



L-Università
ta' Malta

MATSEC
Examinations Board



Specimen Assessments

SEC 39 Information Technology

2023

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Specimen Assessments

The sample assignment and controlled assessment specimen are only available as guidance for teachers and internal verifiers. Teachers are expected to develop their own assignment briefs and marking schemes including typical expected answers, and attach the relevant front sheets.

Specimen Assignment 1 – Refurbishing and Working at CompRepairs Workshop

Candidate's Declaration of Authenticity

I, the undersigned, _____ (*Name and Surname*), declare that all the work I shall submit for this assignment will be my own.

I further certify that if I use the ideas, words, or passages from existing sources, I will quote those words or paraphrase them and reference them by making use of a reference system.

I am aware that should I submit work which is not mine, or work which has been copied from one or more sources, I will be penalised as per MATSEC Examinations Board policies related to plagiarism.

Candidate's Signature: _____

I.D. Card No.: _____

Date: _____

General Scenario

- Peter runs a small business called *CompRepairs*.
- The business sells hardware and software.
- It also provides technician services.

TASK 1

DEADLINE: **DD-MM-YYYY**

The technicians' workshop is being upgraded to be in line with health and safety standards. You are to answer the following questions on this sheet.

Question 1

K-2 (4 marks)






a. Match the safety signs with their meaning by filling in Table 1.

fire exit - no food and drinks - fire extinguisher - high voltage - toxic material

(1)

b. In Table 1, tick (✓) the column/s which represent the hazards shown by each safety sign. Note that a sign might fall into more than one category. (1)

Table 1: Safety Signs

	Sign	(a) Meaning	(b) Hazard Categories		
			Human	Hardware	Environment
1		_____			
2		_____			
3		_____			
4		_____			
5		_____			

- c. Determine an appropriate place inside the workshop shown in Figure 1, where each of the **FIVE** safety signs from Table 1 should be placed. Write the number of each sign in the correct place. (2)



Figure 1 – Peter’s Workshop

Question 2

C-1 (6 marks)

Peter is asking if he should spend money on implementing precautions. In order to help him you are required to:

- a. Outline **FIVE** consequences that can occur if the necessary precautions are not taken when upgrading or replacing internal hardware components.

Consequence 1: _____

Consequence 2: _____

Consequence 3: _____

Consequence 4: _____

Consequence 5: _____

(2)

- b. Determine **FOUR** costs which could be incurred when good practices are **not** observed when replacing or upgrading hardware.

Cost 1: _____

Cost 2: _____

Cost 3: _____

Cost 4: _____

(2)

Scenario (Continued)

- Jack is 13 years old and would like to build a new desktop computer for basic home use.
- He has an ASUS H110M-A/M.2 motherboard.
- He wants to know which components are suitable for his motherboard and needs.

Question 1

C-3 (6 marks)

You are required to send an email to Jack on jack@gmail.com in which you:

- Choose the compatible model for each hardware component from the list in Table 2 making sure it is in line with the user requirements. (2)
- Justify why each particular hardware component model was chosen and not another one. For each component give **ONE** reason based on compatibility and **ONE** reason based on user requirements. (2)
- Discuss **FOUR** differences between DDR3 and DDR4 RAM technologies. (2)


Jack's Motherboard Specifications			
Manufacturer:	Asus		 <p>Source: https://pcpartpicker.com/</p>
Model:	H110M-A/M.2		
Form Factor:	Micro ATX		
CPU:	LGA1151 for 7th/6th Generation Intel Core / Pentium / Celeron Processors		
Chipset:	Intel H110		
Memory Slot Type:	2 X 288-pin DIMM DDR4		
Memory Speed:	2133 MHz		
Maximum Memory:	32 GB (2X16 GB)		
Expansion Slots:	1 x M.2, S3 (M), 2242/2260/2280, PCIe/SATA 2 x PCIe 2.0 x1 1 x PCIe 3.0 x16		
Back Panel:	1 x 10/100/1000 (LAN) 1 x D-Sub 1 x DVI-D 1 x HDMI	1 x Line In 1 x Line Out 1 x Mic-In 1 x PS/2 Keyboard	1 x PS/2 Mouse 4 x USB 2.0 2 x USB 3.0
Internal I/O:	1 x 24pin (V) 1 x 4pin (V) 1 x AAFP Connector 1 x Chassis Fan Connector (4-pin) 1 x Clear CMOS jumper 1 x CPU Fan Connector (4-pin)	4 x SATA III 1 x Serial (COM) Header 1 x SPDIF-Out Header 1 x System panel connector 1 x USB 2.0 Header 1 x USB 3.0 Header	

Table 2: Hardware Components

Component	List of Component Models
RAM	<ul style="list-style-type: none"> i. Kingston HyperX Fury Black 8GB (2 x 4GB) 288-pin DIMM DDR4-2133 Memory ii. Kingston Fury 32GB (2 x 16GB) 288-pin DIMM DDR4-2133 Memory iii. Klevv Neo 8GB (2 x 4GB) 240-pin DIMM DDR3-2133 Memory
CPU with heat sink	<ul style="list-style-type: none"> i. Intel Core i5-6500 Quad-Core 3.2GHz LGA1151 65W Processor w/Heatsink ii. Intel Core i7-990X Extreme Edition Gulftown 6-Core 3.46GHz LGA1366 130W Core Processor w/Heatsink iii. AMD FX-6350 6-Core 3.9GHz AM3+ 125W Processor w/Cooler
Hard disk drive	<ul style="list-style-type: none"> i. Western Digital Caviar Blue 500GB 3.5" 7200RPM PATA 100 Internal Hard Drive ii. Western Digital Caviar Blue 1TB 3.5" 7200RPM SATA 6Gb/s Internal Hard Drive iii. Transcend MLC 192GB 2.5" SATA 1.5Gb/s Solid State Drive
Graphics card	<ul style="list-style-type: none"> i. Asus Radeon R5 230 1GB DDR3 PCIe x16 Video Card ii. VisionTek Radeon HD 3450 512MB DDR2 AGP Video Card iii. Sparkle GeForce GT 610 1GB DDR3 PCI Video Card
Power supply unit	<ul style="list-style-type: none"> i. FSP Group 180W Micro ATX Power Supply ii. Cooler Master- MasterWatt Lite 230V 400W 80+ Certified ATX Power Supply iii. HP 1200W Server Power Supply

SUBMISSION FORMAT

Question 1: **E-mail to be sent to jack@gmail.com**

Background Information

Windows 10 Home Edition 64-bit operating system needs to be installed on a desktop computer.

Question 1**A-1 (10 marks)**

Carry out a clean installation of the operating system provided on an external storage device, on this computer. You need to:

- a. i. Check the storage capacity and the specifications of the RAM, CPU and graphics card to ensure that the computer system meets the operating system requirements.
 - ii. Setup the boot-up sequence in the correct order to be able to install the operating system.
 - iii. Select the correct type of installation. (3)
- b. During the installation, split the hard disk drive into **TWO** partitions. Make sure that one partition can hold the operating system and the remaining part can store additional software and files. (4)
- c. Set a system restore point naming it 'Original Configuration'. (3)

During the installation of the operating system consider the following settings:

- Set the Language, Time and Currency format and Keyboard input to *English UK*
- Set the username to *Jack* and password to *JK?123*
- Set the Time Zone to *(UTC+01:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna*

SUBMISSION FORMAT

Question 1: **Practical Task**

Specimen Assignment 1 Marking Scheme

Criteria Reference	The candidate should be able to:	Task and Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
K-2		Task 1	4		
	MQF 1: Match the different safety signs present in an IT environment with their respective meaning.	1a	1	Award 0.2 marks for each correct match. (0.2 x 5 = 1)	Matching the correct meaning to the safety signs.
	MQF 2: Categorize different safety signs into human, hardware and environment hazards.	1b	1	Award 0.2 marks for each sign's correct categorisation. (0.2 x 5 = 1)	Ticking all the hazards represented by each safety sign. N.B. If a safety sign falls under more than one category, marks are to be awarded only if ALL the hazards are correctly identified.
	MQF 3: Determine the placement of suitable safety signs in a given scenario.	1c	2	Award 0.4 marks for each safety sign which is suitably placed. (0.4 x 5 = 2)	Placing the FIVE given safety signs in a suitable location within the given workshop image. More than one location could be appropriate for some signs.

Criteria Reference	The candidate should be able to:	Task and Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
C-1		Task 1	6		
	MQF 1: Outline the consequences if the necessary precautions are not addressed when RIU hardware components.	2a	2	Award 0.4 marks for each correct outline. (0.4 x 5 = 2)	Short sentences, briefly outlining FIVE consequences that can occur when precautions are not taken during a hardware component upgrade or replacement.
	MQF 2: Determine the costs involved when good practices are not observed when RIU hardware components.	2b	2	Award 0.5 marks for each cost. (0.5 x 4 = 2)	Short sentences determining FOUR costs which are incurred when good practices are not observed when replacing or upgrading hardware. While cost considerations are important, no monetary costings are expected.
	MQF 3: Analyse the costs incurred to implement these precautions against the cost of the hazard.	2c	2	Award 0.5 marks for analysing the cost of each possible precaution implementation to avoid hazards. (0.5 x 4 = 2)	Analysing the cost of the hazard consequences vis-à-vis the cost of implementing FOUR precautions. Marks are to be awarded only if the analysis includes a valid comparison between the costs linked to the hazard consequences and the precaution implementation costs.

Criteria Reference	The candidate should be able to:	Task and Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
C-3		Task 2	6		
	MQF 1: Choose compatible components for a given mainboard and user requirements.	1a	2	Award 0.4 marks each for choosing the compatible components in relation to the mainboard and user requirements. (0.4 x 5 = 2)	Choosing the FIVE compatible internal hardware components which fit the mainboard and requirements of the user.
	MQF 2: Justify the chosen components for a given mainboard and user requirements.	1b	2	Award 0.4 marks each for justifying the chosen components in relation to compatibility and user requirements. (0.4 x 5 = 2)	Justification of each of the FIVE chosen components should be made with reference to compatibility with the given mainboard such as interface and performance, and user requirements. No marks should be awarded if a definition or a general description with no reference to the given mainboard, components and user requirements, is provided.

Criteria Reference	The candidate should be able to:	Task and Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
	MQF 3: Discuss differences between alternative technologies for a given component.	1c	2	Award 0.5 marks for discussing each aspect of the two different types of RAM. (0.5 x 4 = 2)	<p>A paragraph in which FOUR different aspects of the DDR3 and DDR4 RAM (such as speed, voltage, latency and cost) are discussed.</p> <p>No marks should be awarded if a definition or a general description is given for each of the two types of RAM. Marks are to be allocated only if a comparison is done between each aspect of the two types of RAM as part of the discussion.</p>
A-1		Task 3	10		
	MQF 1: Install an operating system.	1a	3	As per Observation Sheet.	Refer to Observation Sheet.
	MQF 2: Set a restore point.	1c	3	As per Observation Sheet.	Refer to Observation Sheet.
	MQF 3: Apply disk partitioning.	1b	4	As per Observation Sheet.	Refer to Observation Sheet.

OBSERVATION SHEET

NOT TO BE DISTRIBUTED TO STUDENTS

School:	NN -	Cohort:	2020-2023
Subject:	Information Technology	Level:	SEC
Unit:	1 – Computer Hardware Installation	Assignment:	1 of 3
Student's Name/ID:			
Teacher's Name:			
Task & Question:	Task 3 – Question 1	Criterion:	A-1

Activity requirements to meet grading criterion

A-1	MQF 1	Install an operating system.	3 Marks
		Comments	Mark
	<input type="checkbox"/>	Checking Operating System Requirements: (RAM; CPU; Storage Capacity; Graphics Card)	1
	<input type="checkbox"/>	Setting up boot-up sequence (Entering BIOS and setting up the correct boot-up sequence) <i>N.B. Prior to the session, one should ensure that the First Bootable device is not the one where the OS to be installed is stored.</i>	1
	<input type="checkbox"/>	Selecting type of installation (Custom installation of Windows 10 Home Edition 64Bit)	1
Student's accumulated mark for A-1 [MQF1]:			

A-1	MQF 2	Set a restore point.	3 Marks
		Comments	Mark
	<input type="checkbox"/>	Opening the window to create a restore point	1
	<input type="checkbox"/>	Choosing the create button	1
	<input type="checkbox"/>	Typing the name of the restore point to read ' <i>Original Configuration</i> ' <i>N.B. No marks should be awarded if a different name is typed in or the default restore point name is not changed.</i>	1
Student's accumulated mark for A-1 [MQF2]:			

A-1	MQF 3	Apply disk partitioning.	4 Marks
		Comments	Mark
Removing any present partitions	<input type="checkbox"/>		1
Setting appropriate primary (25 GB – 35 GB) and second (remaining GB) partition sizes	<input type="checkbox"/>		1
Creating TWO partitions leaving none of the hard disk space unallocated	<input type="checkbox"/>		1
Formatting the second partition (such that data is accessible from My Computer)	<input type="checkbox"/>		1
Student's accumulated mark for A-1 [MQF3]:			
TOTAL MARK FOR A-1 (OUT OF 10 MARKS):			

Other comments: _____

Assessor's Signature:		Date:	
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SUBJECT: **Information Technology**
PAPER NUMBER: Specimen Controlled – Unit 1
DATE: XXth May 2021
TIME: 10:00 a.m. to 11:35 a.m.

Answer **ALL** questions in the space provided.

Scenario

- A local council has a technical support team made up of volunteers.
- The team aims to help the local community in computer related problems.

Question 1

K-1 (4 marks)

The team needs to take the necessary precautions to reduce Health and Safety risks in the workshop.

Based on the following images:

- Identify the hazard.
- List the risk caused by the hazard.
- Outline a possible precaution to minimise the risk.

Hazard 1: _____

_____ (0.25)

Risk 1: _____

_____ (0.25)



(Source: <https://arstechnica.com>)

Precaution 1: _____

_____ (0.5)

Hazard 2: _____
_____ (0.25)

Risk 2: _____
_____ (0.25)

Precaution 2: _____

_____ (0.5)



(Source: <https://www.bcedirect.co.uk>)

Hazard 3: _____
_____ (0.25)

Risk 3: _____
_____ (0.25)

Precaution 3: _____

_____ (0.5)



(Source: <https://www.clarksvillechiropractic.com>)

Hazard 4: _____
_____ (0.25)

Risk 4: _____
_____ (0.25)

Precaution 4: _____

_____ (0.5)



(Source: <https://www.rtpcompany.com>)

Question 2

K-3 (4 marks)

The local council needs to buy a new computer system.

a. List **FIVE** types of computer systems.

Computer System 1: _____ (0.2)

Computer System 2: _____ (0.2)

Computer System 3: _____ (0.2)

Computer System 4: _____ (0.2)

Computer System 5: _____ (0.2)

b. Members of the local council will be creating and delivering PowerPoint presentations.

Select an input and output device for this purpose from the following list:

buttons	projector	joystick	plotter
mouse	optical mark reader	virtual reality headset	

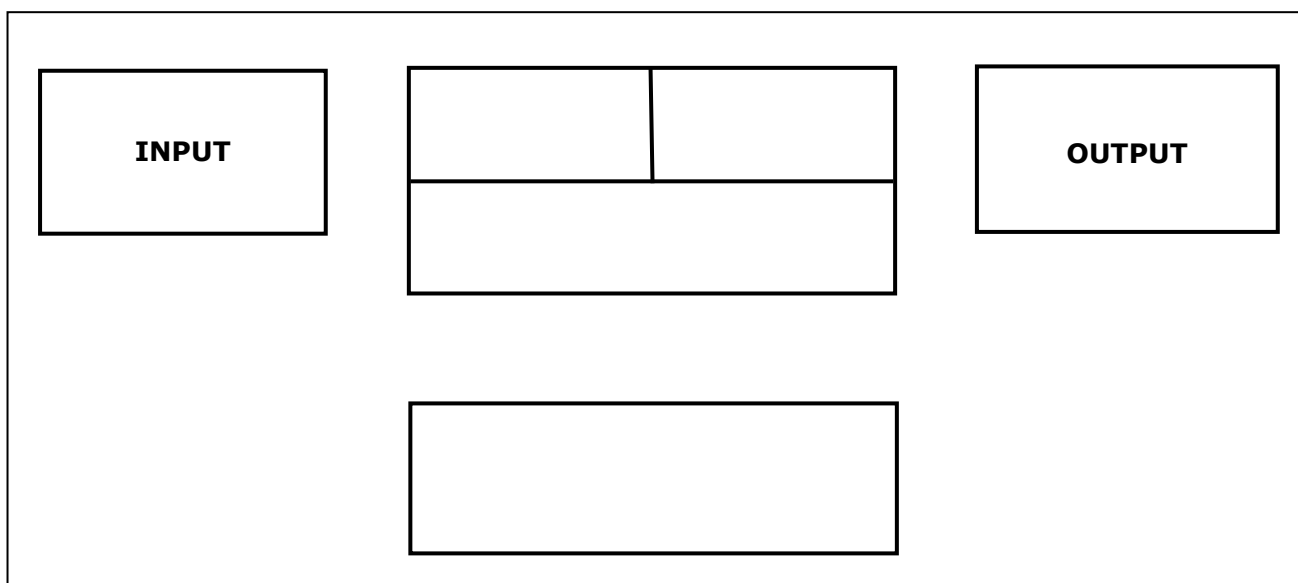
Input device: _____ (0.5)

Output device: _____ (0.5)

c. i. Show the structure of a computer system by filling in all the blocks in Diagram 1 using appropriate words. (1)

ii. Draw arrows to show how data flows between the blocks. (1)

Diagram 1: Data flow block diagram



Question 3

C-2 (6 marks)

The local council decided that a laptop should be purchased to carry out office work, including PowerPoint presentations. The following options were given:

Laptop A	Laptop B
 <p>(Source: http://www.pcworld.co.uk)</p> <p>CPU: Intel Core i7 4.5 GHz RAM: 16GB HDD: 1TB 7200 rpm Size: 30.4 cm x 21.24 cm Weight: 1.25 kg Battery Life: 8 hrs</p>	 <p>(Source: http://www.walmart.com)</p> <p>CPU: Intel Core i3 2.2 GHz RAM: 8GB HDD: 500GB 5400 rpm Size: 43.18 cm x 36.62 cm Weight: 2.5 kg Battery Life: 6 hrs</p>

a. Justify why Laptop A should be chosen and **not** Laptop B in relation to:

- i. Portability: _____
_____ (1)
- ii. Speed: _____
_____ (1)

b. The council is thinking of buying a scanner and a printer.

Justify these devices in relation to their use.

- i. Scanner: _____
_____ (1)
- ii. Printer: _____
_____ (1)

c. Justify why the hard disk available in Laptop A would be the most suitable for the council's laptop, in relation to Capacity and Access speed.

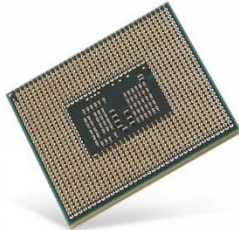
(1)




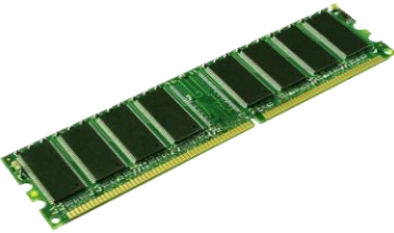
Question 4

K-4 (4 marks)

The technical support team will also be offering computer upgrades.

a. Label the following internal hardware components:

	Component Name
 <p data-bbox="282 1960 687 1989"><i>(Source: https://www.gearbest.com)</i></p>	<hr/> <p data-bbox="1412 1839 1485 1868">(0.2)</p>

 <p>(Source: http://www.buideasypc.com)</p>	<p>_____ (0.2)</p>
 <p>(Source: https://www.indiamart.com)</p>	<p>_____ (0.2)</p>
 <p>(Source: http://www.intellinet-network.com)</p>	<p>_____ (0.2)</p>
 <p>(Source: http://www.rukezelectronics.com)</p>	<p>_____ (0.2)</p>

b. List **FOUR** reasons for which a computer upgrade may be required.

Reason 1: _____ (0.25)

Reason 2: _____ (0.25)

Reason 3: _____ (0.25)

Reason 4: _____ (0.25)

- c. Outline **FOUR** implications of upgrading a computer.

Question 5

K-6 (4 marks)

Recently, a hard disk upgrade carried out on a computer was **not** successful.

- a. List **TWO** possible issues that could have caused the hard disk upgrade to be unsuccessful.

Issue 1: _____ (0.5)

Issue 2: _____ (0.5)

- b. State **ONE** way which can be used to confirm each of the **TWO** issues listed in Question 5(a).

Way to confirm Issue 1: _____ (0.5)

Way to confirm Issue 2: _____ (0.5)

- c. Outline a solution to solve each of the **TWO** issues listed in Question 5(a).

Question 6

K-8 (4 marks)

It is very important to document a computer upgrade before returning the computer to a client.

a. Name the **FIVE** sections of a computer upgrade documentation and outline the content of each.

Section 1: _____ (0.2)

Outline of section 1: _____
_____ (0.2)

Section 2: _____ (0.2)

Outline of section 2: _____
_____ (0.2)

Section 3: _____ (0.2)

Outline of section 3: _____
_____ (0.2)

Section 4: _____ (0.2)

Outline of section 4: _____
_____ (0.2)

Section 5: _____ (0.2)

Outline of section 5: _____
_____ (0.2)

b. Identify **TWO** methods that can be used to register a product.

Method 1: _____ (0.5)

Method 2: _____ (0.5)

c. List **FOUR** advantages of registering products.

_____ (2)

Question 8

K-10 (4 marks)

The technicians want to raise awareness about the importance of maintaining computer systems.

a. State **TWO** reasons why it is important to carry out maintenance on a computer.

Reason 1: _____
_____ (0.5)

Reason 2: _____
_____ (0.5)

b. List and define **FOUR** types of computer maintenance.

Maintenance 1: _____ (0.25)

Definition of maintenance 1: _____

_____ (0.5)

Maintenance 2: _____ (0.25)

Definition of maintenance 2: _____

_____ (0.5)

Maintenance 3: _____ (0.25)

Definition of maintenance 3: _____

_____ (0.5)

Maintenance 4: _____ (0.25)

Definition of maintenance 4: _____

_____ (0.5)

Question 9

C-5 (6 marks)

Local community members are visiting the workshop to carry out maintenance on their computer systems.

a. Tina installed a new version of a word processing application. She is finding problems to read the old files on the new version of the software.

i. What type of maintenance needs to be carried out on Tina's computer?

_____ (0.5)

ii. Justify the chosen maintenance for Tina's computer.

_____ (0.5)

iii. Explain what needs to be done to maintain Tina's computer.

(0.5)

b. All the cables are securely connected to the optical disk drive. Still Jacob cannot read data from disks.

i. What type of maintenance needs to be carried out on Jacob's computer?
_____ (0.5)

ii. Justify the chosen maintenance for Jacob's computer.

_____ (0.5)

iii. Explain what needs to be done to maintain Jacob's computer.

_____ (0.5)

c. Mike is worried about losing the data stored on his computer.

i. What type of maintenance needs to be carried out on Mike's computer?
_____ (0.5)

ii. Justify the chosen maintenance for Mike's computer.

_____ (0.5)

iii. Explain what needs to be done to maintain Mike's computer.

(0.5)

d. Petra is a videographer. She currently has 250 GB of hard disk space on her computer. Petra would like to increase this storage capacity.

i. What type of maintenance needs to be carried out on Petra's computer?

(0.5)

ii. Justify the chosen maintenance for Petra's computer.

(0.5)

iii. Explain what needs to be done to maintain Petra's computer.

(0.5)

Specimen Controlled Assessment Marking Scheme

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
K-1		Q1	4		
	MQF 1: Identify hazards in an IT environment.	1a	1	Award 0.25 marks for each identified hazard. (0.25 x 4 = 1)	Identifying the correct hazard shown in each of the FOUR pictures.
	MQF 2: List risks that might arise from hazards in an IT environment.	1b	1	Award 0.25 marks for each listed risk. (0.25 x 4 = 1)	Listing a suitable risk caused by the hazard shown in each of the FOUR pictures.
	MQF 3: Outline precautions to minimise potential risks.	1c	2	Award 0.5 marks for each precaution outlined. (0.5 x 4 = 2)	Outlining a possible precaution which can be taken to minimise the potential risk in each of the FOUR pictures.
K-3		Q2	4		
	MQF 1: List different types of computer systems.	2a	1	Award 0.2 marks for each computer system. (0.2 x 5 = 1)	Listing FIVE computer systems.
	MQF 2: Select appropriate input and output devices for a given situation.	2b	1	Award 0.5 marks for each correct device selected. (0.5 x 2 = 1)	Selecting an appropriate input and output device for the given scenario.
	MQF 3: Present a data flow block diagram.	2c	2	Award 0.25 marks for each missing component filled in the block diagram. Award 0.25 marks for each missing arrow drawn.	Filling in the FOUR missing components forming part of the data flow block diagram. Drawing the FOUR missing arrows, including appropriate direction, to show flow of data.

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
C-2		Q3	6		
	MQF 1: Justify the appropriate computer system for a given scenario.	3a	2	Award 1 mark for each justification. (1 x 2 = 2)	Justification of Laptop A should be made in relation to portability and speed, with reference to the scenario presented. N.B. No marks should be awarded if a definition or a general description with no reference to the given scenario is provided.
	MQF 2: Justify the appropriate input and output devices for a given scenario.	3b	2	Award 1 mark for the justification of the given input and output devices. (1 x 2 = 2)	Justification of the given input and output devices should be made in relation to their use vis-à-vis the scenario presented. N.B. No marks should be awarded if a definition or a general description with no reference to the given scenario is provided.
	MQF 3: Justify the appropriate storage requirements for a given scenario.	3c	2	Award 1 mark for each justification in relation to capacity and access speed. (1 x 2 = 2)	Justification of the hard disk in Laptop A should be made in relation to capacity and access speed, vis-à-vis the scenario presented. N.B. No marks should be awarded if a definition or a general description with no reference to the given scenario is provided.

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
K-4		Q4	4		
	MQF 1: Label different internal hardware components.	4a	1	Award 0.2 marks for each correct label. (0.2 x 5 = 1)	Labelling the FIVE internal hardware components, shown in the provided pictures, using the correct names.
	MQF 2: List the reasons for which a computer upgrade may be required.	4b	1	Award 0.25 marks for each reason. (0.25 x 4 = 1)	Listing FOUR reasons why a computer may be required.
	MQF 3: Outline the implications of upgrading a computer.	4c	2	Award 0.5 marks for each correct outline. (0.5 x 4 = 2)	Short sentences, briefly outlining FOUR implications of a computer upgrade.
K-6		Q5	4		
	MQF 1: List issues which can cause an RIU to be unsuccessful.	5a	1	Award 0.5 marks for each listed issue. (0.5 x 2 = 1)	Listing TWO issues which can cause a hard disk upgrade to be unsuccessful.
	MQF 2: State ways to confirm issues which can cause an RIU to be unsuccessful.	5b	1	Award 0.5 marks for each way stated. (0.5 x 2 = 1)	Statements indicating how each of the TWO issues causing the hard disk upgrade to be unsuccessful can be confirmed.
	MQF 3: Outline a solution to each cause of unsuccessful RIU.	5c	2	Award 1 mark for each solution outlined. (1 x 2 = 2)	Sentences, outlining how each of the TWO issues causing the upgrade to be unsuccessful can be solved.

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
K-8		Q6	4		
	MQF 1: Name the sections of an RIU documentation.	6a	1	Award 0.2 marks for each named section. (0.2 x 5 = 1)	Naming, the FIVE sections of a computer upgrade documentation.
	MQF 2: Outline the content of the various sections of an RIU documentation.	6a	1	Award 0.2 marks for each section content outline. (0.2 x 5 = 1)	Sentences, outlining the content of each of the FIVE sections of the computer upgrade documentation.
	MQF 3: Describe the importance of documenting an RIU.	6b	2	Award 0.5 marks for each reason. (0.5 x 4 = 2)	A short paragraph describing FOUR reasons that show the importance of documenting a computer upgrade.
K-9		Q7	4		
	MQF 1: Define product registration.	7a	1	Award 0.5 marks for including each type of information as part of the definition. (0.5 x 2 = 1)	A definition, highlighting the TWO types of information passed to the manufacturer during product registration, is expected.
	MQF 2: Identify the methods of registering products.	7b	1	Award 0.5 marks for each method identified. (0.5 x 2 = 1)	Identifying TWO methods which can be used to register products.
	MQF 3: List the advantages of registering products.	7c	2	Award 0.5 marks for each advantage listed. (0.5 x 4 = 2)	Listing, in point form, FOUR advantages of registering products.

Criteria Reference	The candidate should be able to:	Section & Question Number	Maximum marks that can be achieved	Allocation of marks	What is expected in the answer/s
K-10		Q8	4		
	MQF 1: State reasons why computer maintenance is important.	8a	1	Award 0.5 marks for each reason stated. (0.5 x 2 = 1)	Stating TWO reasons why it is important to carry out computer maintenance.
	MQF 2: List the different types of computer maintenance.	8b	1	Award 0.25 marks for listing each type of computer maintenance. (0.25 x 4 = 1)	Listing, in point form, the FOUR types of computer maintenance.
	MQF 3: Define the various types of computer maintenance.	8b	2	Award 0.5 marks for defining each type of computer maintenance. (0.5 x 4 = 2)	A definition for each of the FOUR types of computer maintenance is expected.
C-5		Q9	6		
	MQF 1: Identify the appropriate computer maintenance for given scenarios.	9a - d (i)	2	Award 0.5 marks for each correct maintenance identified. (0.5 x 4 = 2)	Identifying the correct type of computer maintenance for each of the FOUR scenarios.
	MQF 2: Justify the chosen computer maintenance for given scenarios.	9a - d (ii)	2	Award 0.5 marks for each justification. (0.5 x 4 = 2)	Justification of the chosen computer maintenance should be made with reference to each of the FOUR scenarios. No marks should be awarded if no reference is made to the given scenario.
	MQF 3: Explain the necessary approach to carry out the computer maintenance for given scenarios.	9a - d (iii)	2	Award 0.5 marks for each explanation. (0.5 x 4 = 2)	A short paragraph explaining a possible way, for each of the FOUR scenarios, which can be carried out to maintain the computer systems.