



GCSE MARKING SCHEME

ICT

JANUARY 2015

INTRODUCTION

The marking schemes which follow were those used by WJEC for the January 2015 examination in GCSE ICT. They were finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conferences were held shortly after the papers were taken so that reference could be made to the full range of candidates' responses, with photocopied scripts forming the basis of discussion. The aim of the conferences was to ensure that the marking schemes were interpreted and applied in the same way by all examiners.

It is hoped that this information will be of assistance to centres but it is recognised at the same time that, without the benefit of participation in the examiners' conferences, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about these marking schemes.

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GCSE ICT - UNIT 1

MARK SCHEME - JANUARY 2015

| Question | Answer | Max mark |
|----------|---|----------|
| 1 (a) | <p>One mark for each for each correct answer</p> <p>Word Art ClipArt / picture / image Bold Font Italic Font (NOT bold, italic or font by itself) Accept Bold text / italic text BUT NOT text by itself) NOT Different fonts Underlined Centre text Border art (NOT Borders on its own) Font size / text size Bullet points Table Watermark Tabs and indents Line spacing Colour (Background or text) Only allow one</p> <p>Condone Grammar Check</p> <p>Accept any reasonable DTP feature</p> | 4 |
| (b) | Spellcheck / spellchecker | 1 |

| Question | Answer | Max mark |
|----------|--|----------|
| 2 (a) | <p>One mark for: Idea of better <u>quality</u> pictures/photographs, e.g. more clearly defined photos / if blown up to a large size won't be as blurred/ clearer images.</p> | 1 |
| (b) | <p>Tablet B. It has more storage space / it has a memory capacity of 32GB. Allow second correct answer if first is incorrect.</p> | 2 |
| (c) | <p>WiFi (802.11) Tethering Broadband GPRS/3G/4G Wired connection No brand names (FaceTime, Skype etc.)</p> | 2 |
| (d) | <p>One mark for each of two uses from: Can select / plan the shortest route from A-Z / real time guidance of route Can share position with others Can see bird's eye view of your house Can be found by others if lost/in an emergency Can track / be tracked / locates where you are Can find places of interest / petrol stations, etc. Can locate exactly where your photos have been taken Locate your tablet Can locate weather for your particular area / Can predict weather more accurately Online mapping / look at maps Walking tours Any reasonable answer</p> | 2 |
| 3 (i) | <p>2 Retina scanning 3 Fingerprint scanning If 3 boxes ticked, only accept one correct answer If all boxes ticked, no marks</p> | 2 |
| (ii) | <p>Advantages (Any two) Unique to each student / No-one else can register for you Cannot forget like a card /cannot lose a finger <u>as you can a swipe card</u> Real time registration/know immediately where pupils are/can track pupils Frees up teacher time Less human error NOT faster to register on its own Disadvantage Expensive to install Privacy issues / DPA Hygiene issues Faulty equipment causes delays (e.g. dirty camera) Calibration / Time consuming to collect biometric data from people Training for staff and students</p> | 4 |

| Question | Answer | Max mark |
|----------|--|----------|
| 4 (a) | <p>Any three of the following: Contact details (generic answer, which precludes anything else related to contact details) Address / Postcode Telephone number / mobile number Title Cost Method of payment / credit or debit card details Discount code / concessions Login details Time of film VIP seats/ choose seats Number of seats / number of tickets Disabled access</p> <p>Any reasonable answer</p> | 3 |
| (b) | 2 3 5 8 | 4 |
| (c) | <p>Two marks for advantages to customer: <i>Do NOT accept anything which could be done by phone</i> Avoids double booking Can book 24/7 Can choose seat Compare prices to get best deal Easier for disabled who don't have to leave home to book / can see if disabled seats are available Read online reviews before booking Watch trailers online Can check availability before booking Save on travel costs (must be qualified) e.g. of going to the cinema to book Save travel time (must be qualified) e.g. rather than going to the cinema to book On-line discounts Can select alternative showings E-tickets NOT just 'easier to book' NOT just 'faster to book' NOT saves time queuing</p> <p>One mark for disadvantage to customer: Entering credit card/debit card details might not be safe / fake site / hacking No personal service / less face to face interaction Entering incorrect details and booking the wrong film Not everyone has the Internet/ debit card to be able to book the tickets online Prevents booking of seats if it leaves one isolated, un-booked seat on its own Certain discounts cannot be used online (don't allow if given for advantages) NOT Booking fee</p> | 3 |

| Question | Answer | Max mark |
|----------|---|----------|
| 5 (a) | To uniquely identify the player / to make each record unique / unique identifier | 1 |
| (b) | Smith F / F Smith | 1 |
| (c) | 2 | 1 |
| (d) | Autonumber / Number / Integer Date Boolean / Yes/No | 2 |
| (e) | <p>Any two of the following:</p> <p>Password protection to stop unauthorised access Password protocols – changing passwords regularly / don't write down passwords / not using easily guessable passwords Access rights – read only / read/write / create records / delete records Saved off site – saved in a fire proof safe. Physical security – lock doors, biometrics, security guards, Firewall – Prevents accessing data Antivirus – Prevents malicious programs from damaging data Encryption – Makes intercepted data unreadable Regular saving of the database NOT Printing a paper copy, NOT saving to a USB</p> | 2 |
| (f) | <p>Student ID – Presence check, Type check (integer) NOT Length Name – Type check (string), Presence check Gender – Type check (character), Drop down list, Look Up method, Presence check Year – Range check, Presence check, Type check Position – Type check (string), Presence check, Drop down list, Look Up method Date First Played – Range check, Presence check, Format check, Date Picker Plays For County – Type check (Boolean), Drop down list, Look Up method, Presence check</p> <p>Must specifically name the validation method.</p> | 2 |
| 6 (a) | <p>Any three of the following:</p> <p>The Internet CD Roms / DVDs / <u>Electronic</u> encyclopedias Databases Bulletin boards Emailing an expert VLE / Intranet Weather / Global warming apps E-books Podcast</p> | 3 |
| (b) (i) | 1,2,6 | 3 |

| Question | Answer | Max mark |
|----------|---|--------------|
| (b) (ii) | <p>Any three of the following:</p> <ul style="list-style-type: none"> Adjust window size Mouse settings - speed, cursor shape and colour Screen resolution Desktop fonts / colour / size Change Background / background colour / background image Positioning items / placing icons Contrast Brightness Volume / Sound / Speech On-screen help Folder operations- move / copy / delete Task bar customisation Password protection Widgets / Gadgets Onscreen keyboard <p>NOT</p> <ul style="list-style-type: none"> Creating shortcuts Renaming folders Data logging Videoconferencing Creating auto shapes Adjusting icon size | 3 |
| (c)(i) | <ul style="list-style-type: none"> Automatic marking - Giving instant feedback Games to teach maths Video tutorials/ videos showing a science experiment Audio tutorials/ sound - in music to hear the notes Simulations/demonstrations of weather patterns Animation to show different aspects of design Email/ chat room/blogs/forums Communication between teachers and students - discussion Interactive quiz/tests- ICT revision / History revision / See progress in a French topic Walkthrough - online papers. | 2 x 2 |
| (c)(ii) | <p>Advantage (1 mark)</p> <ul style="list-style-type: none"> Individualised learning – tailor own work pattern Students can work at own pace - pause and play Can access from any device with Internet anywhere Learning can take place at any time learn 24/7 Can be done away from school/distance learning – at home Teacher does not have to be there/they provide extra support when the teacher is not available Wide variety of online resources can be used Keep students interested/ More interactive than pen and paper/variety of multimedia formats can be used(sound/video/animation) Self-assessment / Immediate results/ feedback/ Analyse/view where you went wrong Frees up teachers time Don't have to incur extra costs of extra tuition outside school Not as embarrassing if they get it wrong/improves confidence | 1 |

| Question | Answer | Max mark |
|----------|---|----------|
| 7 (a) | Tie | 1 |
| (b) | <div style="display: flex; align-items: center;"> <input type="checkbox"/> Absolute </div> <div style="margin-top: 5px;"> <input style="border: 1px solid black; width: 20px; height: 20px; text-align: center; line-height: 20px;" type="checkbox"/> 1 </div> <p>If more than one box is ticked – no marks</p> | 1 |
| (c) | C | 1 |
| (d) | <p>=B10+1</p> <p>=SUM(B10+1)</p> <p>= does not have to be present</p> <p>NOT =B10+£1</p> | 1 |
| (e) | <p>=IF(F3<50,"Order more stock","Stock level okay")</p> <p>=IF(F3>=50,"Stock level okay","Order more stock")</p> <p>If quotation marks missing or spelling errors, award mark</p> <p>= does not have to be present</p> | 1 |
| 8 (a) | <p>Three marks for any of:</p> <ul style="list-style-type: none"> Sending/ receiving text messages Taking photographs Recording videos Surfing the Internet Playing games / Using apps Sending emails Uploading / downloading / streaming video Social networking GPS / GIS Playing music Watching TV Video calls <p>Accept any suitable answer</p> | 3 |

| Question | Answer | Max mark |
|----------|---|---------------------------------|
| (b) | <p>Two marks for advantages from: A fast download speed can mean music is received almost instantly Can select which tracks to download so cheaper than downloading whole album Can access / get files 24/7 Can read online reviews before purchasing Preview the song before buying Use price comparison websites to save money Saves time/money as do not have to go to shops to buy Increased access to a wider range e.g. the number of websites or variety of music styles NOT can be used on multiple devices</p> <p>One mark for a disadvantage from: Viruses can be introduced File content may be different from stated name Illegal downloads harm the music and film industries Breaking the Copyright Act More powerful computers needed due to large file sizes May lead to shop closure Security issues online e.g. hacking, phishing No marks for hardware problems</p> | <p>2</p> <p>1</p> |
| 9 (a) | <p>Temperature sensor (not Heat) Light sensor Sunshine hours Humidity Rainfall sensor Wind speed Wind direction Atmospheric pressure sensor / Air pressure (Not just pressure sensor on its own)</p> | 2 |
| (b) | <p>One mark each for two of: Using icons / graphics / weather symbols Video / animations / simulations / games Text / messages about the weather Numbers Maps / satellite Graphs / charts</p> <p>NOT database, spreadsheet, table</p> | 2 |
| (c) | <p>Any two of the following advantages: One mark each for two of: Collected at exactly correct time / collected accurately Data can be collected from remote and dangerous places Data can be recorded accurately Data can be transmitted by radio/satellite communication Monitor 24/7 / Humans don't need to be there / Data collected / updated automatically Can process large amounts of data</p> <p>DO NOT ACCEPT ONE WORD ANSWERS</p> | 2 |

| Question | Answer | Max mark | | | | | | | | | | | | | | | | |
|----------------------|---|-----------|-----------------------|---------------|---------------------------------|-------------------|---------------------|----------------|---|------------------|---------------------------|--------------------|---|------------------|-------------------|----------------------|------------------------|----|
| 10 | <p>9-12 marks Candidates give a clear, coherent answer fully and accurately describe the advantages of email and give three misuses of email and the appropriate prevention methods to email misuse. They use appropriate terminology and accurate spelling, punctuation and grammar.</p> <p>5-8 marks Candidates describe some advantages of email, and a few misuses and matching preventions of misuse, but responses lack clarity. There are a few errors in spelling, punctuation and grammar</p> <p>1-4 marks Candidates simply give a few advantages and misuses of email. The response lacks clarity and there are significant errors in spelling, punctuation and grammar.</p> <p>0 marks No valid response.</p> <p>Guidance One mark for each point relating to advantages of email (Max 6). Up to three marks for describing misuses of email and then a mark for each prevention of the misuse (max 3). To get full marks must have six advantages, three misuses and three matching preventions of email misuse.</p> <p>Any six advantages from: Cut down on mailing costs, stamps / free to send across the globe Quicker responses Faster to send / faster to receive / quicker to deliver than post Record when sent / received Can be edited / collaborative working Group emails/ CC – save rewriting the same message Can pick it up anytime / anywhere Can keep in touch with friends and family across the world Attachments can be sent Ask for read receipt / notification of delivery Can use an address book to quickly contact people Privacy - Can password protect Saves paper Can be accessed from a wide variety of devices Environmentally friendly, reduces carbon emissions as not physically transported</p> <p>NOT cheaper NOT Free on its own NOT 'Quicker / faster' by itself NOT 'instantly' by itself</p> <p>Any three misuses from: Any three matching preventions from:</p> <table border="1" data-bbox="277 1460 1385 1729"> <thead> <tr> <th>Misuse</th> <th>Preventions of Misuse</th> </tr> </thead> <tbody> <tr> <td>Cyberbullying</td> <td>Parental lock / report bullying</td> </tr> <tr> <td>Viruses / malware</td> <td>Anti-virus software</td> </tr> <tr> <td>Phishing scams</td> <td>Be aware of phishing, do not respond, report it</td> </tr> <tr> <td>Spam / Junk mail</td> <td>Spam filter/ block sender</td> </tr> <tr> <td>Security / Hacking</td> <td>Secure passwords, firewalls, encryption</td> </tr> <tr> <td>Abusive language</td> <td>Workplace filters</td> </tr> <tr> <td>Wasting company time</td> <td>Monitoring email usage</td> </tr> </tbody> </table> <p>Must state or clearly describe the misuse – cannot award prevention if no misuse. Not general disadvantages (e.g. not network crashes) – must be a misuse</p> | Misuse | Preventions of Misuse | Cyberbullying | Parental lock / report bullying | Viruses / malware | Anti-virus software | Phishing scams | Be aware of phishing, do not respond, report it | Spam / Junk mail | Spam filter/ block sender | Security / Hacking | Secure passwords, firewalls, encryption | Abusive language | Workplace filters | Wasting company time | Monitoring email usage | 12 |
| Misuse | Preventions of Misuse | | | | | | | | | | | | | | | | | |
| Cyberbullying | Parental lock / report bullying | | | | | | | | | | | | | | | | | |
| Viruses / malware | Anti-virus software | | | | | | | | | | | | | | | | | |
| Phishing scams | Be aware of phishing, do not respond, report it | | | | | | | | | | | | | | | | | |
| Spam / Junk mail | Spam filter/ block sender | | | | | | | | | | | | | | | | | |
| Security / Hacking | Secure passwords, firewalls, encryption | | | | | | | | | | | | | | | | | |
| Abusive language | Workplace filters | | | | | | | | | | | | | | | | | |
| Wasting company time | Monitoring email usage | | | | | | | | | | | | | | | | | |
| | TOTAL | 80 | | | | | | | | | | | | | | | | |

GCSE ICT - UNIT 3

MARK SCHEME - JANUARY 2015

| | | | |
|----------|---|--|----------|
| 1 | Speakers (1) – Output (1) Webcam (1) – Input (1) | 2 2 | 4 |
| 2 | (a)(i) A notator is software that converts music entered into the computer using a MIDI device into traditional musical notation. (ii) A music file stored in WAV format would take longer to download than the same file stored in MP3 format. | 2 2 | 4 |
| | (b) An image stored as a bitmap graphic takes up less memory than the same image stored as a vector graphic. – False (2) Vector images use points, lines, curves, and shapes stored as mathematical equations – True (3) When a bitmap image is enlarged it loses quality – True (5) | 1 1 1 | 3 |
| | (c) Any two of: <ul style="list-style-type: none"> • Zoom • Selection • Transforming • Sizing • Scaling • Copying • Moving • Cloning • Brush • Toggling between layers • Crop <ul style="list-style-type: none"> • Layering • Red-eye <u>removal</u> • Spot clearing • Skew • Rotate • Distortion • Colour palette • Contrast • Brightness • Text • Blur <p><i>Accept any reasonable answer</i></p> | 1 1 | 2 |
| 3 | Advantages (any one of:) <ul style="list-style-type: none"> • Faster uploads/downloads • Saves memory/storage (space) / saves hard disc space (Not 'saves space') • Ability to email some compressed files • File size smaller Disadvantages (any one of:) <ul style="list-style-type: none"> • Loss in quality / reduction in number of colours / becomes blurry • Slower access of compressed data / decompression needed when opening file • More resources intense when accessing compressed files | 1 1 | 2 |
| 4 | (a) (i) Any one of: <ul style="list-style-type: none"> • Device which stores the addresses of computers on the network. • Transfers / directs data between devices / destinations on a network. • Router allows <u>computers/devices on a network</u> to share an Internet <u>connection</u> <p>NOT connect to a WAN NOT allow users to connect to the internet</p> | 1 | 1 |

| | | | |
|-----------|--|-------------|---|
| (ii) | Any one of: <ul style="list-style-type: none"> • Joins together two networks that use different base protocols, • Links different types of networks • Links LAN to WAN • Allows a LAN to connect to the internet. | 1 | 1 |
| (iii) | Any one of: <ul style="list-style-type: none"> • Joins together two networks that use the same base protocols, • Links similar types of networks • Links LAN to LAN | 1 | 1 |
| (b) | Any three of: <ul style="list-style-type: none"> • Data is <u>broken into packets</u> • Packets are <u>sent/transferred</u> (one-by-one) <u>over a network</u> • Packets contain source address / destination address / re-assembly information / packet number / checksum • Packets can take different routes to get to destination • Data is <u>reassembled</u> at the <u>destination</u> • Data collisions occur when two packets are detected simultaneously • Both data collision packets are discarded • Computers wait a random amount of time before attempting to resend the discarded packets | 1 1 1 | 3 |
| 5 (a) (i) | Tweening / Motion tween | 1 | 1 |
| (ii) | Onion skinning | 1 | 1 |
| (iii) | One mark for each of: <ul style="list-style-type: none"> • Tracing around/over an image/over images/movies • Gives a cartoon like appearance / creating a life like motion | 1 1 | 2 |
| (b) | The human eye / retina / brain continues to see an image for a short period after the image has disappeared or The process by which the eye is fooled into thinking that still pictures are moving | 1 | 1 |
| (c) | A story board is a <u>plan</u> . Any one of: <ul style="list-style-type: none"> • Frame-by-frame • Comic book • Scene-by-scene • Detailing key elements • Sequence/order of events <p><i>Accept similar wording.</i></p> | 1 1 | 2 |
| 6 (a) | URL (2) Hosting (4) | 1 1 | 2 |
| (b) | HTML | 1 | 1 |

| | | | |
|--------------------------|--|-------------|---|
| (c) | <ul style="list-style-type: none"> • Bookmark – Stores the address of a file/data used to enable quick access by a user / link to another page on the internet • Homepage – First / main page of a website • Leader board – A banner (used for advertising) or scrolling/animated marquee. <p><i>Accept different wording if answer shows clear understanding</i></p> | 1 1 1 | 3 |
| (d) | <ul style="list-style-type: none"> • The <u>area/location</u> which the eye <u>focuses on first</u> / user <u>looks at first</u> • on a webpage of <u>search results</u> / <u>after a search</u> | 1 1 | 2 |
| (e) | <p>Any three of:</p> <ul style="list-style-type: none"> • Reviews / blogs / forums • Location maps • Email/enquiries form • Search engines / Search box • Login/ customer accounts • Shopping basket / Online shopping / e- commerce • Audio descriptions • Video • Drop down lists to select options • Hyperlinks • Hotspots • Web icons • Animations • Banner <p>NOT Bookmark, Homepage, Leaderboard</p> <p>Any reasonable answer</p> | 1 1 1 | 3 |
| (f) | <p>Any two of:</p> <ul style="list-style-type: none"> • Mobile phone / Smart phone NOT phone • Tablet – no brand names • Laptop • Smart TV • Games console <p>NOT Network</p> <p>Any reasonable answer</p> | | 2 |
| 7 (a) | <p>Software/program That controls/runs the computer system</p> | 1 1 | 2 |
| (b) | <ul style="list-style-type: none"> • An operating system is responsible for booting (starting) up a computer. – True (1) • An operating system manages input and output devices – True (3) • An operating system ensures that data is written to the backing store – True (5) | 1 1 1 | 3 |
| (c) (i) (ii) (iii) | <p>Batch processing Real-time transaction processing Real-time processing</p> <p>Accept answers without the word 'processing' at the end, e.g. batch on its own.</p> | 1 1 1 | 3 |

| | | | |
|-----|---|-----------|-----------|
| (c) | <p>Any two of:</p> <ul style="list-style-type: none"> • Date • Payroll number • Cost centre number / department • NI Number • Address • Month number • Tax code • Management messages • Gross pay to date • Net pay to date • Tax to date • NI to date • Superannuation/Pension contributions to date • Gross pay • Net pay • Tax • NI • Superannuation / Pension contributions • Processed payment (EFT) • Updated master file • Management statistics / summaries • Total hours worked | 2 | 2 |
| 11 | <ul style="list-style-type: none"> • Backups to store data safely off-site • Firewall to prevent access to data • Biometric scans to allow access to data to correct user • Description of use of suitable sensor (e.g. PIR sensor linked to alarm) • Security guards to restrict access to buildings • Locks to restrict access to buildings to keyholders • Keypads unlock doors to authorised personnel • Card scanners to unlock doors to card holders <p>NOT 'burglar alarm' on its own</p> | 3 | 3 |
| 12 | <p>9-11 marks Candidates give a clear, coherent answer fully and accurately describing the uses, advantages and disadvantages of robotics and expert systems. They use appropriate terminology and accurate spelling, punctuation and grammar.</p> <p>5-8 marks Candidates describe some uses, advantages and disadvantages of robotics or expert systems, but responses lack clarity. There are a few errors in spelling, punctuation and grammar</p> <p>1-4 marks Candidates simply give a few uses advantages and disadvantages of robotics or expert systems. The response lacks clarity and there are significant errors in spelling, punctuation and grammar.</p> <p>0 marks No valid response.</p> <p>Guidance</p> <p>1 mark for each use, 1 mark for each advantage and 1 mark for each disadvantage.</p> <p>To gain full marks, candidates must have a use, an advantage and a disadvantage for each application.</p> | 11 | 11 |

Additional marks (up to a maximum of 5) may be awarded for additional suitable advantages and disadvantages.

Only award credit once for the same advantages / disadvantages for robotics and expert systems.

Robotics

Specific Uses

Car production

- Spot welding
- Assembling parts e.g. fitting windscreens
- Paint spraying
- Testing engine timing and emissions using sensors
- Carrying parts around the factory
- Telebots e.g. Deep sea exploration, Bomb disposal,
- Bionics e.g. robotic legs and arms controlled by the human brain
- Space probes
- Domestic robots such as vacuum cleaners, disability robots

Advantages

- Repetitive tedious jobs are done to the same consistent standard
- Can work 24 hours a day 365 days a year
- Can work in dangerous places
- Can work in unhealthy places
- Can be quickly taught new skills by changing the program or a human taking them through the motions of a new skill
- Do not need to have a heated or lit environment saving on utility costs
- Saves on employment costs

Disadvantages

- Initial expensive development costs
- Unemployment due to many assembly line jobs now being done by robots / loss of human jobs
- Possible need for extra space / new technology to accommodate robots
- Cost of maintenance/running costs
- Staff training to set up or use robots
- Limited functionality
- Lack of common sense. Robots do not react quickly to situations they have not been programmed to deal with.

NB Award marks for any sensible advantage or disadvantage to a sensible unexpected example of robotic use.

Expert Systems

Specific Uses

Medical Expert Systems

- Mycin - This expert system was designed to identify bacteria causing severe infections, such as bacteria and meningitis, and to recommend antibiotics
- Medical screening for cancer and brain tumours

Any other example e.g. Matching people to jobs, Diagnosing faults in car engines, Legal advisory systems, Training on oil rigs, Mineral prospecting, Oil exploration

| | | | |
|--|---|-----------|-----------|
| | <p>Advantages</p> <ul style="list-style-type: none"> • The computer can store far more information than a human. It can draw on a wide variety of sources such as stored knowledge from books case studies to help in diagnosis and advice • The computer does not 'forget' or make mistakes • Data can be kept up-to-date • The expert system is always available 24 hours a day and will never 'retire' • The system can be used at a distance over a network / rural areas or even poorer third world countries have access to experts • Provides accurate predictions with probabilities of all possible problems with more accurate advice • Some people prefer the privacy of talking to a computer • Gives the security of a second opinion <p>Where medical analogy is used can replace with similar</p> <ul style="list-style-type: none"> • Gives the doctor/expert more time to deal with other patients / saves overloading doctors in epidemic/pandemic / more time to deal with serious cases • Can provide a second opinion • It can help train young doctors/workers in unfamiliar diseases/events • People can do an initial diagnosis from home saving them travel and time costs especially if in a rural area or have long waiting lists to see a GP, e.g. if you suspect your child has a rash you could quickly check the symptoms for meningitis. • Cheaper to update than to train doctors • Training using simulators • Using NHS Direct allows self-diagnosis <p>Disadvantages</p> <ul style="list-style-type: none"> • Over reliance upon software • Initial expensive development costs • Some employees could be de-skilled by over dependence upon computer advice • Fewer staff could be needed • Lacks the 'human touch' – lack of personal contact/empathy/ No human available if do not know what to do • Lacks human senses e.g. see a rash, hear a cough, smell a wound in medical examples • GIGO/ dependent upon the correct information being given. If data or rules wrong the wrong advice could be given / not 100% accurate/ lack of common sense. <p>Do not award contradictory answers</p> <p><i>NB Award marks for any sensible advantage or disadvantage to a sensible unexpected example of expert system</i></p> | | |
| | TOTAL | 80 | 80 |



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