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Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

COMPUTER APPLICATIONS TECHNOLOGY P2

2022

MARKING GUIDELINES

MARKS: 150

These marking guidelines consist of 20 pages.

SUGGESTIONS AND RECOMMENDATIONS TO MARKERS

- Revisit the questions and the marking guideline frequently during the marking session.
- It is advisable to read (and re-read) the question frequently together with the candidate's response to check that they correlate, so that you are not misled by the candidate's statements/answers.
- Be careful not to focus on keywords or general statements, but rather read the entire answer. If in doubt, read the entire answer and then the question and the answer in the marking guideline.
 - Ask yourself or your senior marker if the response could 'fit' into the marking guideline before allocating the correct marks to the candidate.
 - Accept correct answers that are expressed differently, e.g. the marking guideline states 'slow' and the learner responds with 'not fast'.
- Beware of overlapping answers to a specific question. In general, ONE mark is awarded per fact.
- Do not choose answers on the candidate's behalf. Where a question requires a candidate to LIST or NAME, mark the first number of instances required, e.g. the first TWO facts if the candidate presents a list of FIVE facts and only TWO facts were required, even if presented in paragraph format.
- Questions requiring longer answers must be regarded as a single unit. Marks can be awarded if correct statements are found anywhere in the paragraph.

SECTION A**QUESTION 1: MULTIPLE-CHOICE**

1.1	A	✓	1
1.2	C	✓	1
1.3	A	✓	1
1.4	C	✓	1
1.5	D	✓	1
1.6	B	✓	1
1.7	D	✓	1
1.8	A	✓	1
1.9	C	✓	1
1.10	B	✓	1
Total: [10]			

QUESTION 2: MATCHING ITEMS

2.1	P	✓	1
2.2	R	✓	1
2.3	H	✓	1
2.4	K	✓	1
2.5	B	✓	1
2.6	F	✓	1
2.7	D	✓	1
2.8	A	✓	1
2.9	E	✓	1
2.10	J	✓	1
Total: [10]			

QUESTION 3: TRUE/FALSE ITEMS

(Note to marker: In Question, 3.1, 3.4 and 3.5 candidates need to provide both the word 'False' and the correct term, e.g. Motherboard, in order to get the mark.)

3.1	False, VGA/DVI ✓	1
3.2	True ✓	1
3.3	True ✓	1
3.4	False, Artificial Intelligence ✓ /AI	1
3.5	False, Big Data ✓	1
		[5]

TOTAL SECTION A: [25]

SECTION B**QUESTION 4: SYSTEMS TECHNOLOGIES**

4.1	Concept of communication in the information processing cycle The result of processing is shared ✓ with users/other devices connected to each other		1												
4.2	ONE reason why a hard disk drive is NOT preferred in a laptop 1) HDD can be easily damaged because of moving parts 2) Heavier than other options 3) Uses more electricity/Depletes battery faster ✓ (Any one)		1												
4.3.1	TWO criteria for selecting a printer for a SOHO 1) Speed: Pages per minute/Productivity 2) Budget consideration: Cost of printer/Cost of printing 3) Print quality: Quality of printouts required/DPI 4) Paper: Variety of paper sizes/thickness required 5) Durability: Maximum printouts per printer life cycle 6) Size of printer: Available physical space/multiple trays 7) Colour: Monochrome or colour printing required 8) Type of printer: Suitability for SOHO, e.g. Multifunction printer 9) Connectivity: Network printer, e.g. Wireless 10) System compatibility: Compatibility between device and printer ✓✓ (Any two) (Note to marker: Do NOT accept one-word answers)	2													
4.3.2	Type of software license for a SOHO <table border="1"><thead><tr><th>Type of software license ✓</th><th>Motivation ✓</th></tr></thead><tbody><tr><td>Site License/Once-off license</td><td>No intention of upgrading Software of all the computers on the site will be licensed Can be installed on several computers simultaneously</td></tr><tr><td>Subscription license</td><td>Latest features and updates are always available</td></tr><tr><td>Multi-user license</td><td>Intended for multiple users, irrespective of number of computers</td></tr><tr><td>Multiple Activation Key (MAK)</td><td>Licenses are purchased in a bundle which depletes as licenses are used</td></tr><tr><td>GNU/Open Source license</td><td>Low budget/start-up business</td></tr></tbody></table> (Note to marker: Motivation must match the type of license)	Type of software license ✓	Motivation ✓	Site License/Once-off license	No intention of upgrading Software of all the computers on the site will be licensed Can be installed on several computers simultaneously	Subscription license	Latest features and updates are always available	Multi-user license	Intended for multiple users, irrespective of number of computers	Multiple Activation Key (MAK)	Licenses are purchased in a bundle which depletes as licenses are used	GNU/Open Source license	Low budget/start-up business		2
Type of software license ✓	Motivation ✓														
Site License/Once-off license	No intention of upgrading Software of all the computers on the site will be licensed Can be installed on several computers simultaneously														
Subscription license	Latest features and updates are always available														
Multi-user license	Intended for multiple users, irrespective of number of computers														
Multiple Activation Key (MAK)	Licenses are purchased in a bundle which depletes as licenses are used														
GNU/Open Source license	Low budget/start-up business														

4.3.3	<p>TWO benefits of UPS for a SOHO</p> <ol style="list-style-type: none"> 1) Backup power for limited time 2) Safe/Automatic shutdown 3) Allows time to save work/Prevents loss of data 4) Protects equipment against power surges/fluctuations <p>✓✓ (Any two)</p>	2	
4.3.4	<p>Problem related to a printer not set as the default printer</p> <ol style="list-style-type: none"> 1) Print jobs go to the wrong printer 2) Nothing will print 3) May print with incorrect layout formatting 4) Less productive – will need to select a printer every time to print <p>✓ (Any one)</p>	1	7
4.4	<p>TWO disadvantages of using open source software</p> <ol style="list-style-type: none"> 1) No regular updates 2) No official support 3) Lack of 'Help' features 4) Open to software vulnerabilities, e.g. hacking with malicious code 5) Lack of proper testing of the software for bugs <p>✓✓ (Any two)</p>		2
4.5	<p>ONE reason for preferring a virtual keyboard over a physical keyboard</p> <ol style="list-style-type: none"> 1) Use less physical desk space 2) Improves portability of the device 3) Can customise the keyboard 4) Surface on which virtual keyboard is projected may be easier to clean <p>✓ (Any one)</p>		1

4.6.1	TWO reasons why <u>offline</u> backups are important 1) Backup files are accessible when no internet is available 2) Faster to restore data from a local source 3) Not reliant on a 3 rd party for data security 4) Have a backup in case of ransomware 5) No need to pay a subscription ✓✓ (Any two)	2	
4.6.2	Reason for NOT making a backup on the same device as the original work The backup can be destroyed/infected/lost/stolen together with the original work ✓	1	
4.6.3	File extension for files that have been reduced in size .Zip/.Rar/.7Z, etc. ✓	1	4
4.7	Change made to resolution to assist a visually impaired user Resolution decreased ✓ to make the display appear larger		1
4.8	Most common use of the Task Manager 1) Close a non-responding program/Forcefully end a task 2) Check computer performance to identify processes causing issues ✓ (Any one)		1
4.9	TWO reasons why an accountant should not use a trial version of financial software 1) Lose data when trial expires/Program becomes unusable 2) Unable to upgrade to the full version 3) Not all features are available/limited functionality 4) Could result in loss of income for the business ✓✓ (Any two)		2
4.10	TWO ways to resolve the problem of a faulty mouse 1) Change the mouse surface/use a mousepad 2) Check connection/cable/Bluetooth/ports 3) Restart/reboot the computer 4) Change batteries/Check for battery corrosion 5) Clean optical sensor 6) Re-install the driver/unpair and re-pair Bluetooth mouse 7) Check if the mouse receiver is working, e.g. wireless mouse dongle ✓✓ (Any two)		2

4.11	<p>TWO kinds of metadata information</p> <ol style="list-style-type: none"> 1) Author/Who last modified 2) Dates/Time created/modified 3) Geographic location 4) File size 5) Revision number 6) Attributes 7) Number of pages/words 8) Valid descriptive data related to video or audio file <p style="text-align: right;">✓✓ (Any two)</p>		2
4.12	<p>Purpose of a QR code</p> <p>Quick access/link to information, ✓ e.g. URL, videos, network password, text, business card, etc.</p>		1
			[25]

QUESTION 5: INTERNET AND NETWORK TECHNOLOGIES

5.1	Type of internet connection recommended for a school AND motivation <table><tr><th>Type of internet connection ✓</th><th>Motivation ✓</th></tr><tr><td>Cellular (4G/LTE/5G)</td><td>1) High speed internet access 2) Only option available in an area</td></tr><tr><td>Wireless/WiMAX</td><td>1) High speed internet access</td></tr><tr><td>Fibre</td><td>1) High speed internet access 2) Cost effective internet access 3) Reliable/stable</td></tr><tr><td>Satellite</td><td>1) High speed internet access 2) Available in rural areas</td></tr><tr><td>ADSL</td><td>1) Cost effective internet access 2) Available in an area 3) Reliable</td></tr></table>	Type of internet connection ✓	Motivation ✓	Cellular (4G/LTE/5G)	1) High speed internet access 2) Only option available in an area	Wireless/WiMAX	1) High speed internet access	Fibre	1) High speed internet access 2) Cost effective internet access 3) Reliable/stable	Satellite	1) High speed internet access 2) Available in rural areas	ADSL	1) Cost effective internet access 2) Available in an area 3) Reliable	2	
Type of internet connection ✓	Motivation ✓														
Cellular (4G/LTE/5G)	1) High speed internet access 2) Only option available in an area														
Wireless/WiMAX	1) High speed internet access														
Fibre	1) High speed internet access 2) Cost effective internet access 3) Reliable/stable														
Satellite	1) High speed internet access 2) Available in rural areas														
ADSL	1) Cost effective internet access 2) Available in an area 3) Reliable														
5.2	Advantage of using https protocol over http protocol Https indicates that the website is secure/encrypted ✓	1	3												
5.3	TWO ways software can be used to protect a network from unauthorised users 1) Use a firewall 2) Set up access rights/logins for authorised users (username and password) 3) Use data encryption ✓✓ (Any two)		2												
5.4	TWO reasons why a podcast is preferred over reading a document 1) For visually impaired people/special needs/physical disabilities 2) To learn pronunciation of words 3) Some people learn better through audio means 4) Many people multi-task when listening to a podcast, e.g. wear earphones while jogging 5) User can control the listening speed, etc. ✓✓ (Any two)		2												
5.5	TWO ways to connect more than four devices to this router 1) <u>Add</u> a wireless connection/Access Point ✓ 2) Add a switch ✓		2												

5.6	<p><i>TWO reasons why internet access is important to users</i></p> <ol style="list-style-type: none"> 1) Search for information 2) E-learning 3) Use social media 4) Internet services, e.g. financial services, etc. 5) Software updates for latest features 6) Cloud computing/storage 7) Collaboration/Communication between users 8) Working from home 9) Entertainment/streaming/gaming <p>✓✓ (Any two)</p>		2
5.7	<p><i>TWO advantages of using a VPN</i></p> <ol style="list-style-type: none"> 1) Secure connection to a network/internet/application 2) Can virtually change your geographic location 3) Provides privacy by masking your IP address 4) Provide simultaneous access to multiple users and remote users <p>✓✓ (Any two)</p>		2
5.8	<p><i>TWO ways to resolve the problem when not able to connect to a computer network</i></p> <ol style="list-style-type: none"> 1) Check network cable connection 2) Check for flashing lights on the switch/router and the ports 3) Restart the PC/router/switch 4) Log out, log in 5) Check network adaptor settings 6) Check whether network adaptor is enabled 7) Check if the wireless network has reached the maximum connected devices 8) Disable the airplane mode on the device 9) Check power supply to all devices 10) Check username and password 11) Network administrator updates/creates profile <p>✓✓ (Any two)</p>		2
			[15]

QUESTION 6: INFORMATION MANAGEMENT

6.1	Question is suitable/unsuitable for questionnaire AND reason			4
	Question 1	Reason		
	Unsuitable ✓	1) Answer can be found elsewhere 2) Too open-ended for a questionnaire ✓ (Any one)		
	Question 2	Reason		
	Suitable ✓	1) Information cannot be found in other sources 2) Only two options possible, e.g. Yes/No 3) Data can be processed electronically/Closed question ✓ (Any one)		
6.2.1	What makes this author trustworthy? The author/editor is associated/has credentials with a renowned university ✓		1	2
6.2.2	How to check if the given information is accurate 1) Check/Verify other sources with similar information 2) Ask an expert in the field ✓ (Any one)		1	
6.3	TWO word processing features to reference a source 1) Bibliography 2) Citation 3) Footnotes/Endnotes 4) Captions ✓✓ (Any two)			2
6.4.1	ONE reason for using a pie chart 1) All portions of the whole 2) When the total of the numbers is 100% 3) When there are only a few categories/not too many categories/easier to understand ✓ (Any one)		1	2
6.4.2	ONE reason for using a line chart 1) Displays trends/changes over time (years, months, days) 2) Used when the order of the categories is important 3) Used when there are many data points ✓ (Any one)		1	
[10]				

QUESTION 7: SOCIAL IMPLICATIONS

7.1	<p>ONE example of an intellectual property product/(creation)</p> <ol style="list-style-type: none"> 1) Music 2) Software 3) Art 4) Books 5) Design/Industrial design 6) Podcast etc. <p style="text-align: right;">✓ (Any one)</p> <p><i>(Note to marker: Accept one specific intangible example, e.g. Photograph)</i></p>		1
7.2	<p>TWO guidelines that can be found in BYOD policy</p> <ol style="list-style-type: none"> 1) Install an antivirus program 2) Use legal/approved software 3) Do not store sensitive/personal information 4) School has the right to install software on your device 5) Limitation placed on data usage 6) Prescribe times for network connection/device usage 7) School information should be encrypted 8) Limitation on using social media/software/school resources 9) Conform to required hardware specifications 10) Ensure devices are fully functional 11) School does not accept liability for loss or theft 12) School reserves the right to disconnect/disable devices <p style="text-align: right;">✓✓ (Any two)</p>		2
7.3	<p>TWO ways to prevent computer hardware theft</p> <ol style="list-style-type: none"> 1) Install security gates and burglar bars 2) Limit access/employ security companies/guards 3) Install security cameras 4) Install alarm systems 5) Biometric security for entry into the computer lab 6) Place devices in a strong room/safe 7) Secure computers to the desk or floor, e.g. Kensington lock 8) Attach a security device to computers e.g. RFID tags <p style="text-align: right;">✓✓ (Any two)</p>		2

7.4	<p>TWO ways to protect your privacy when using a public hotspot</p> <ol style="list-style-type: none"> 1) Do not perform financial transactions 2) Do not give out/enter personal information/Do not share data over network 3) Do not login to any apps that have your sensitive information 4) Ensure that nobody is looking at your screen/shoulder surfing 5) Use a VPN/Incognito mode <p>✓✓ (Any two)</p>		2
7.5	<p>ONE reason why companies may NOT allow employees to telecommute</p> <ol style="list-style-type: none"> 1) Security of sensitive information 2) Cannot easily measure their performance/productivity when employees are not in the office/Too many distractions at home 3) Costly to set up work infrastructure/resources at the office and at the homes of employees 4) Job description requires physical presence 5) Eliminate professional isolation/Encourages teamwork <p>✓ (Any one)</p>		1
7.6	<p>TWO negative effects a user can experience if they overuse social media</p> <ol style="list-style-type: none"> 1) Lack of social interaction/Person becomes anti-social 2) Can become addicted to social media/Neglects important work 3) Addictive behaviour can lead to depression/Body dysmorphia 4) Could affect the normal development of children/Could lead to low self-esteem 5) High data usage may lead to financial strain 6) More likely to become a victim of online harassment/cyberbullying, etc. <p>✓✓ (Any two)</p> <p>(Note to marker: Do NOT accept any reference to lack of physical activity)</p>		2
			[10]

QUESTION 8: SOLUTION DEVELOPMENT

8.1	Purpose of a bookmark in a word processing document Quickly links/navigates to different locations in the document ✓		1
8.2	Prepare headings to appear in an automatic table of contents Apply styles to the headings ✓ (Accept if steps are given)		1
8.3.1	Appropriate size of the sName field Any size between 2 and 50 ✓	1	4
8.3.2	Appropriate field for a primary key SA_ID ✓	1	
8.3.3	Data type for Gender field to select appropriate option 1) Boolean (Yes/No) 2) Short text (Combo box/Drop-down list/Lookup wizard) ✓ (Any one)	1	
8.3.4	Field property used to automatically insert data Default value ✓	1	
8.4	Database feature to retrieve all records ending in '.com' in a query Use a wildcard ✓ / *.com / Like "*.com"		1
8.5	Spreadsheet feature to copy results without the formula Paste Special ✓ / Paste values		1
8.6.1	Spreadsheet function to return the next whole number in column C ROUNDUP ✓	1	3
8.6.2	Reason for '0' displaying in cell C6 Circular reference ✓ / C6 is in the formula/B6=0	1	
8.6.3	Spreadsheet function to determine the number of learners COUNT ✓ / COUNTA / COUNTIF	1	

8.7	<p>Illustrate the display of the web page</p> <div data-bbox="502 291 1070 692" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p>Shopping List</p> <ul style="list-style-type: none"> • Butter • Eggs • Flour <p>20. Soap</p> <p>21. Shampoo</p> <p>22. Toothpaste</p> </div> <p>1) 1 mark for the heading ✓ 2) 1 mark for the first unordered/bulleted list ✓ 3) 1 mark for second ordered/numbered list ✓ 4) 1 mark for illustration of the web page ✓</p>		4
			[15]

TOTAL SECTION B: [75]

SECTION C**QUESTION 9: INTEGRATED SCENARIO**

9.1.1	<p>Missing computer specifications</p> <table><tr><th colspan="2">Computer Specifications</th></tr><tr><td>(a) CPU ✓ /Processor</td><td>Celeron</td></tr><tr><td>Storage device</td><td>(b) SSD/HDD ✓</td></tr><tr><td>(c) Wi-Fi (connectivity) standard ✓</td><td>802.11</td></tr></table>	Computer Specifications		(a) CPU ✓ /Processor	Celeron	Storage device	(b) SSD/HDD ✓	(c) Wi-Fi (connectivity) standard ✓	802.11	3	
Computer Specifications											
(a) CPU ✓ /Processor	Celeron										
Storage device	(b) SSD/HDD ✓										
(c) Wi-Fi (connectivity) standard ✓	802.11										
9.1.2	<p>ONE reason why tablets are preferred for registration</p> <p>1) Portability, e.g. lighter, smaller, etc. 2) Battery power during power outages</p> <p>✓ (Any one)</p>	1									
9.1.3	<p>Voice recognition software for registration</p> <table><tr><th>Motivation for</th><th>Motivation against</th></tr><tr><td>1) Faster data capture 2) No need for a mouse or keyboard ✓ (Any one)</td><td>1) Background noise 2) Spelling recognition of names and surnames is less accurate/Voice recognition training is required ✓ (Any one)</td></tr></table>	Motivation for	Motivation against	1) Faster data capture 2) No need for a mouse or keyboard ✓ (Any one)	1) Background noise 2) Spelling recognition of names and surnames is less accurate/Voice recognition training is required ✓ (Any one)	2	6				
Motivation for	Motivation against										
1) Faster data capture 2) No need for a mouse or keyboard ✓ (Any one)	1) Background noise 2) Spelling recognition of names and surnames is less accurate/Voice recognition training is required ✓ (Any one)										
9.2	<p>TWO reasons for using online storage for fundraising data</p> <p>1) Data can be accessed from anywhere with internet connection 2) Easier to collaboration/share data 3) No need to use local storage space/save space/easily scalable 4) Interface can be easily customised 5) Better data security in the cloud</p> <p>✓✓ (Any two)</p>		2								

9.3	<p>ONE reason for link opening an unexpected website AND solution</p> <p>Reason</p> <ol style="list-style-type: none"> 1) Click-jacking 2) Pharming 3) Malware infection <p style="text-align: right;">✓ (Any one)</p> <p>(Note to marker: Accept any valid explanation)</p> <p>Solution</p> <p>Install/Update anti-virus/anti-malware ✓</p>			2
9.4.1	<p>TWO spreadsheet features to minimise data capture errors</p> <ol style="list-style-type: none"> 1) Data validation 2) Conditional formatting 3) Combo box/Drop-down list from Developer Tab 4) Comment giving guidance 5) Set cells/columns to certain data types 6) Date Picker 7) Use Freeze Panes <p style="text-align: right;">✓✓ (Any two)</p>			2
9.4.2	<p>TWO methods possibly used to display values in column C</p> <ol style="list-style-type: none"> 1) VLOOKUP / LOOKUP / HLOOKUP / XLOOKUP function 2) Import/Export data 3) Functions over two worksheets <p style="text-align: right;">✓✓ (Any two)</p> <p>(Note to marker: Accept any specific method/description)</p>			2
9.4.3	<p>Formatting that can make the worksheet more user-friendly</p> <ol style="list-style-type: none"> 1) Merge cells for the heading/Wrap text 2) Currency symbol for column D 3) Use of colours/Shading/Cell styles 4) Use of different fonts/font sizes/border line thicknesses, etc. <p style="text-align: right;">✓✓ (Any two)</p>			2
9.5	<p>TWO ways to use ICTs to distribute documents for the talent show</p> <ol style="list-style-type: none"> 1) Send electronic tickets/programmes/roster to smartphones via IM/SMS/MMS 2) Use social media/school website to advertise 3) Communicate via WhatsApp/D6 App/QR code 4) E-mail tickets/receipts to people 5) Download a digital programme – no printing <p style="text-align: right;">✓✓ (Any two)</p>			2

9.6	<p>TWO advantages of using online forms for a voting system</p> <ol style="list-style-type: none"> 1) Data capture is immediate 2) Data is available in a spreadsheet automatically 3) Graphs are created automatically 4) Functions and formulae can be used to determine scores/winners 5) Can be set to allow only one vote per person 6) Paperless/Environmentally friendly 7) Can vote from anywhere/no queues <p>✓✓ (Any two)</p>		2
9.7	<p>TWO advantages of printing the trophies with a 3D printer</p> <ol style="list-style-type: none"> 1) Can be cheaper than other manufacturing methods ✓ 2) Trophies can be customised ✓ 		2
9.8.1	<p>ONE possible problem using a smartphone for night-time photographs</p> <ol style="list-style-type: none"> 1) Faster battery depletion due to use of the flash 2) Poorer image quality due to poor/insufficient lighting 3) Photographs have to be taken from a shorter distance, etc. <p>✓ (Any one)</p>	1	3
9.8.2	<p>TWO guidelines to follow before posting pictures to social media</p> <ol style="list-style-type: none"> 1) Ask for permission before posting 2) Do not post pictures of minors 3) Do not post sensitive/inappropriate pictures of people, 4) Do not post pictures for malicious purposes, etc. <p>✓✓ (Any two)</p>	2	
			[25]

QUESTION 10: INTEGRATED SCENARIO

10.1	<i>Reason why institution may not be able to upgrade their laptops</i> 1) Laptops are too old for a cost effective upgrade 2) New parts are not compatible/Compatible parts are not available 3) Hardware specifications do not allow for software upgrade 4) Institution does not have budget for upgrade <div style="text-align: right;">✓ (Any one)</div>		1
10.2.1	<i>Definition of broadband</i> A high-speed internet connection ✓ with wide bandwidth ✓ / that is always on	2	4
10.2.2	<i>Unit of measurement for data transmission speed</i> bits ✓ / Mb / Megabits (per second) / Mbps	1	
10.2.3	<i>Effect of throttling on users while doing online learning</i> 1) Video/Audio feeds will buffer/lagging 2) Resources may take long to download 3) Tasks cannot be completed on time/Access to services times out <div style="text-align: right;">✓ (Any one)</div>	1	
10.3	<i>TWO disadvantages of video conferencing</i> 1) Requires fast internet connection 2) Consumes a lot of data when using video/Depletes cap quickly 3) Lack of physical face-to-face contact <div style="text-align: right;">✓✓ (Any two)</div>		2

10.4.1	Keylogger threat to online privacy and security Gain access to user names and passwords ✓ to commit fraud/identity theft/hacking/access to information ✓	2	
10.4.2	TWO advantages of two-factor authentication for the user 1) Offers more security for accounts/financial transactions 2) Even if your password is compromised, second step prevents access 3) You will be alerted to attempts to access your account ✓✓ (Any two)	2	
10.4.3	TWO examples of web services that use two-factor authentication 1) Banking/Financial websites 2) Cloud storage, e.g. OneDrive 3) SaaS, e.g. Microsoft products, Google account 4) E-commerce websites 5) Social media 6) E-mail services, e.g. Yahoo, Gmail, etc. ✓✓ (Any two) (Note to marker: Accept any valid specific examples)	2	6
10.5	TWO reasons why e-mails were NOT received 1) Inboxes are full 2) E-mail is flagged as spam 3) Service provider blocked the e-mail, e.g. attachment size/type 4) Data depleted 5) No data connection 6) Incorrect e-mail address was used 7) Message still in the sender's outbox/remains unsent, etc. ✓✓ (Any two)		2
10.6.1	Benefit of an add-on Adds additional functionality ✓ to a browser/application	1	
10.6.2	Example of add-ons 1) PrintFriendly 2) Ad blocker 3) Pop-up blocker, etc. ✓ (Any one) (Note to marker: Accept any valid example or brand name of an add-on)	1	2

10.7	Concept of augmented reality (Takes physical world and) adds/overlays objects/graphics ✓ (on a digital interface) within the real world		1
10.8	Advantages of online learning for the learner 1) Accessible any time any place/flexible mode of learning 2) Personalised learning – select parts of a lesson/repeat or view previous lessons 3) Do not have to waste time and money travelling to an institution 4) Safer learning environment, especially during a pandemic 5) Access to teachers/subjects not available at your school, etc. ✓✓ (Any two)		2
10.9	Application that opens PDF files other than PDF reader Web browser ✓ (Note to marker: Accept any specific example of a web browser, e.g. Microsoft Edge)		1
10.10.1	Reason why the title does not display in the web browser tab There is no title closing tag ✓ /Two opening title tags	1	2
10.10.2	Number of columns in the first row of the web page 1 ✓	1	
10.11	TWO ways to ensure that an image fully visible 1) Specify the dimensions of the picture in the image tag 2) Change viewing percentage on the browser 3) Resize the original image/Stretch/Make the image smaller/bigger ✓✓ (Any two)		2
			[25]

TOTAL SECTION C: [50]

GRAND TOTAL: 150