

EXAMINER'S REPORT

TALENT (SKILLS) CAPSTONE EXAMINATION – JULY 2017

(SS2) INFORMATION TECHNOLOGY SKILLS

The main aim of this paper is to test the candidates' 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

Almost all the candidates attempted this question and their performance was satisfactory. Most of them were able to score high marks which eventually helped them to get through the exam. Notably some candidates could not correctly identify the answers for questions **1.4** and **1.9** related to IT ethics and internet Banking respectively. It will be beneficial for them to pay attention to these areas of study. It is recommended to practice on some previous examination papers when preparing for the exam.

The overall performance for this question was satisfactory.

SECTION B

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

Question 02

Ability to understand practical example of a database and associated elementary concepts were tested. Majority of the candidates have selected this question. For part (a) (i) and (ii) majority have correctly identified the key field and answered successfully. Few candidates found it difficult to identify the suitable data type for fields such as "Amount" and "Interest Rate" in part (b). Performance for part (c) was not up to the expectation. Most of them were unable to identify types of users who might interact with Data Base Management System (DBMS) in the real world. It is recommended to go through reading materials related to database and its key functions.

The overall performance for this question was satisfactory.

Question 03

It was expected to test the knowledge on Microsoft PowerPoint by way of explaining the purpose served by selected features. Less number of candidates preferred this question. Out of them many candidates have correctly answered for part (a) sub sections (iii) Transitions and (iv) Animations. But for remaining sub sections proper answers were rarely seen. A considerable number of candidates failed to explain that there is a predefined combination of colours, fonts and effects and different themes also use different slide layouts in answering (ii) Themes of part (a).

For part (b) most of the candidates managed to state the option “sending the presentation to visitors through email or file share” and earn some marks but only a handful of candidates gave the expected complete answer. It is advisable to clearly state assumptions if they have made any, otherwise their answer may be treated as incomplete. The candidates should familiarize with the Microsoft Powerpoint in order to give the proper answers. Furthermore special attention should be paid to use the key words when explaining the answer.

Only few candidates have obtained higher marks for this question.

Question 04

The knowledge regarding application of functions / formulae on a given spreadsheet in order to get useful information was tested. Majority of the candidates have attempted for this question. Out of those who attempted majority of them were able to answer successfully for part (a), (b) and (c). They have correctly identified the function and most of the instances formulae also. But answers for rest of the parts were very poor because majority of the candidates could not choose the appropriate function. Many candidates have not identified the correct function for part (e) as “COUNTIF”. Possible reason may be less practical exposure relating to spreadsheets.

When compared with previous examinations, candidates have answered successfully for this question and earned high marks.

Question 05

Knowledge regarding the commonly used web browser softwares and functions performed by their most prominent buttons / features have been tested. Majority of the candidates preferred for this question.

The performance was satisfactory for part (a) and part (b) (i) to (iv). But only few candidates have correctly answered part (b) (v) and (vi).

The reason may be they are unaware about the features not frequently used by them. Therefore it is important to develop a comprehensive knowledge regarding web browsers. Majority of the candidates have not correctly explained that private window / incognito window permits web browsing activities private from other users and it will automatically erase your browsing history and search history for part (b) (v) in their answers.

Majority of the candidates scored high marks for this question.

Question 06

It was tested how to send an email in an office environment while identifying basic features. Almost all the candidates have attempted the question. Majority of them were able to score full marks easily. However few candidates found it difficult to give proper answers to part (2), (3) and (7). Several candidates have incorrectly answered for (2) CC and (3) BCC by interchanging the answers because they have no clear understanding regarding the difference between CC and BCC. Few candidates have no idea about what signature text is. They have incorrectly stated their personal signatures as the answer. The candidates should be encouraged to use email communication in order to gain practical experience.

The performance for this question was remarkable.

Question 07

It was expected to test the knowledge on text processing software (Microsoft Word) by explaining the functions performed by selected features. Majority of the candidates opted for this question. Most of them correctly answered for part (a) sub sections (i) Thesaurus, (iv) Page Break and (v) Watermark. But answers for the remaining sub sections were not satisfactory. For (a) (iii), in explaining table of contents many candidates have not correctly explained that when a document with number of sections and pages is created, preparing a table of contents assists readers to directly access any section.

Some candidates have tried to explain the function by using the feature name itself.

Eg: Table of contents - To draw a table
Page Break - To break the page
Watermark - To add a watermark

But it was expected to explain the function performed by the above features. More practice is recommended to rectify the errors. Majority of the candidates were able to correctly explain the difference between the features “Smart Art” and “Word Art” for part (b). A handful of candidates have explained either “Smart Art” or “Word Art” instead of explaining the difference between two features.

The performance for this question was moderate.

- - -

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 and an accurate 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, pilot papers and answer to improve your knowledge.
- (8) Effective time management.
- (9) Check twice whether 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.

- * * * -