Examiner Report	
Qualification Name	Higher Education Qualification
Qualification Level	Diploma
Date/ Series	April 2024
Module	Professional Issues in Information Systems Practice

General Comments

Answers for this paper included some excellent responses where candidates demonstrated a detailed understanding of several topics.

Some candidates were able to write something about the topic of the questions, but it was not specifically about the issues in the question. Candidates need to take time to read the question and then adjust the answers so that they are relevant.

A few candidates received very low marks for all questions that they attempted. These candidates required better preparation before sitting this exam.

It is important that candidates take time to study the course content. Previous exam papers are available. Training providers are available in various countries, who can provide the structured learning environment to help candidates succeed. There is also the course textbook published by BCS, which covers the range of topics.

Question no.	comments
A1	a) Most candidates described the role and key characteristics of professional bodies, but typically only to a limited extent. Some answers talked about aspects of the BCS Code of Conduct – but this part of the question was about more than just BCS. b) Most candidates discussed the relevance of member and special interest groups reasonably well. However, the discussion of the relevance of university course accreditation and higher education qualifications was limited, and few answers demonstrated much understanding of the chartered status.

Question no.	comments
A2	a) Most candidates identified three functions of a human resources department, but often there was limited detail about those functions.

	b) This part asked about the legal rights of an employee in a UK company that has been taken over by another UK company. Many answers talked generally and there was limited understanding of the TUPE regulations.
Question no.	**comments**
A3	a) Most candidates provided parts of the calculation of the average direct cost of one day's work for the two job roles. Some were confused about the addition of 8% on top of the salary for the calculations. Few candidates were able to provide a full and correct calculation. b) Most candidates provided a reasonable explanation of the different financial statements, however, there was typically limited discussion of how these are used to assess the financial performance of an organisation.
Question no.	**comments**
B4	a) Most candidates were able to discuss the role of delegation, although some answers were brief. Some candidates incorrectly confused the term for an alternative meaning of a company sending a delegation (group) to another place for a task. b) Most candidates could discuss the relevance of specialisation. Most candidates were able to discuss the role of job rotation and job enrichment, but often those answers were brief and did not always correctly identify the meaning of these terms.
Question no.	**comments**
B5	a) Most candidates were able to discuss the issue of patents and copyright, although some answers did confuse the two terms. Better answers could comment on how these two issues related to the given scenario. b) Some candidates could discuss the issue of a trademark and the steps a company would take to apply for one. Several answers were general and just talked about not having an image that is the same as one used by another company, but did not address the rest of the question.
Question no.	**comments**
B6	a) There were mixed answers to this part of the question. Some candidates could discuss the relevant parts of the Computer Misuse Act, but others could only name the possible offences. Some confused this with the Data Protection Act and other general cyber crime, which were different issues.

	b) Some answers could provide a relevant description of a DDoS attack, but some answers did not cover the distributed aspect of this. c) Few candidates discussed the application of the Computer Misuse Act (CMA for a DDoS attack. Some could comment on which parts of the CMA would be relevant, e.g. the issue of affecting the operation of a computer.