

8982 Using e-mail and the Internet – Level 1

General Observations

Areas of good performance

There have not been many candidates for this particular examination. However, the candidates who fully complete the tasks have performed very well and overall the internet searching skills have seen an improvement. The majority of candidates carried out the e-mail related tasks very well.

Areas for development

Candidates need to carry out instructions fully, to ensure that all requested screen-prints have been produced in order to demonstrate the feature and complete all tasks to minimise the production error rate.

Recommendations

Candidates should regularly practise using past papers to ensure they have sufficient time to complete all tasks.

Candidates should ensure that all required printouts are included and the screen-prints are pasted in the correct place in the word processor document.

Tips

- Practice on past papers, in order to make sure the candidates can complete the examination in the allotted time.
- Ensure screen-prints are pasted into the correct place in the word processor document.

Additional comments

All evidence for this examination is produced via hard copy either printout or screen-prints, ensure all necessary printouts are included.

Candidates should use the reading time to ensure they understand **all** instructions, especially since e-mail addresses differ from the scenario and could confuse them.

Ensure centres include printouts of e-mails set up for candidates and print out a copy of the Internet websites used by candidates, this is in case pages change on the websites once the examination has been taken, all examinations use current websites.

Using e-mail and the Internet – Level 2

General Observations

Areas of good performance

There have not been many candidates taking this particular examination. The candidates who complete the whole examination do very well. The attaching of files and expanding of compressed files has been executed very well by all candidates. The accuracy of e-mails was excellent, with correct subject headings, e-mail addresses and cc's etc.

Areas for development

Overall, the candidates must improve the standard of setting up folders and saving mail to the correct locations, accessing the 'sent' mailbox to retrieve mail, signature set-up and internet searching.

Recommendations

Candidates must set up mail folders within their own individual mailbox and save the specified e-mails into the correct locations. The screen prints must show the folder and the mail located within the folder.

Mail is accessed from the 'sent' mailbox in order to see the priority mail settings. The complete e-mail must be legible on the screen print in order to check the accuracy of the content.

Candidates should set-up their signature as instructed (e.g. with their name, title, department as specified). The signature should then be present on e-mails.

Candidates should take care with the internet searching and use complex search criteria instead of using one keyword to search.

Tips

- Save e-mails to correct locations
- Ensure all required information is visible before taking a screen print

Additional comments

All evidence for this examination is produced via a hard copy (either a printout or screen print) so ensure all necessary printouts are included.

Candidates should use the reading time to ensure they understand all instructions, especially since e-mail addresses differ from the scenario and could confuse them.

Ensure the centre includes printouts of e-mails set up for candidates and print out a copy of the websites used by candidates, this is in case pages change on the sites once the examination has been taken. This examination uses live websites.