
2020 HSC Information and Digital Technology Web and Software Applications Marking Guidelines

Section I

Multiple-choice Answer Key

Question	Answer
1	A
2	D
3	C
4	A
5	A
6	B
7	D
8	B
9	D
10	B
11	D
12	D
13	C
14	B
15	D
16	C
17	A
18	C
19	A
20	C

Section II

Question 21

Criteria	Marks
<ul style="list-style-type: none"> Outlines TWO factors that could influence the choice of an operating system 	3
<ul style="list-style-type: none"> Outlines ONE factor that could influence the choice of an operating system OR <ul style="list-style-type: none"> Identifies TWO factors that could influence the choice of an operating system 	2
<ul style="list-style-type: none"> Identifies a factor that could influence the choice of an operating system 	1

Sample answer:

One factor would be the hardware requirements, eg the OS requires 8GB RAM and your PC only has 4GB RAM. Another factor is whether multiple user or site licences are available, eg if a large company wants to save money by not buying single user licences.

Answers could include:

- Type of workplace
- Security
- Accessibility features.

Question 22 (a)

Criteria	Marks
<ul style="list-style-type: none"> Identifies a person to be notified and provides a justification 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Viruses should be reported to your supervisor and ICT support staff in order for them to take steps to contain damage and protect the network.

Question 22 (b)

Criteria	Marks
<ul style="list-style-type: none"> Justifies what information should be recorded 	3
<ul style="list-style-type: none"> Outlines what information should be recorded AND/OR <ul style="list-style-type: none"> Provides some justification 	2
<ul style="list-style-type: none"> Identifies a piece of information that should be recorded OR <ul style="list-style-type: none"> Justifies why information should be recorded 	1

Sample answer:

The name and type of virus, its symptoms and the action taken after its discovery should be recorded. This will help ICT staff appropriately control the spread of the virus in the company and if it returns, identify how it was dealt with previously.

Question 23 (a)

Criteria	Marks
<ul style="list-style-type: none"> Distinguishes between consultation and participation in relation to work health and safety 	3
<ul style="list-style-type: none"> Outlines consultation AND/OR participation in relation to work health and safety 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Consultation refers to an employer’s legal responsibility to consult employees about WHS issues and provide opportunities for them to have input into decisions affecting safety in the workplace. Participation refers to an employee’s legal responsibility to follow WHS policies and procedures and take steps to protect the safety of themselves and others at work.

Question 23 (b)

Criteria	Marks
• Explains the importance of keeping safety data sheets and chemical registers up to date	4
• Describes the importance of keeping safety data sheets AND/OR chemical registers up to date	3
• Shows some understanding of keeping safety data sheets AND/OR chemical registers up to date	2
• Shows a basic understanding of safety data sheets or chemical registers	1

Sample answer:

Safety data sheets contain important information about chemicals such as name and physical properties, and how they should be handled, stored and disposed of. Registers record all critical requirements of chemicals used in one place. It is vital to keep these documents up to date so as to be sure the company has accurate information about chemicals used in the workplace at all times, and so be better able to keep employees and the environment safe.

Question 24 (a)

Criteria	Marks
• Identifies TWO reasons	2
• Identifies ONE reason	1

Sample answer:

Archiving frees up storage space and makes it easier to find current documents.

Question 24 (b)

Criteria	Marks
• Outlines reasons for testing a newly built website	2
• Outlines a reason for testing a newly built website OR • Identifies reasons for testing a newly built website	1

Sample answer:

Testing newly built websites will ensure that all webpages look similar within the site and that they perform consistently. This means having buttons and links and menu items in the same location on each page.

Question 25

Criteria	Marks
• Outlines the steps in creating a mail-merge document	3
• Outlines some steps in creating a mail-merge document	2
• Shows a basic understanding of mail merge	1

Sample answer:

Create a data source eg in a spreadsheet or database. Using the mail-merge function from within the primary document, select the data source and insert required merge fields in the appropriate places. Click the merge button to print.

Question 26 (a)

Criteria	Marks
• Outlines how to create a table of contents that can be automatically updated	2
• Shows a basic understanding of how to create a table of contents	1

Sample answer:

Firstly, appropriate styles need to be applied to the headings that are required to be listed in the table of contents. Once done use the word processing function to insert the headings and page numbers in the table of contents page.

Question 26 (b)

Criteria	Marks
• Shows a sound understanding of how tracking changes aids collaboration	2
• Shows some understanding of tracking changes or collaboration	1

Sample answer:

Tracking changes is helpful when collaborating as team members may make suggestions to improve a document and other team members may see both old and new text, and choose to accept or reject the changes. There is always a previous version to go back to.

Question 26 (c)

Criteria	Marks
<ul style="list-style-type: none"> Explains how document automation may be implemented to improve workplace efficiency using examples 	4
<ul style="list-style-type: none"> Describes ways that document automation may be implemented 	3
<ul style="list-style-type: none"> Identifies features of document automation OR	2
<ul style="list-style-type: none"> Outlines one way document automation may be implemented 	
<ul style="list-style-type: none"> Shows a basic understanding of document automation 	1

Sample answer:

Document automation allows users to save time and therefore improve productivity. One example is for users to create macros. These are a recording of commonly used phrases or actions that can be executed quickly using assigned keys or icons in the document, thus reducing the amount of typing. Shortcuts are another method to save time, eg using keyboard shortcuts for commonly used functions like Ctrl B to bold text. This helps as users do not have to take their hands from the keyboard to the mouse and back again.

Section III

Question 27 (a)

Criteria	Marks
<ul style="list-style-type: none"> Describes advantages of using web authoring software rather than word processing software in the scenario 	3
<ul style="list-style-type: none"> Identifies benefits of web authoring software OR <ul style="list-style-type: none"> Outlines ONE advantage of using web authoring software rather than word processing software 	2
<ul style="list-style-type: none"> Shows a basic understanding of developing a website using web authoring software or word processing software 	1

Sample answer:

Using a word processor for designing a web page is possible but not ideal, as it is not designed for website development. Web authoring software comes with extra features such as folder structure to save all elements of the website as one project, built-in web browser to test the website and also a built-in FTP client to upload the entire website to the internet.

Question 27 (b)

Criteria	Marks
<ul style="list-style-type: none"> Discusses issues that could arise from the involvement of the client 	4
<ul style="list-style-type: none"> Outlines issues that could arise from the involvement of the client 	3
<ul style="list-style-type: none"> Identifies issues that could arise from the involvement of the client OR <ul style="list-style-type: none"> Outlines an issue that could arise from the involvement of the client 	2
<ul style="list-style-type: none"> Provides some relevant information 	1

Sample answer:

Disadvantages of having the client involved include that they may not have the technical knowledge for website design and unrealistic expectations of what is practical or possible. They may only have limited experience with browsers and devices. On the other hand, it would be beneficial for them to be available to answer questions that may arise, to test sections/elements as they are being built and for them to be in a better position to maintain the website in the long term.

Question 27 (c)

Criteria	Marks
<ul style="list-style-type: none"> Explains how a site map and cascading style sheets (CSS) can assist with the development of the new website 	8
<ul style="list-style-type: none"> Describes how a site map and cascading style sheets (CSS) can assist with the development of the new website 	6–7
<ul style="list-style-type: none"> Outlines how a site map and/or cascading style sheets (CSS) can assist with the development of the new website 	4–5
<ul style="list-style-type: none"> Identifies features of a site map and/or cascading style sheets (CSS) <p>OR</p> <ul style="list-style-type: none"> Outlines ONE way a site map or cascading style sheets (CSS) can assist website development 	2–3
<ul style="list-style-type: none"> Provides some relevant information 	1

Answers could include:

Sitemap:

- shows structure of the website and relationship between pages
- helps plan website navigation
- helps identify missing links during testing.

Cascading style sheets:

- set out webpage colours, layouts and fonts
- allow defined style to be applied to all webpages consistently and efficiently
- assist with presentation to different types of devices
- speed up the development process
- webpages created using CCS require less code and therefore could potentially decrease loading time
- less maintenance of website is required.

Section IV

Question 28

Criteria	Marks
<ul style="list-style-type: none"> Addresses all components of the question Provides a cohesive, well-reasoned, sequenced response that reflects a high level of organisation, judgement, synthesis and problem-solving skills Demonstrates an in-depth understanding of the issues in the scenario Consistently uses relevant industry terminology 	13–15
<ul style="list-style-type: none"> Addresses most components of the question Provides a reasoned, sequenced response that reflects a high level of organisation and problem-solving skills Demonstrates a detailed understanding of the issues in the scenario Uses relevant industry terminology 	10–12
<ul style="list-style-type: none"> Addresses the majority of the components of the question Provides a response displaying sound organisation and problem-solving skills Demonstrates a sound understanding of the issues in the scenario Uses some relevant industry terminology 	7–9
<ul style="list-style-type: none"> Addresses some components of the question Provides a response displaying some organisation and problem-solving skills Demonstrates some understanding of the issues in the scenario 	4–6
<ul style="list-style-type: none"> Addresses at least one component of the question Provides a response displaying basic organisation Demonstrates a basic understanding of the issues in the scenario 	1–3

Answers could include:

Work Practices

- How work practices are implemented and maintained in accordance with:
 - Industry standards
 - Policies and procedures
 - Legal and ethical requirements.
- Effect of poor work practices on colleagues, clients and the workplace
- Time and task management
- Feedback
 - Value to individual worker and the workplace
 - Types
 - Strategies for obtaining and interpreting feedback
 - Dealing with positive and negative feedback
 - Responsibility of worker to use self-reflection and feedback to improve

- Customer service
 - Characteristics
 - Strategies for establishing quality service.

Industry Currency

- Importance of maintaining currency
- Individual and workplace strategies to maintain currency, including training and professional development.

2020 HSC Information and Digital Technology

Web and software applications

Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	(Mandatory) Operating system software — installing an operating system – page 30
2	1	(Mandatory) Safety — risk management – page 38
3	1	(Mandatory) Diagnostic testing — destructive and malicious software protection – page 34
4	1	(Mandatory) Operating system software — optimising an operating system – page 31
5	1	(Mandatory) Diagnostic testing — troubleshooting – page 33
6	1	(Mandatory) Safety — WHS consultation and participation – page 40
7	1	(Mandatory) Working in the industry — work practices – page 26
8	1	(Mandatory) Working in the industry — anti-discrimination – page 25
9	1	(Mandatory) Safety — work health and safety (WHS) – page 37
10	1	(Mandatory) Operating system software — configuring an operating system – page 31
11	1	(Stream) Web and software applications — commercial software packages – page 44
12	1	(Stream) Web and software applications — problem-solving – page 46
13	1	(Stream) Web and software applications — features and functions common across word processing, spreadsheet and web authoring software – page 45
14	1	(Stream) Web and software applications — features and functions common across word processing, spreadsheet and web authoring software – page 45
15	1	(Stream) Web and software applications — features and functions common across word processing, spreadsheet and web authoring software – page 45
16	1	(Stream) Web and software applications — additional features and functions specific to word processing, spreadsheet and web authoring software – page 46
17	1	(Stream) Web and software applications — features and functions common across word processing, spreadsheet and web authoring software – page 45
18	1	(Stream) Web and software applications — features and functions common across word processing, spreadsheet and web authoring software – page 45
19	1	(Stream) Web and software applications — additional features and functions specific to word processing, spreadsheet and web authoring software – page 46
20	1	(Stream) Web and software applications — additional features and functions specific to word processing, spreadsheet and web authoring software – page 46

Section II

Question	Marks	HSC content – focus area
21	3	(Mandatory) Operating system software — selecting an operating system – page 29
22 (a)	2	(Mandatory) Diagnostic testing — destructive and malicious software protection – page 35
22 (b)	3	(Mandatory) Diagnostic testing — destructive and malicious software protection – page 35
23 (a)	3	(Mandatory) Safety — work health and safety (WHS) – page 37
23 (b)	4	(Mandatory) Safety — WHS information and data – page 40
24 (a)	2	(Stream) Web and software applications — document and website production requirements – page 44
24 (b)	2	(Stream) Web and software applications — website authoring – page 47
25	3	(Stream) Web and software applications — additional features and functions specific to word processing, spreadsheet and web authoring software – page 46
26 (a)	2	(Stream) Web and software applications — additional features and functions specific to word processing, spreadsheet and web authoring software – page 46
26 (b)	2	(Stream) Web and software applications — additional features and functions specific to word processing, spreadsheet and web authoring software – page 46
26 (c)	4	(Stream) Web and software applications — features and functions common across word processing, spreadsheet and web authoring software – page 45

Section III

Question	Marks	HSC content – focus area
27 (a)	3	(Stream) Web and software applications — document and website production requirements – page 44
27 (b)	4	(Stream) Web and software applications — document and website production requirements – page 44 (Stream) Web and software applications — website authoring – page 47
27 (c)	8	(Stream) Web and software applications — additional features and functions specific to word processing, spreadsheet and web authoring software – page 46 (Stream) Web and software applications — website authoring – page 47

Section IV

Question	Marks	HSC content – focus area
28	15	(Mandatory) Working in the industry — work practices – page 26 — nature of the industry – page 24