



LEVEL 2 ESSENTIAL SKILLS ICT – ANSWER PACK

SECTION A – USING ICT (15 MARKS)

1. Password Security

Any three of:

- At least 8–12 characters
- Mix of upper- and lower-case letters
- Includes numbers
- Includes symbols (!, %, £, &)
- Not based on personal info
- Unique (not reused)
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2. File Management

a) **Invoices** (folder) b) **StaffTraining2025.pptx** (presentation) c) File organisation helps you **find files quickly**, avoid losing work, and keep documents tidy.

3. Email Skills

a) Example: **Request for Printing Quote** b) Example: **Hello, I would like to request a quote for printing posters.** c) Example: **Poster design file / PDF / image of poster**

4. Online Safety

Any three of:

- No https / insecure connection

- Lots of pop-ups or adverts
- No contact details
- No author or organisation listed
- Poor spelling/grammar
- Requests for unnecessary personal information

5. Software Choice

- Analyse sales data → **B (Spreadsheet)**
- Create a slideshow → **A (Presentation software)**
- Write a report → **C (Word processor)**

SECTION B – FINDING & SELECTING INFORMATION (10 MARKS)

6. Search Skills

a) **wireless headphones price comparison** b) Use filters / add more keywords / sort by price c) **Google / Bing / Yahoo**

7. Selecting Reliable Information

Website A — because it is updated this year and written by a technology expert. **Website B** has no date, no author, and lots of adverts, making it less trustworthy.

8. Using Online Information

Any two of:

- Menu
- Search bar
- Product filters
- Add to basket
- Reviews
- Product details

9. Saving Information

Any two of:

- Bookmark the page
- Screenshot
- Copy/paste into a document
- Save the link

SECTION C – DEVELOPING, PRESENTING & COMMUNICATING INFORMATION (15 MARKS)

10. Creating a Document

Example answers: a) **Cyber Security for Beginners** b) Key points: • Use strong passwords • Don't click unknown links • Keep software updated c) Image: **Padlock icon / computer security image** d) Formatting: **Headings / bullet points / bold text**

11. Creating a Chart

a) **Spreadsheet (Excel)** b) **Bar chart / column chart** c) Charts help you **compare information clearly and quickly**

12. Email Communication

a) **Cyber Security Leaflet Attached** b) Example: **Hello, please find my completed leaflet attached. Let me know if any changes are needed.** c) **CyberSecurityLeaflet.docx** d) Attachments allow you to **send files directly and keep information together**

13. Presentation Skills

Any four of:

- Clear headings

- Bullet points
- Good contrast / readable font
- Images to support information
- Not too much text
- Speaking clearly
- Staying on topic
- Consistent layout