| 01 | 1 | **2 marks for AO1 (understanding)** – maximum of two marks.

System software manages the computer hardware\application software;
application software is for end-user tasks;

A. answers that give two separate differences even if just mentioning application software or system software as it would imply the opposite is true for the opposing type.

R. References to pre-installed/downloaded software. | 2 |

01	2	**2 marks for AO1 (recall), 2 marks for AO1 (understanding)**	4
		AO1 Understanding – 1 mark each for the function (to a maximum of 2 marks), 1 mark for descriptions (to a maximum of 2 marks). Memory management • Manage the computer's memory; • It can control which parts of memory are being used by which process; Processor management • Manage the computer's processor(s)CPU; • Schedules which processes are to be executed; Input/output management • Manages input/output devices; • Interacts with/manages/handles the (automatic) installation of device drivers; • Handles peripheral device interrupts; • the computer can communicate with the outside world; • Control network communication; • Allow devices to send and receive data; Managing storage • Manage secondary storage devices; • Loading data and programs into the computer's memory; • Storage space management (disk quotas); • To ensure that storage space is allocated fairly and efficiently to specific tasks\users; Managing security • User authentication; • To make sure that users must prove who they are to access the system; • Protect against malware; • Block access to specific vulnerable operations or system areas. For example, software can only be installed with admin access; Managing applications • Control access to applications; • Prevent users or processes using unauthorised programs // allow users or processes to use authorised programs; • Control application access; • Prevent/allow an application access to data (or devices); **A.** User interface (maximum of 1 mark)	

| 01 | 3 | **2 marks for AO1 (understanding)**

AO1 understanding – **1 mark** for each identified error **maximum of 2** marks.

Hardware is a physical device or component // (and therefore) it cannot be downloaded or installed from a disk;

Software are programs (that get installed onto a computer);

A. the student has said "the student has explained software and hardware back to front\the wrong way around" – **max 1 mark** if this is the only response. | 2 |

02		**2 marks for AO1 (recall)**	2
		Max of two marks.	
		• Word processor; • Spreadsheet; • Presentation; • Web browser; • Graphic design//CAD//Computer Aided Design; • Database//RDMS//Relational Database Management System; • Media player//Video player//Music player; • Music creator; • Bespoke software//Custom designed software;	
		A. any other appropriate answer that is **not** a software brand.	
		R. Microsoft Word, Corel Draw, Internet Explorer, Chrome as they are brands. **R.** Utility software such as virus scanner, disk maintenance tools etc. **R.** Games as it was the given example.	
		The addition of "software" to the answers is optional.	

Qu	Part	Marking guidance	Total marks
03		**2 marks for AO1 (recall)** A **maximum of 2 marks** can be awarded for any two of the following: • Processor/CPU; • I/O devices; • Applications/programs; • Security; • File storage/management; **R.** references to memory	2

Qu	Part	Marking guidance	Total marks
04	1	**2 marks for AO1 (recall)** System software **(**Maximum of **one** mark from:**)** • Manages / controls computer hardware; • Manages application software; • Manages / runs / controls a computer (system); • Manages the operation of the computer (system); Application software • Is for (end-)user tasks;	2

Qu	Part	Marking guidance	Total marks
04	2	**4 marks for AO1 (recall)** Maximum of **four** marks from: • Processor / task / process management; • Memory management; • I/O device management; **A.** Peripheral Management (**for this year only**) • Applications management; • Security management; • File / storage management; • Network management; **A.** Provides a user interface	4

Qu	Part	Marking guidance	Total marks
05	**1**	**Mark is for AO1 (recall)** program / code / instructions (executed by / controls the operation of the hardware);	1

Qu	Part	Marking guidance	Total marks
05	**2**	**Mark is for AO1 (recall)** (System software) controls / manages / runs the computer // (System software) enables the computer to function // (System software) manages the computer hardware / application software // (System software) provides a platform for other software / provides a platform to run application software; **R.** references to pre-installed / downloaded software **NE.** brand names unless used as an example to support a correct response	1

Qu	Part	Marking guidance	Total marks
05	**3**	**Mark is for AO1 (recall)** (Application software) is for (end) user tasks; **R.** references to pre-installed / downloaded software **NE.** brand names unless used as an example to support a correct response	1