NCFE Entry Level 3 Digital Functional Skills (610/2807/1)

November 2023

Paper 2 – P002595

Mark scheme

The pass mark for this paper is 27 marks.

The purpose of this mark scheme is to give you:

- examples and criteria of the types of response expected from a learner
- information on how individual marks are to be awarded
- the allocated assessment objective(s) and total mark for each question.

Marking guidelines

General guidelines

You must apply the following marking guidelines to all marking undertaken throughout the marking period. This is to ensure fairness to all learners, who must receive the same treatment. You must mark the first learner in exactly the same way as you mark the last.

- The mark scheme must be referred to throughout the marking period and applied consistently. Do not change your approach to marking once you have been standardised.
- Reward learners positively giving credit for what they have shown, rather than what they might have omitted.
- Utilise the whole mark range and always award full marks when the response merits them.
- Be prepared to award zero marks if the learner's response has no creditworthy material.
- Do not credit irrelevant material that does not answer the question, no matter how impressive the response might be.
- If you are in any doubt about the application of the mark scheme, you must consult with your team leader or the chief examiner.
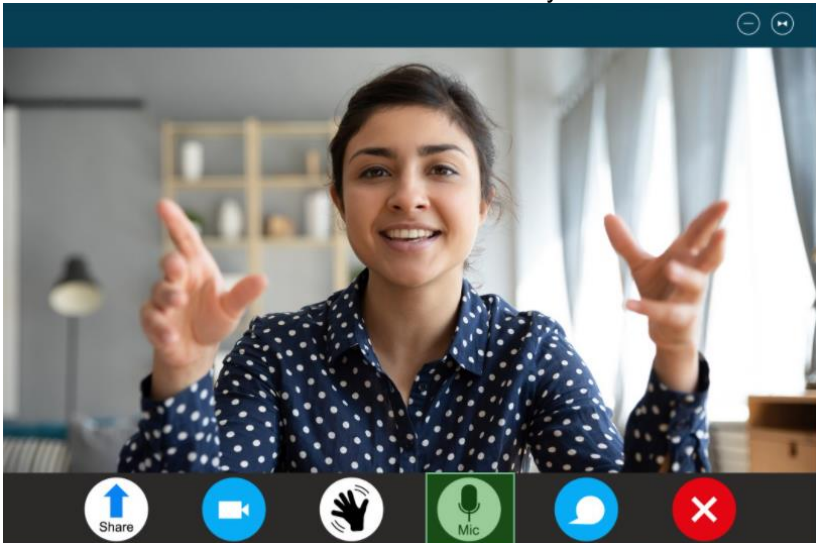
Section 1				
	Total for this section: 12 marks			
Qu	Mark scheme	Total marks	Learning outcomes	Surpass item ref.
1	**Which** one **of the following is a type of security software that prevents unauthorised access to a network?** A Application **B Firewall** C Malware D Virus	1	5.4	Section 1 |Q1
2	**Noah receives an email from a company he does not recognise. He clicks on a link in the email and his data is stolen.** **Which** one **of the following describes the type of email Noah received?** A Advertising email B Newsletter email C Order email **D Phishing email**	1	5.1	Section 1 |Q2
3	**Which** one **of the following is caused by working at a computer screen for a long time?** A Adjusting equipment **B Eye strain** C Screen brightness D Taking breaks	1	5.5	Section 1 |Q3
4	**Jessica is using a device to interact with a 3D environment.** **What type of device is Jessica using?** A Mobile phone B Smart speaker **C Virtual reality headset** D Wireless keyboard	1	1.1	Section 1 |Q4
5	**Which** one **of the following is software that is used for accessing websites?** A Email client B Mobile device C Security application **D Web browser**	1	1.2	Section 1 |Q5
6	**Oscar wants to protect his personal information and privacy online. State** one **way that Oscar could protect his personal information and privacy.** Award **one** mark for any of the following answers: • not sharing personal information • looking for HTTPs when logging in • looking for padlock or lock icon in URL. • Secure passwords • Alias email	1	5.2	Section 1 |Q6

	• Anti-virus software/app or firewall' (Do not award non-specific 'security' app or software - must include virus or malware if not a firewall. Not 'privacy setting' as too vague and 'privacy' is in the question. Accept any other suitable response and paraphrasing that implies correct answer.			
7	**Charlie is creating a book report for a school project.** **State** one **type of application software that Charlie could use.** Award **one** mark for any of the following answers: • presentation software • word processor. Accept any other suitable response and paraphrasing that implies correct answer. Accept any name of application software (for example, Word, PowerPoint, Publisher, G Suite documents).	1	1.2	**Section 1 |Q7**
8	**Jacob is learning about why his digital footprint is important and the activities that contribute to digital footprints.** **List** two **activities that will leave a digital footprint.** Award **one** mark for any of the following answers (**maximum of 2 marks**): • social media activity • web searches • emails. • Transactions/shopping • Online banking Accept any other suitable response and paraphrasing that implies correct answer.	2	3.4	**Section 1 |Q8**
9	**Match** each **of the** three **problems on the left to the correct type of error on the right.** Award **one** mark for any of the following answers (**maximum of 3 marks**): Device crashing or freezing — System error Using incorrect credentials — User error Slow response	3	1.8	**Section 1 |Q9**

Entry Level 3 – P002595-P2

Section 2

Task 1 - Going to the cinema | | **Total for task 1: 12 marks**

	Mark scheme	Total marks	Learning outcomes	Surpass item ref.
(a)	Finds and opens folder called **Cinema**.	1	1.7	**Task 1 - Going to the cinema (part 1)**
	Creates a word processing document inside the **Cinema** folder and names it **Films**. **NB A**ward this mark even if the document is not inside the **Cinema** folder. **NB** Award this mark even if there are spelling errors in file name.	1	1.6	
	Creates a file inside the folder **Cinema**. **NB** The mark here is allocated for document being inside the folder not for the file name or type.	1	1.7	
(b) (i)	Opens a web browser to carry out an internet search.	1	1.5	
	Performs an internet search using relevant search terms to find local cinemas (for example, 'local cinemas'). **NB** Evidenced by screenshot pasted into their word processing document which includes search terms used and search results OR visible equivalent info in another file type e.g. image file.	1	1.5	
(b) (ii)	Screenshot of film name pasted into their word processing document.	1	1.5	
	Saves the document **Films**.	1	1.6	
**Evidence for Task 1 – upload should be in a .zip folder named 'Cinema' containing document named 'Films' with screenshot of search.**			
(c) (i)	Completes personal details in the online cinema ticket booking form by entering: **Book your cinema ticket** First name: Toby Surname: Sanders Email address: tobysanders@mail.com Telephone number: 07711 587507 Email address and telephone number must be entered accurately for mark to be awarded. Ignore space in phone number.	1	4.1	**Task 1 - Going to the cinema (part 2/3)**
	Completes security code accurately by entering: • 658062 in the security code field.	1	5.3	
	Ensures data is entered correctly by repeating the security code (as shown in the first field).	1	4.1	

(c) (ii)	Completes online cinema ticket purchase by selecting: • 'Tomorrow' from the date of film drop-down list • '11.45am' from the time of film drop-down list • '4' from the number of tickets drop-down list.	1	4.1	**Task 1 - Going to the cinema (part 4/5)**
	NB Information should be completed accurately. Completes online cinema ticket purchase by typing payment details in relevant fields, as follows: • 9999 1234 0000 6789 in the credit card number field • 01/29 in the expiry date field • 456 in CVV field. **NB** Mark awarded if all information is entered and completed accurately.	1	4.1	

Section 2 **Task 2 - Customer service feedback**			**Total for section 2: 16 marks**	
	Mark scheme	**Total marks**	**Learning outcomes**	**Surpass item ref.**
(a)	Edits title '**Rate our customer service**' by changing text to be: • aligned left • set to italics. **NB** Award one mark for each format applied. Award these marks if correct format is applied to only some of the words in the top line.	2	2.1	**Task 2 - Customer service feedback (part 1)**
(b)	Pastes the copied text '**Please take some time to fill out this survey.**' to below the text '**Rate our customer service**'. **NB** Award this mark if original text remains on page 2 of **Survey** document and is also present on page 1, demonstrating use of copy and paste.	1	2.2	
(c)	Changes the font colour of the line '**We appreciate your feedback.**' to blue. **NB** Allow this mark for changed font colour of any line to blue.	1	2.1	
(d)	Combines text from document **Questions** into document **Survey** by pasting all text above the line of text '**We appreciate your feedback.**' **NB** Award this mark even if parts of the text from **Questions** document are missing and / or the text is not above the line of text '**We appreciate your feedback.**'	1	2.3	
(e)	Adds bullet points to the list of questions in the **Survey** document: • How long have you been using our service? • How would you rate your experience? • Would you recommend us to your friends? • How happy are you with our service overall? **NB** Allow this mark for any one line with a bullet point.	1	2.1	
(f)	Copies the image from the **Questions** document into the **Survey** document by pasting the image below the line of text '**We appreciate your feedback.**'	1	2.3	

(g)	Inserts the graphic named **Logo** into the **Survey** document.	1	2.2	
	Edits the graphic named **Logo** within the **Survey** document so that it has a height of 2.5 cm	1	2.2	
	Positions the graphic named **Logo** in the top left corner of the page and above the text 'Rate our customer service.'	1	2.2	
**Evidence for Task 2 – document named 'Survey' should be uploaded.**

(h) (i)	Selects the area on screen to start a video call with the customer. 	1	3.3	**Task 1 - Going to the cinema (part 2)**
(h) (ii)	Chooses the icon that should be used to mute yourself. 	1	3.3	**Task 1 - Going to the cinema (part 3)**
(i)	Writes an email which includes: • 'thecustomer@mail.com' in the 'to' field • a relevant subject line (for example, 'Thank you for your feedback').	1 1	3.2 3.2	**Task 1 – Going to the**

				cinema (part 4)
NB Ignore spelling errors if the meaning is clear. • an opening greeting **and** a closing sign-off (for example, 'Dear customer' and 'Best wishes'). **NB** Ignore spelling errors if the meaning is clear. • relevant content sufficient to convey message, such as thanking the customer (for example, 'Thank you so much for your feedback'). **NB** Ignore spelling errors if the meaning is clear.	**1** **1**	**3.2** **3.2**		