2021 HSC Information and Digital Technology Web and Software Applications Marking Guidelines

Section I

Multiple-choice Answer Key

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

Section II

Question 21 (a)

Criteria	Marks
• Identifies TWO possible causes	2
• Identifies ONE possible cause	1

Sample answer:

- Network cable is not connected to PC or data outlet
- Ethernet cable is damaged.

Answers could include:

- Power outage on switch or server
- Drives are not mapped correctly.

Question 21 (b)

Criteria	Marks
• Provides a description of how an employee can protect their computer	3
• Outlines one way an employee can protect their computer OR • Identifies ways an employee can protect their computer	2
• Provides some relevant information	1

Sample answer:

The employee should ensure that their virus protection software is installed and updated regularly. They should ensure that their computer is set to receive all security updates, especially operating system updates.

Answers could include:

- Install and configure firewall
- Purpose-specific computers eg for gaming and entertainment.

Question 22

Criteria	Marks
• Outlines safe manual handling techniques	3
• Outlines one safe manual handling technique OR • Identifies safe manual handling techniques	2
• Provides some relevant information	1

Sample answer:

The box should be moved by two people. They should keep their backs straight and bend their knees. A trolley should be used as they need to move the box to a different floor.

Question 23 (a)

Criteria	Marks
• Shows how hibernate and standby differ	2
• Shows a basic understanding of hibernate and/or standby	1

Sample answer:

In a hibernate state, the computer saves the state of the memory to the hard disk and stops drawing power. In a standby state, the computer cuts power to peripheral devices while the CPU and memory still consume power.

Question 23 (b)

Criteria	Marks
• Justifies a range of accessibility features that could be considered when using a computer	5
• Outlines some accessibility features that could be considered when using a computer and provides some justification	4
• Outlines some accessibility features that could be used when using a computer	3
• Identifies some accessibility features that could be considered OR • Outlines an accessibility feature that could be considered	2
• Provides some relevant information	1

Sample answer:

For users with limited vision, the user could consider features such as magnifier and text-to-speech. A magnifier feature would allow people to enlarge a portion of their screen so that the images or text would be easier to read. A text-to-speech utility would read out what is displayed on screen allowing people with vision impairment to hear the information rather than needing to see it. For users with limited mobility, an onscreen keyboard would allow them to type using a pointing device rather than the physical keyboard.

Question 24 (a)

Criteria	Marks
• Outlines TWO benefits of keyboard shortcuts	2
• Provides some relevant information	1

Sample answer:

Keyboard shortcuts can speed up typing as the user does not need to take their hands off the keyboard. Shortcuts can be used when there is a mouse malfunction.

Question 24 (b)

Criteria	Marks
• Provides an explanation as to why the message is displayed	2
• Provides some relevant information	1

Sample answer:

To alert the user that the file contains macros as the macros may contain viruses and provides an option for the user to enable the content if they trust the source of the file.

Question 25 (a)

Criteria	Marks
• Shows an understanding of how it can be achieved	2
• Provides some relevant information	1

Sample answer:

A section break needs to be inserted before the change of each orientation. The layout of that section is then changed to landscape or portrait.

Question 25 (b)

Criteria	Marks
• Provides an appropriate survey form with components clearly labelled	3
• Provides a survey form showing some understanding of components	2
• Provides some relevant information	1

Sample answer:

Library borrowers survey

Please answer the following questions:

Radio button

Text ——— GENDER   ◎ Male   ◎ Female   ◎ Gender diverse

AGE   ◎ Under 18   ◎ 18–25   ◎ Over 25

AREAS OF INTEREST   ☐ Arts   ☐ Music   ☐ Computers   ☐ Cars

Check box

Button ——— SUBMIT

Question 26 (a)

Criteria	Marks
• Shows an understanding of why the use of an external CSS would be beneficial	2
• Provides some relevant information	1

Sample answer:

By changing the content of the CSS file you can change the design of the entire site very quickly rather than having to edit every single page.

Question 26 (b)

Criteria	Marks
• Provides an explanation of relevant issues	4
• Outlines relevant issues	3
• Outlines a relevant issue	2
• Provides some relevant issues	1

Sample answer:

The school must have security in place to ensure credit card information is stored and accessed securely as it plans to allow payment of school fees on its website. It should also consider the issue of copyright. The sharing of textbooks may breach copyright. Privacy may also be an issue as student images are uploaded onto the website. Parental consent must be obtained prior to publication of photos.

Section III

Question 27 (a)

Criteria	Marks
• Describes TWO ways a business can achieve a consistent structure	5
• Describes ONE and outlines ONE way a business can achieve a consistent structure	4
• Outlines TWO or describes ONE way(s) a business can achieve a consistent structure	3
• Identifies TWO or outlines ONE way(s) a business can achieve a consistent structure	2
• Identifies some relevant information	1

Sample answer:

Standardised documentation, such as the use of templates and styles, can be used to make production of documents easier. The use of style guides and templates will allow businesses to standardise documents and ensure consistency of appearance in documents. Examples can include letterheads, logo, page layout, margins, fonts, colour.

Question 27 (b)

Criteria	Marks
• Explains security, sharing and storage requirements appropriate to the scenario	10
• Describes security, sharing and storage requirements appropriate to the scenario	8–9
• Outlines some security, sharing OR storage requirements with reference to the scenario	6–7
• Outlines some security OR sharing OR storage requirements	4–5
• Shows some understanding of security OR sharing OR storage	2–3
• Provides some relevant information	1

Answers could include:

- Security
  - Unauthorised access
  - File permissions
  - Password protection
  - Backup
  - Printing
- Storage
  - Folders
  - User profiles and account type
  - Online storage eg cloud
  - Emailing
  - Archiving
  - Shared
  - File naming.

Section IV

Question 28

Criteria	Marks
• 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
• 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
• 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
• 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
• 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:

• Diverse backgrounds – addressing the needs of people with disabilities, culturally diverse backgrounds
• Barriers to effective communication
• Configuring and optimising operating system to meet the needs of users
• Scheduling of installation and/or training to minimise impact on organisation/staff
• Methods and technologies used in delivery of training course
• Needs of staff to maintain industry currency
• Workplace protocols and procedures
• Remote roll-out of operating system and training.

2021 HSC Information and Digital Technology
Web and software applications
Mapping Grid

Section I

Question	Marks	HSC content – focus area
1	1	(Mandatory) Working in the industry – employment – page 25
2	1	(Mandatory) Diagnostic testing – preventative maintenance – page 34
3	1	(Mandatory) Safety – WHS consultation and participation – page 40
4	1	(Mandatory) Working in the industry – ICT worker – page 26
5	1	(Mandatory) Diagnostic testing – troubleshooting – page 33
6	1	(Mandatory) Safety – WHS information and data – page 40
7	1	(Mandatory) Working in the industry – work practices – page 26
8	1	(Mandatory) Operating system software – configuring an operating system – page 30
9	1	(Mandatory) Operating system software – operating systems – page 29
10	1	(Mandatory) Diagnostic testing – troubleshooting – page 33
11	1	(Stream) Web and software applications – commercial software packages – page 44
12	1	(Stream) Web and software applications – features and functions common across word processing, spreadsheets and web authoring software – page 45
13	1	(Stream) Web and software applications – additional features and functions specific to word processing, spreadsheet and web authoring software – page 46
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 – web authoring – page 47
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 – features and functions common across word processing, spreadsheet and web authoring software – page 45
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 (a)	2	(Mandatory) Diagnostic testing – troubleshooting – page 33
21 (b)	3	(Mandatory) Diagnostic testing – preventative maintenance – page 34
22	3	(Mandatory) Safety – safe work practices and procedures – page 39

Question	Marks	HSC content – focus area
23 (a)	2	(Mandatory) Operating system software – installing an operating system – page 30
23 (b)	5	(Mandatory) Operating system software – selecting an operating system – page 29
24 (a)	2	(Stream) Web and software applications – features and functions common across word processing, spreadsheet and web authoring software – page 45
24 (b)	2	(Stream) Web and software applications – features and functions common across word processing, spreadsheet and web authoring software – page 45
25 (a)	2	(Stream) Web and software applications – problem-solving – page 46
25 (b)	3	(Stream) Web and software applications – features and functions common across word processing, spreadsheet and web authoring software – page 45
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)	4	(Stream) Web and software applications – document and website production requirements – page 44

Section III

Question	Marks	HSC content – focus area
27 (a)	5	(Stream) Web and software applications – document and website production requirements – page 44
27 (b)	10	(Stream) Web and software applications – features and functions common across word processing – page 45

Section IV

Question	Marks	HSC content – focus area
28	15	(Mandatory) Working in the industry – nature of the industry – page 24 (Mandatory) Working in the industry – working with others – page 27 (Mandatory) Operating system software – optimising an operating system – page 31