EXAMINER'S REPORT

TALENT (SKILLS) CAPSTONE EXAMINATION – JANUARY 2019

(SS2) INFORMATION TECHNOLOGY SKILLS

The main aim of this paper is to test the students overall knowledge on Information Technology and skills on applying the same in an office environment while giving more concern on office application software. It should be noted that practical knowledge on how to use IT applications in an Office environment is vital to face this paper more successfully.

SECTION A

Twenty (20) compulsory questions
(Total 40 marks)

Question 01

This question focused on overall aspects of Information Technology. Nearly all the students attempted those question. Many were able to score more than 24 marks from the allocated marks. Students should pay more attention to subject areas like Internet Banking and use of digital currency. It appears that students having lack of knowledge related to text processing software and presentation software. Further, they must pay their special attention to information security related subject areas. Candidates should understand the fact that obtaining high marks for this question will definitely help them to reach pass mark easily.

The overall performance for this question was at a satisfactory level.

SECTION B

Any four (04) questions only to be answered.
(Total 60 marks)

Question 02

This Question was aimed to test the database related knowledge. Almost all the students attempted this question. Most of them were able to correctly answer for **part (a)** as it was just to identify the suitable data type. For **part (b)** some students misunderstood the question and they have written the key field.

For **part (c)** correct answers were rarely seen. Majority of the candidates were unable to explain the specific fields and condition to check. They do not have proper understanding about Queries. Students are recommended to gain more practical experience in database technologies.

The overall performance for this question was moderate.

Question 03

The students' knowledge on Microsoft Excel was tested. It was required to explain the purpose served by given excel functions. Lesser number of students' have chosen this question. Out of them, only few students were able to correctly answer for **part (a), (b)** and **(e)**. That is also by guessing the meaning of the function by function name itself. For **part (c)** and **(d),** correct answers were rarely seen. More practical exposure is recommended.

The overall performance for this question was not up to the expectation.

Question 04

This question was intended to test students' knowledge on email communication. Majority of the candidates selected this question. Many were able to score fairly good marks.

In **part (a)** considerable number of students had problem in identifying what "spam mail" is. Further, some students found it difficult to explain what a signature text is.

In **part (b)** many were unable to explain what "BCC" and "Reply to All" are.

In **part (c)** majority of the candidates stated that any type of file can be attached to the email.

The overall performance for this question was satisfactory.

Question 05

This question was intended to test students' awareness on Internet and Internet Banking. This was the preferred question out of optional questions.

Almost all the students were able to score full marks for **part (a)** and **(b)**, but some students had difficulty in answering **part (c)** and **(d)**.

For **part (c)** many were able to state only one procedure to facilitate to re-enable access to the account.

In **part (d)** many candidates wrote generic answers for value additions from ERP software. It seems the student's need further understanding on this area.

The overall performance for this question was very satisfactory.

Question 06

The candidates' knowledge on word processing was tested by requiring to explain the tasks performed by given features. Most of the students' had chosen this question. Out of them many were able to give proper answers to **Part (a) (i)** and **(v)**, but answers for the remaining sub sections were not satisfactory.

E.g. In **Part (a) (ii)** Format Painter – many said it was used to colour the words.

In **Part (a) (iii)** Show / Hide – To hide the slide or page

In **Part (a) (iv)** Auto Text – lot of students misunderstood this as Auto correct. The students should read and understand the questions before attempting.

However **part (b)**, for Mail merge related question few students were able to explain when it is useful but, they were also unable to list the steps to complete the mail merge process.

More practical exposure with word processing is recommended.

The overall performance for this question was at a moderate level.

Question **07**

The students' competency on presentation software was tested. Only few students selected this question. Out of those selected only handful of students were able to give proper answers.

For **Part (b)** - They missed to answer "hyperlink" option.

For **Part (g)** - Majority of students stated "word art" in PowerPoint.

Those who used key words in explaining the steps, earn some good marks.

Lack of proper knowledge on this area was clearly visible.

Need more and more practical sessions to improve the awareness.

The overall performance for this question was not satisfactory **level.**

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Common points to consider for improving of the competency level of candidates:

(1)   Thorough study of the entire syllabus.

(2)   Candidates should read the question carefully a several times and should not write unnecessary explanations and details, when a direct answer is expected from the question.

(3)   Refer study text, books, articles, magazines and other reading materials in relation to Information Technology.

(4)   It is important to present the theoretical concepts and practical knowledge relating to information technology in an organized manner and quote examples wherever necessary, when writing answers.

(5)   Make sure that the handwriting is legible and have numbered the answers, appropriately.

(6)   Follow the instructions given in the exam paper.

(7)   Study the past papers and answer to improve your knowledge.

(8)   Effective time management.

(9)   Check twice whether the answers are numbered properly before submitting the answer scripts.

(10) Face the exam with a good preparation and with the utmost hope of passing the exam.

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