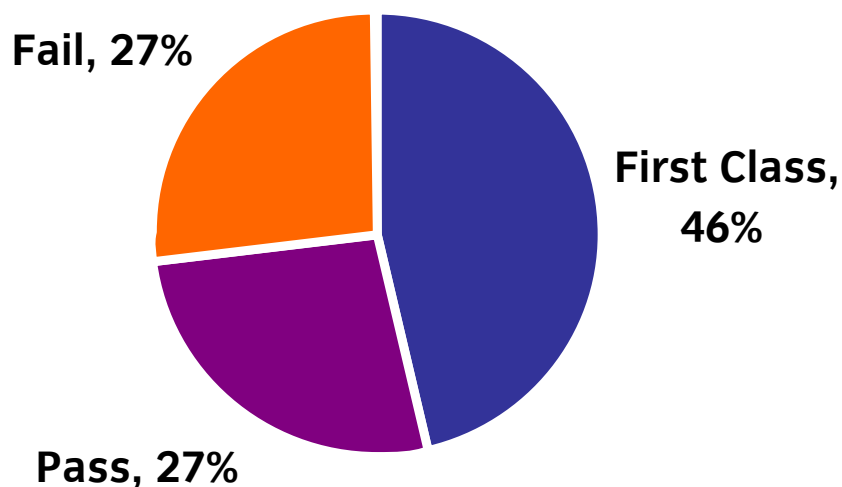


8982 - Using Email and the Internet Level 1

General Observations

This year more candidates have achieved success in this examination. However, it is disappointing that the number of first class passes has decreased.



Areas of good performance

This examination requires a basic knowledge of Email and the Internet together with the skills and techniques in their use. Success in this examination requires a candidate to carefully follow the instructions given in the examination paper to ensure that all tasks are completed and evidenced. Many candidates are achieving success in this examination.

Areas for development

The printouts required for this examination must evidence the tasks.

The Internet sites and email clients used for the examination are subject to changes which could cause problems for the candidates.

In Task 1 the first email is often not printed out – although it has been created and can be seen in the Inbox.

Recommendations

Ensure all tasks are evidenced correctly I e ensure that the deleted items folder show the emails which have been moved and ensure the address book shows the email addresses details which have been added.

Specialist tutors should check that the Internet sites being used for this examination will enable the candidates to acquire the necessary information – any changes which may need to be made must be notified to the candidate.

Email clients, which are not able to produce evidence for this examination, must not be used.

Ensure that the first email is printed out and a candidate's work includes all the printouts required.

Tips

Ensure your screen print evidence shows that the instructions in the task have been carried out.
Remember to print out the first email created in Task 1.

Additional comments

All evidence for this examination is produced via hard copy either printout or screen prints – ensure all necessary printouts are included. When printing out Internet copy, ensure that only the information required is submitted and not the content of a whole site.

Candidates should use the reading time to ensure they understand all instructions – especially since email addresses differ from the scenario and could cause confusion.

Include printouts of emails set up for candidates and print out a copy of the Internet sites used by candidates – this is essential when changes have had to be made as the sites are no longer valid.

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 a centre can change the site being used for the examination provided printouts from the specialist tutor are included with the returned scripts.