Candidate evidence

2020 N5 AIT Theory Workshop

Candidate A

Terminology:

Favourites	Record the address of a website or other data to enable quick access in the future.
Intranet	A local or restricted communications network, a private network created using World Wide web software.
Search Engine	A program that searches for and identifies items in a database that correspond to keywords or characters specifies by the user.

Word Processing/Desktop Publishing Software:

1	Saving, editing, formatting and printing documents
2	Creating and editing tables
3	Formatting using fonts, texts such as bolding, italicizing and underlining

Customer Service is a priority for us. If good customer service is not provided, there may be significant consequences:

Example	*The organisation spends time dealing with customer issues, leading to reduced productivity.*
1	Negative publicity, leading to fewer customers
2	Increase in customer complaints, leading to demotivated staff
3	Decreased customers, leading to reduced income for the company and less staff members

Candidate B

Terminology:

Favourites	Convenient way to organise frequently used items and makes them accessible.
Intranet	Secure space for accessing and storing electronic material.
Search Engine	Web based tool that enables users to access thing on the world wide web.

Word Processing/Desktop Publishing Software:

1	Text tools - can make word bold, larger and have things such as colour
2	Printing and sharing - enables users to print and share documents with other people.
3	Layout tools - meaning that you can have different layouts on your documents an example of this is aligning your text in the centre of the page.

Customer Service is a priority for us. If good customer service is not provided, there may be significant consequences:

Example	*The organisation spends time dealing with customer issues, leading to reduced productivity.*
1	Increased complaints - the company will receive more complaints and customers will more than likely not return.
2	Decrease in profits - company will lose money and therefore may become bankrupt and have to close.
3	Negative publicity - company will not receive new customers and will not seem good and previous customers may tell people about their poor experience(s) with the company.

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Candidate C

Terminology:

Favourites	You can pin your most used websites for quicker and easier access
Intranet	It helps employees from a company communicate
Search Engine	You use this to search for the desired content using key words

Word Processing/Desktop Publishing Software:

1	Creating and editing tables
2	Creating and editing documents as well as saving and printing them
3	Changing font styles, bolding ,italicizing, colour and size

Customer Service is a priority for us. If good customer service is not provided, there may be significant consequences:

Example	*The organisation spends time dealing with customer issues, leading to reduced productivity.*
1	The company will receive a bad reputation
2	The company could lose previously loyal customers
3	The company will have unmotivated staff which would result in even more less customers

Candidate D

Terminology:

Favourites	Favourites give a quick and easy way to organize/use frequently used items.
Intranet	Gives the organisation the ability to restrain access to certain things and monitor each user. It's also used to share company news such as news, updates and policies.
Search Engine	It's a term used to describe things such as Google, Bing, yahoo and safari.

Word Processing/Desktop Publishing Software:

1	Word Processing/Desktop Publishing Software can support multiple project types.
2	The tools which allow the edition of text and layout which shows the flexibility of the software.
3	The ability of printing and sharing projects across the world with relative ease.

Customer Service is a priority for us. If good customer service is not provided, there may be significant consequences:

Example	*The organisation spends time dealing with customer issues, leading to reduced productivity.*
1	The organisation will lose their old customers due to them being mistreated/treated wrongly.
2	The organisation can end up with bad reviews from customers which have been mistreated. This makes the potential customer avoid the shop.
3	The organisation will get a bad reputation overall. This will make other organisations not want to work with their organisation. This is due to them not wanting to get a bad reputation themselves.

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Candidate E

Terminology:

Favourites	Favourites mean that you can access documents faster so that you don't spend time trying to find the correct use of communication,
Intranet	Intranet is used for internal information used to communicate with other organisations.
Search Engine	This is used to find information that you require to know and you can use I also to communicate with organisations.

Word Processing/Desktop Publishing Software:

1	A feature of word processing is that you can use it to create a table in order to keep information consistent.
2	Another feature is that you can insert page numbers, page headers and footers.
3	One other feature of word processing is that you can insert page borders making the document look efficient.

Customer Service is a priority for us. If good customer service is not provided, there may be significant consequences:

Example	*The organisation spends time dealing with customer issues, leading to reduced productivity.*
1	The organisation can have a high staff turnover this can result in the employees leaving the organisation and working elsewhere.
2	The organisation can receive a bad publicity this means people will talk and bad reviews will mean a loss of profits.
3	The organisation can have a loss of customers meaning that if customers are not happy they will go elsewhere and shop with another company.

Candidate F

Terminology:

Favourites	So you can access your favourite websites quickly, easily and so they are in the same place.
Intranet	This is a secure internet so that you can block certain things and also send things to your company easily and securely.
Search Engine	This is used so you can tell the computer what to search for.

Word Processing/Desktop Publishing Software:

1	One feature of word processing is fonts. You can change the font to your liking to make sure it's the most suitable and easy to read.
2	A second feature of word processing is page borders. You can pick the border that suits what you're writing about.
3	A third feature of word processing is copy and paste. Copy and paste makes it easy to take things out and also add things in to your writing.

Customer Service is a priority for us. If good customer service is not provided, there may be significant consequences:

Example	*The organisation spends time dealing with customer issues, leading to reduced productivity.*
1	One consequence of bad customer service is profit loss. Your company will have to try and put right your bad customer service which will cost time and money.
2	A second consequence of bad customer service is staff confidence. Your staff will lose confidence and morale will go down due to constant complaints.
3	A third consequence of bad customer service is customer retention. Customers will no longer want to spend their money on your company if you give them a bad experience.

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Candidate G

Terminology:

Favourites	Favourites, is an easier way to access your most used and favourite websites.
Intranet	The intranet is a place where company information is securely and safely presented.
Search Engine	Search engine, make sit faster for people to find what they are looking for and is a more efficient way.

Word Processing/Desktop Publishing Software:

1	One feature would be excel where spreadsheets are made and completed.
2	Another feature would be PowerPoint where presentations will be made and completed with different information, formats and pictures and displayed as a slide show.
3	A third feature would be outlook which is will help organise things like your diary and emails.

Customer Service is a priority for us. If good customer service is not provided, there may be significant consequences:

Example	The organisation spends time dealing with customer issues, leading to reduced productivity.
1	One consequence of poor customer service is the loss of customers, Customers will not return if they have had a bad experience with the staff which means there will not be as much products sold.
2	A second consequence of poor customer service would be bad publicity meaning the business will be getting less customers and leading to less profit being made.
3	A final consequence of poor customer service would be a bad reputation leading to it being harder to launch new products and gain new staff.

Candidate H

Terminology:

Favourites	An area in your browser that can only be accessed by the specific person using that computer.
Intranet	A private browser that can only be accessed my specific people.
Search Engine	A browser that is able to answer queries you have with results found online e.g. Google.

Word Processing/Desktop Publishing Software:

1	One feature of Word Processing/Desktop Publishing is being able creating tables.
2	Another feature of Word Processing/Desktop Publishing is Mail Merge.
3	Another Feature of Word Processing/Desktop Publishing is the ability to insert pictures and images into your document.

Customer Service is a priority for us. If good customer service is not provided, there may be significant consequences:

Example	The organisation spends time dealing with customer issues, leading to reduced productivity.
1	The organisation spends time finding new customers, leading to reduced productivity.
2	The organisation will leave customers dissatisfied, leading to a loss of customers.
3	The organisation will leave customers dissatisfied, leading to a bad reputation for the organisation.