|  |  |  |  |  |  |
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## National

## X816/76/01

THURSDAY, 25 MAY
12:30 PM - 2:30 PM

Fill in these boxes and read what is printed below.

Full name of centre

$\square$

Town
$\square$
Surname

Number of seat



Forename(s)


Date of birth


Total marks - 80
SECTION 1 - Software design and development, and Computer systems - 55 marks Attempt ALL questions.

## Attempt either Section 2 OR Section 3

SECTION 2 - Database design and development - 25 marks
SECTION 3 - Web design and development - 25 marks

## You may use a calculator.

Show all workings.
Write your answers clearly in the spaces provided in this booklet. Additional space for answers is provided at the end of this booklet. If you use this space you must clearly identify the question number you are attempting.
Use blue or black ink.
Before leaving the examination room you must give this booklet to the Invigilator; if you do not, you may lose all the marks for this paper.

SECTION 1 - SOFTWARE DESIGN AND DEVELOPMENT, AND COMPUTER SYSTEMS - 55 marks

## Attempt ALL questions

1. Convert the 8 -bit two's complement number 11110000 into denary.

2. A software development project can be progressed using an agile methodology or an iterative development process.

Describe two advantages of the agile methodology when compared to iterative.
Advantage 1


Advantage 2

3. (a) Convert the binary number below into floating-point representation.

$$
\text { -0.0000 } 010100001111
$$

There are 16 bits for the mantissa (including the sign bit) and 8 bits for the exponent.
Space for working
$\square$
sign

(b) State the effect of increasing the number of bits allocated to the mantissa.
$\square$
4. State the purpose of the public key in the secure transmission of data.

[Turn over
5. (a) Complete the missing steps of the fetch-execute cycle.

| 1. |  |
| :---: | :--- |
| 2. | The processor activates the read line on the control bus. |
| 3. |  |
| 4. | The instruction in the instruction register is then interpreted by the <br> decoder and carried out. |

(b) State one factor that can improve the performance of the fetch-execute cycle and explain why it improves performance.
$\square$
Explanation

6. An employee has acquired their manager's login details without permission. The employee uses the details to increase their monthly sales bonus.

State two ways in which the Computer Misuse Act has been breached.
$\square$
7. A word is a palindrome if it reads the same backwards as forwards, for example:

> mum, noon, madam, kayak, racecar

A program identifies if a word is a palindrome by checking if the first and last characters are the same. If they are, it then checks the second and second last characters and so on.

The incomplete program is shown below.

Line 1 FUNCTION checkPalindrome (STRING word) RETURNS BOOLEAN
Line 2 DECLARE left INITIALLY 0
Line 3 DECLARE right INITIALLY length(word)-1
Line 4 DECLARE validPalin INITIALLY TRUE
Line 5 WHILE left < right AND $\qquad$ DO
Line 6 IF word[left] = word[right] THEN
Line 7 SET left TO left +1
Line 8 SET right TO right - 1
Line 9 ELSE
Line 10 SET validPalin TO FALSE
Line 11 END IF
Line 12 END WHILE
Line 13 RETURN validPalin
Line 14 END FUNCTION
Line 25 RECEIVE userWord FROM KEYBOARD
Line 26
Line 27 IF palindrome = TRUE THEN
Line 28 SEND userWord \& " is a palindrome" TO DISPLAY
Line 29 ELSE
Line 30 SEND userWord \& " is not a palindrome" TO DISPLAY
Line 31 END IF
(a) Using a programming language of your choice, complete Line 5 below.
WHILE left < right AND $\square$
(b) Using a programming language of your choice, write the missing code at Line 26 to call the function.
8. A number matching game stores four winning numbers and compares them to a player's input of four numbers. 250 points are awarded for each number matched. For example, two matched numbers would be awarded 500 points.
The code below contains an error, as the player is always awarded 1000 points.
...
Line 10 DECLARE winningNos INITIALLY [10, 14, 21, 33]
Line 11 DECLARE numMatches INITIALLY 0
Line 12 DECLARE points INITIALLY 0
Line 13 RECEIVE no1 FROM KEYBOARD
Line 14 RECEIVE no2 FROM KEYBOARD
Line 15 RECEIVE no3 FROM KEYBOARD
Line 16 RECEIVE no4 FROM KEYBOARD
Line 17 FOR index FROM 0 TO 3 DO
Line 18 IF no1 = winningNos[index] THEN
Line 19 SET numMatches $T O$ numMatches +1
Line 20 ELSE IF no2 = winningNos[index] THEN
Line 21 SET numMatches TO numMatches + 1
Line 22 ELSE IF no3 = winningNos[index] THEN
Line 23 SET numMatches TO numMatches + 1
Line 24 ELSE
Line 25 SET numMatches TO numMatches + 1
Line 26 END IF
Line 27 END FOR
Line 28 SET points TO 250 * numMatches
Line 29 SEND "You matched "\& numMatches \& " numbers and have won " \& points TO DISPLAY
8. (continued)
(a) A breakpoint is set at Line 26 and the program is tested using the following four player numbers as input:

| no1 | no2 | no3 | no4 |
| :---: | :---: | :---: | :---: |
| 5 | 10 | 15 | 22 |

Complete the trace table to show the values stored when the breakpoint is activated on the first two iterations of the loop.

| Breakpoint | Variable | Value |
| :--- | :--- | :--- |
| $\boldsymbol{1}^{\text {st }}$ iteration | index | 0 |
|  | winningNos [index] |  |
|  | numMatches |  |
|  | index | 1 |
|  | winningNos [index] |  |
|  | numMatches |  |

(b) Explain, with reference to the code, why the number of matches always results in 4.
9. A software developer is creating a program for a dog grooming company that has branches in Dundee, Edinburgh, Glasgow and Stirling. The following data is stored about each dog:

- dog ID
- name of the dog
- branch the dog attends
- number of visits to the branch.

One feature of the program is to offer a discount to customers that have visited the Dundee or the Stirling branch more than four times.

The data shown below is stored in four parallel 1D arrays to test this feature.

| dogID | dogname | branch | noofVisits |
| :---: | :---: | :---: | :---: |
| G123 | Rover | Glasgow | 7 |
| A872 | Roman | Stirling | 2 |
| D321 | Keeva | Dundee | 6 |
| G876 | Bailey | Edinburgh | 6 |
| A423 | Jack | Stirling | 5 |
| D872 | Ozzy | Dundee | 2 |

The code below was created to display the dogID for those customers that are to be offered a discount.

Line 1 PROCEDURE customerSearch (ARRAY OF STRING petNo, ARRAY OF STRING city, ARRAY OF INTEGER visits)
Line 2
FOR i FROM O TO length(petNo)-1 DO
Line 3 IF city[i]= "Stirling" OR (city[i]= "Dundee" AND visits[i] > 4) THEN
Line 4
SEND petNo[i] TO DISPLAY
Line 5
END IF
Line 6
END FOR
Line 7 END PROCEDURE
...
Line 20 DECLARE dogID INITIALLY ["G123", "A872","D321", "G876","A423", "D872"]
Line 21 DECLARE dogName INITIALLY ["Rover","Roman","Keeva", "Bailey","Jack","Ozzy"]
Line 22 DECLARE branch INITIALLY ["Glasgow","Stirling", "Dundee","Edinburgh","Stirling","Dundee"]
Line 23 DECLARE noOfVisits INITIALLY [7,2,6,6,5,2]
Line 24 customerSearch(dogID, branch, noOfVisits)
9. (continued)
(a) During testing it is found that, due to an issue with Line 3 , this code is not fit for purpose.
(i) Using the test data shown, state the output.

(ii) Re-write Line 3 of the code to make this code fit for purpose.

(b) Formal and actual parameters are used in this code.

Identify one formal parameter and its associated actual parameter.
Formal parameter $\square$
Actual parameter $\square$
(c) Describe the operation of Line 24 during the execution of this program.
customerSearch(dogID, branch, noOfVisits)

(d) The program makes use of local variables.

(ii) Describe the scope of this local variable.
$\square$
9. (d) (continued)
(iii) Explain why using local variables increases the maintainability of program code.

(e) The area manager wants to know how many dogs have made more than five visits to a particular branch.
Using a programming language of your choice, the arrays branch and noofVisits, write the code to ask the user for the branch name and to display how many dogs have made more than five visits to this branch.
10. A check digit is the number at the end of a series of characters that can confirm that something is correct.
A program is to be written to add a check digit to a user's password. The password is input and then the program totals the ASCII values of all the characters, divides the total by 11 and calculates the remainder. This remainder is then attached to the original password as a check digit. For example, for the password 'Fox':

| Character | ASCII Value |
| :--- | :--- |
| $F$ | 70 |
| o | 111 |
| x | 120 |
| Total | 301 |
|  | $301 / 11=27$ remainder 4 |

The updated password is 'Fox4'.
(a) State one boundary for this program.

(b) Using a recognised design technique, design an algorithm that would create the updated password and store it in a file.
$\square$
10. (continued)
(c) When implemented, the program will be modular.

Describe two benefits of implementing modular code.

11. A shop sells a range of 80 different washing machines. Sample data about the washing machines is shown below:

| Brand | RefNo | Maximum <br> wash load <br> $(\mathrm{kg})$ | Spin speed <br> $(\mathrm{rpm})$ | Price (£) | Number in <br> stock |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Doolton | D120 | 11 | 1400 | 389.99 | 34 |
| Hisky | H873 | 10 | 1400 | 289.99 | 42 |
| Aarch | A423 | 10 | 1500 | 279.00 | 3 |
| Doolton | D232 | 12 | 1500 | 279.29 | 22 |
| Aarch | A189 | 12 | 1600 | 349.99 | 12 |
| Doolton | D387 | 10 | 1500 | 299.00 | 36 |
| $\ldots$ | $\ldots$ | $\ldots$ | $\ldots$ | $\ldots$ | $\ldots$ |

A program is designed to help customers decide which washing machine to buy.
(a) (i) Using a programming language of your choice, define a suitable record data structure for the washing machine data above.

The record data structure should be called feature.

(ii) Using a programming language of your choice, declare the variable called machines which can store the details of the 80 washing machines. Your answer should use the record data structure created in part (i).

11. (continued)
(b) Customers often ask questions about the washing machines.

For example:
'How much is the cheapest washing machine that can do a wash load of 11 kg or more and a spin speed of 1500 rpm or more?'

The top-level design for the algorithm to answer this question is shown below:

1. Read data from text file into data structure.
2. Ask user to enter the smallest wash load and the slowest spin speed required.
3. Find the price of the cheapest washing machine(s) if there is one that meets the entered criteria.
4. Display the price of the cheapest washing machine(s) that meets the entered criteria or a message stating 'No washing machine meets the criteria'.

Complete the table below to show the missing data flow for steps 3 and 4 .

| Step | IN/OUT | Data flow |
| :--- | :--- | :--- |
| 1 | IN |  |
|  | OUT | machines() |
| 2 | IN |  |
| 3 | IN | smallestWash, slowestSpin |
|  | OUT | cheapestPrice, found |
| 4 | IN |  |
|  | OUT |  |

11. (continued)
(c) Step 3 finds the price of the cheapest washing machine(s) that meets the entered criteria. If there is not a washing machine that meets the criteria then found is set to false.
Using a programming language of your choice, write the code for step 3. Your answer should use the data structure created in part (a).
$\square$
[END OF SECTION 1]
12. A dog walking company uses a relational database to store details about the dogs that they take on walks.
$\left.\begin{array}{|l|l|l|l|}\hline \text { Customer } & \text { Dog } & \text { Walk } & \text { Staff } \\ \hline \begin{array}{l}\text { custID } \\ \text { forename } \\ \text { surname } \\ \text { address } \\ \text { mobileNo }\end{array} & \begin{array}{l}\text { dogID } \\ \text { name }\end{array} & \begin{array}{l}\text { breed } \\ \text { age } \\ \text { custID* }\end{array} & \begin{array}{l}\text { walkID } \\ \text { route } \\ \text { dogID* } \\ \text { walkerID* } \\ \text { date }\end{array}\end{array} \begin{array}{l}\underline{\text { walkerID }} \\ \text { forename } \\ \text { surname } \\ \text { mobileNo }\end{array}\right]$

Draw an entity-relationship diagram to show the relationships that exist in this database.

Your answer should show the entity names and cardinality.
Attributes are not required on the diagram.
$\square$
13. A database table is shown below.

| Car |  |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- |
| carID | model | year | type | price | doors |
| FF102 | Fierra | 2016 | Hatchback | 12600 | 5 |
| FF105 | Fierra | 2018 | Hatchback | 16100 | 3 |
| FF165 | Fierra | 2019 | Hatchback | 15100 | 3 |
| CL202 | CLC200 | 2019 | Estate | 13400 | 5 |
| CL209 | CLC300 | 2017 | Estate | 19500 | 5 |
| GU303 | Gulf | 2015 | Saloon | 16500 | 5 |
| DU405 | Duke | 2017 | Saloon | 23000 | 3 |
| PH283 | Phoenix | 2017 | Hybrid | 15300 | 3 |
| FR302 | FirCross | 2019 | Hybrid | 18200 | 3 |

Complete the table below showing the expected output from the following SQL statement.

SELECT type, MIN(price) as 'Cheapest Price'
FROM Car
WHERE year >= 2018
GROUP BY type;

| type | Cheapest Price |
| :--- | :--- |
|  |  |
|  |  |
|  |  |
|  |  |

4. A takeaway restaurant is implementing an online ordering system and is using a relational database to store details about the dishes, customers and orders.
The restaurant can view order details. Customers are able to place and edit orders. The four tables used in the database are shown below.

| Customer |  |  |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- | :---: |
| custID | forename | surname | address | telephone | postcode |  |
| 41 | Henry | Taylor | 95 Whitehouse St | 01224931167 | AB25 1SL |  |
| 42 | Anna | Smith | 84 Fraser Ave | 01224474845 | AB16 5LL |  |
| 43 | Jane | Robin | 80 Maxwell St | 01224325715 | AB12 5XN |  |
| $\ldots$ | $\ldots$ | $\ldots$ | $\ldots$ | $\ldots$ | $\ldots$ |  |


| CustOrder |  |  |
| :--- | :--- | :--- |
| orderID | custID | orderDate |
| ORD1 | 41 | $15 / 05 / 2023$ |
| ORD2 | 42 | $15 / 05 / 2023$ |
| ORD3 | 41 | $16 / 05 / 2023$ |
| $\ldots$ | $\ldots$ | $\ldots$ |


| Orderltem |  |  |
| :--- | :--- | :--- |
| orderID | dishID | quantity |
| ORD1 | DISH01 | 2 |
| ORD1 | DISH05 | 3 |
| ORD1 | DISH04 | 3 |
| ORD1 | DISH06 | 1 |
| ORD2 | DISH02 | 2 |
| ORD2 | DISH04 | 2 |
| ORD3 | DISH03 | 7 |
| ORD3 | DISH04 | 6 |
| $\ldots$ | $\ldots$ | $\ldots$ |


| Dish |  |  | course |
| :--- | :--- | :--- | :--- |
| dishID | description | price |  |
| DISH01 | Pepper and egg sushi | Main | 4.99 |
| DISH02 | Poppy and rosemary salad | Dessert | 3.99 |
| DISH03 | Ice cream | Drink | 3.99 |
| DISH04 | Cappuccino | Main | 8.99 |
| DISH05 | Chicken fajita | Main | 9.99 |
| DISH06 | One pan chicken | Starter | 4.99 |
| DISH07 | Chilli chicken wings | $\ldots$ | $\ldots$ |
| $\ldots$ | $\ldots$ | $\ldots$ |  |

14. (continued)
(a) Design a query to display the number of orders that the customer with custID 41 made in May 2023.

| Field(s) and <br> Calculation(s) |  |
| :--- | :--- |
| Tables(s) |  |
| Search Criteria |  |
|  |  |
| Grouping |  |
| Sort Order |  |

(b) The takeaway restaurant would like to offer a discount for all customers who order a main dish.

Complete the design of a query to display the full name and telephone number of every customer who has ordered a main dish.

| Field(s) and <br> Calculation(s) |  |
| :--- | :--- |
| Tables(s) |  |
| Search Criteria | course = 'Main' |
|  |  |
| Grouping |  |
| Sort Order |  |

14. (continued)
(c) The manager wants to increase the price of main dishes that contain chicken by $£ 2.00$.
Write the SQL statement that would implement this.

(d) The restaurant wants a query to calculate the total cost of each order. The expected output is shown below.

| orderID | orderDate | Total Value |
| :--- | :--- | :--- |
| ORD1 | $15 / 05 / 2023$ | 62.91 |
| ORD2 | $15 / 05 / 2023$ | 17.96 |
| ORD3 | $16 / 05 / 2023$ | 51.87 |

The following SQL statement is executed but the actual output does not match the expected output.

SELECT CustOrder.orderID, orderDate, (price * quantity) AS
'Total Value'
FROM CustOrder, OrderItem, Dish
WHERE CustOrder.orderID = OrderItem.orderID
ORDER BY orderID ASC;

Identify the three errors in the above SQL statement.


Error 3
$\square$
$\square$
$\square$
15. The Caledonian Drone Racing League stores the results of their first season's competitions in a relational database. Pilots' times for each race are recorded in seconds.


The relational database uses the following three tables.

| Pilot | Race | Entry |
| :--- | :--- | :--- |
| pilotID <br> forename <br> surname | racelD <br> title <br> city | racelD* <br> pilotID $^{*}$ <br> position <br> raceTime |

Sample data from the three tables is shown below.

| Pilot |  |  |
| :--- | :--- | :--- |
| pilotID | forename | surname |
| P001 | Matthew | Thomas |
| P002 | Ann | Wilson |
| P003 | Joseph | Dow |
| P004 | Sam | Friar |
| $\ldots$ | $\ldots$ | $\ldots$ |


| Race |  |  |
| :--- | :--- | :--- |
| raceID | title | city |
| 1 | Granite Range | Aberdeen |
| 2 | Clyde Maze | Glasgow |
| 3 | Factory Frenzy | Ayr |


| Entry |  |  |  |
| :--- | :--- | :--- | :--- |
| raceID | pilotID | position | raceTime |
| 1 | P001 | 2 | 92.4 |
| 1 | P002 | 3 | 96.5 |
| 1 | P003 | 1 | 86.8 |
| 1 | P004 | 4 | 98.5 |
| 1 | P005 | 5 | 98.9 |
| $\ldots$ | $\ldots$ | $\ldots$ | $\ldots$ |
| 2 | P001 | 4 | 120.5 |
| 2 | P003 | 2 | 109.7 |
| 2 | P002 | 1 | 101.5 |
| 2 | P004 | 3 | 115.5 |
| 2 | P006 | 5 | 121.0 |
| $\ldots$ | $\ldots$ | $\ldots$ | $\ldots$ |
| 3 | P001 | 3 | 109.8 |
| 3 | P002 | 2 | 109.6 |
| 3 | P003 | 1 | 106.9 |
| 3 | P004 | 4 | 145.2 |
| $\ldots$ | $\ldots$ | $\ldots$ | $\ldots$ |
|  |  |  |  |

15. (continued)

Pilots win $£ 150$ for first place. The league would like to produce a list of the names and total amount of winnings for those pilots that have come in first place.
The expected output is shown below.

| pilotID | forename | surname | Winnings |
| :--- | :--- | :--- | :--- |
| P002 | Ann | Wilson | 150 |
| P003 | Joseph | Dow | 300 |

(a) Design a query to display the output above.

| Field(s) and <br> Calculation(s) |  |
| :--- | :--- |
| Tables(s) |  |
| Search Criteria |  |
| Grouping |  |
| Sort Order |  |

(b) Write an SQL statement to display the title of each race and the average time for that race.

The expected output is shown below.

| title | Average Time |
| :--- | :--- |
| Clyde Maze | 114.27 |
| Factory Frenzy | 116.67 |
| Granite Range | 103.22 |


15. (continued)
(c) A query was created to display the fastest time in any race. This query was saved as 'Fastest' and the output of it is shown below.

| FastestTime |
| :--- |
| 86.8 |

Using the 'Fastest' query, complete the SQL statement below to display the name of the pilot(s) who achieved this time.

SELECT forename,surname
(d) The first season was such a success they are running a second season using the same races.

The pilot who won the first race of the second season in Aberdeen won the same race in the first season. When the organisers try to add this new record they found the database was not fit for purpose.

Explain why this record could not be added to the Entry table.
$\square$
[END OF SECTION 2]
16. A feature is to be added to an online shopping website that allows the user to click on the image of a product to see a different, larger, image of the same product.
An example of the intended effect is shown below.


The code used to implement this feature is shown below.

| JavaScript Code |
| :--- |
| function changePic() \{ <br> document.getElementById("budPic").style.height="200px"; <br> document.getElementById("budPic").style.width="200px"; <br> $\}$ |
| CSS Code |
| \#budPic \{height: 100px; width; 100px; \} |
| HTML Code |
| <p> click on the image below to see it in more detail. </p> <br> <img src="earBudsl.jpg" id="budPic"> |

State two reasons why this code is not fit for purpose.

17. A new video sharing website is being developed. This site should allow users to upload new videos to the site, watch uploaded videos and comment on them. Users should sign into the site using a username and password.
Once signed in, users should be able to navigate to one of three pages - a profile page, a videos page and a settings page.
From the profile page, users should be able to navigate to a page where they can upload videos and read comments left by other users, a page where they can edit their profile and a page where they can edit the details of previously uploaded videos.

From the videos page, users should be able to view a page with the top ten trending videos and view a page showing the videos that they have watched most recently.
(a) State one functional requirement of this website.
$\square$
(b) Draw the navigational structure of this website.
$\square$
[Turn over
18. A pizza restaurant is redesigning their website and want to display information about the three most popular pizzas - Margherita, Hawaiian and Pepperoni.
Part of the wireframe design is shown below.

(a) Write a single CSS rule to apply the correct margins to all the h 2 , h 3 and image elements on the web page.

(b) Complete the CSS rule below to correctly position the images to allow the pizza information and price to appear in the correct position.
img\{height: 100px; width: 100px; $\square\}$

## 18. (continued)

(c) To add interactivity to this page the restaurant would like the information about each pizza to only appear to the user when they place their cursor over the image of the pizza.

Part of the HTML code for the page is shown below.

```
...
<section id="menu">
    <h2> Pizza Choices </h2>
    <div id="margherita">
        <h3> Margherita </h3>
        <
        <div id="margInfo">
            <p> Classic cheese and tomato </p>
            <p> £7.99 </p>
        </div>
    </div>
    ..
</section>
```

(i) Write the CSS rule needed to initially hide the description and price of the Margherita pizza.

(ii) Complete the missing JavaScript code to allow the information to be displayed on the screen.

```
function displayMText(){
    document.getElementById("margInfo").style.display =
```


(iii) Write the missing line of the HTML code shown above to apply the JavaScript function from part (ii) to the image 'mPizza.jpg' when the user places their cursor over the image.

[Turn over
$\square$
18. (continued)
(d) A page on the website allows users to leave a review of the restaurant using an online form. A design for part of this form is shown below.

Please leave your comment below. If you would like the comment to remain anonymous then please leave the name blank.

| Name: | John Smith |
| ---: | :--- |
| Comment*:I really enjoyed my pizza - <br> it tasted great! I would <br> definitely recommend this <br> place to my friends. |  |
|  |  |

(i) Write the line of HTML code needed for the form element that would allow the user to type their name.

(ii) Write the line of HTML code needed for the form element that would allow the user to type their comment.

19. A new website is being designed to help teenagers and young adults apply for online learning courses.
One of the pages of the website should allow users to enter all of the following details:

- full name
- email address
- date of birth
- recent work experience
- most recent type of education - school or college or university.
(a) Using the information above, draw a wireframe design for this web page.

19. (continued)
(b) A low-fidelity prototype for the website's navigation bar is shown below.


Some of the CSS code used to implement the navigation bar is shown below.

```
li {
    list-style-type: none;
    background-color: grey;
    float: left;
    color: black;
}
li a {
    display: block;
    color: grey;
    text-align: center;
    padding: 14px 16px;
}
li a:hover {
    color: white;
}
...
```

During testing, it was found that the code for the navigation bar did not produce the expected output.
(i) State two reasons why the navigation bar did not display as intended.

19. (b) (continued)
(ii) Both of the CSS rules below are used to style the web page.

| CSS Rule 1 | CSS Rule 2 |
| :--- | :--- |
| li a: hover \{ <br> color: white; | a: hover \{ <br> color: yellow; |

Explain the difference between these two CSS rules.

(c) Compatibility testing is then carried out on the completed website. During compatibility testing a number of comments were made.

| Example comment 1 | Example comment 2 |
| :--- | :--- |
| The layout of the pages was not <br> as I had expected. I had to scroll <br> a long way to reach the bottom <br> of the page. | Some of the expected styling did <br> not appear on the pages when I <br> viewed them. |

Describe two reasons why users may have different experiences when testing the same website.
$\square$
[END OF SECTION 3]
[END OF QUESTION PAPER]
$\square$
$\square$

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