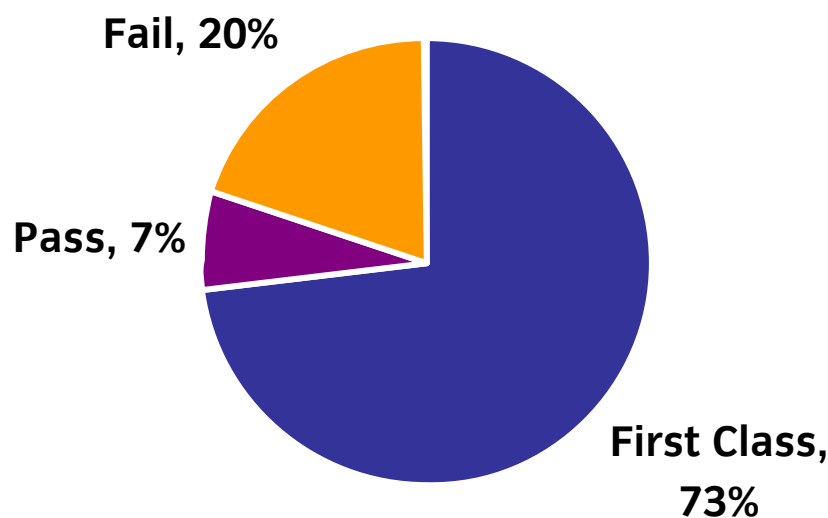# 8982 – Using Email and the Internet Level 2

General Observations
It is pleasing that 80% of candidates have achieved success in this examination. It is also pleasing to note that over 70% of candidates are achieving first class passes.

Fail, 20%

Pass, 7%

First Class, 73%

Areas of good performance
To achieve success in this examination a candidate needs to have an extensive knowledge of an Email client in order to set up distribution lists, organise, structure and manage emails and their attachments.

It is pleasing to note that many candidates are passing this examination. The file compression software is handled very well by candidates.

Areas for development
Candidates need to complete all the tasks – incomplete papers will not achieve success as the meeting objectives and/or accuracy standards have not been met.

Complex search criteria are often not used in Internet searching.

Both cc and bcc need to be seen on the screen prints where instructed by the task to use both.

Recommendations

Practise completing the paper in the time allowed – use the reading time to help with interpreting the instructions within each task.

Use complex search criteria to find a relevant search at the first attempt. Ensure candidates take a screen print which evidences the:
- search engine being used
- search criteria

- Results produced from the search.

Tips
All the examination tasks must be completed – all tasks have to be evidenced. Ensure all printouts are included.

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a copy of the Internet sites used by candidates – this is essential when changes have had to be made as the sites are no longer valid.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.