

850/1

**INFORMATION AND
COMMUNICATION
TECHNOLOGY (ICT)**

PAPER 1

Nov 2025

2 ½ hours



UNITA

**UGANDA ADVANCED CERTIFICATE OF EDUCATION
INFORMATION AND COMMUNICATION TECHNOLOGY**

SENIOR FIVE

Paper 1

END OF YEAR EXAMS

2hours 30minutes

INSTRUCTIONS

This paper has consists of **two** sections **A** and **B**

Item is **compulsory**

Attempt any **two** items in section **B**

All items carry equal scores

Any additional item will not be scored

Turn over

SECTION A

This item is compulsory

Item 1

Many people in your community rely on different ICT tools for communication, work, education and entertainment. However some individuals especially the elderly and those with limited exposure to technology, struggle to understand how ICT tools can simplify their daily activities

Kwehangana a local shop owner has noticed that many of her customers prefer mobile money transaction instead of cash and even order goods online. She also hears her children talk about online learning, video calls and social media but she does not full understand how these ICT tools work or benefit her business and personal life. She approaches you a well-known ICT student in the community for help

Task

Prepare a write up to Kwehangana on how she can apply the ICT tools in her business and home to suit her customer's interests

SECTION B

Attempt only **two** items

Item 2

MEIVK Tech computer training center has received 36 desktop computers, but the administrator lacks the technical expertise to set up, maintain, and troubleshoot hardware issues. To overcome this challenge, the administrator requires comprehensive training and support to acquire the necessary skills and knowledge to effectively manage the computer lab and ensure a smooth learning environment for students. This training will enable the administrator to resolve technical issues efficiently and minimize downtime. The center's success relies heavily on the administrator's ability to manage technology effectively. Proper training will also help prevent technical problems and reduce costs. Ultimately, the administrator's technical skills will directly impact the quality of education provided to students.

Task.

Prepare a user guide for the administrator of **MEIVK Tech computer center** detailing how to assemble a desktop computer, troubleshoot, common hardware issues, and maintain computer peripherals

Item 3

Natukunda has just joined a company as a new employee. During her first week, she realizes that all communication, documentation and record keeping in the company are done using ICT tools. However she struggles with basic digital ICT skills such as use of word processor, sending emails and searching information online.

Natukunda is required to attend a company seminar about **ICT literacy in the workplace**, and she needs to prepare notes on the essential ICT skills for the employee but does not know what to include. For this reason she comes to you for consultation

Task

Provide a write to Natukunda, detailing all what she needs to present to the employees on the company seminar.

Item 4

Khan Elite school ICT lab has outdated software and unlicensed applications, making it difficult for students to complete assignments efficiently and effectively, hindering their ability to develop relevant skills and knowledge in information and communication technology, which is crucial for their future careers and academic pursuits, and also potentially exposing the school to legal and reputational risks due to software piracy and non-compliance with licensing agreements. The situation demands immediate attention from school administrators to upgrade the lab's infrastructure. Students deserve access to modern technology that aligns with industry standards. Investing in legitimate software will benefit the students' learning experience and the school's reputation.

Task

As an ICT student, prepare a proposal for the school administration, detailing the importance of using updated, licensed software and recommending appropriate system, application and utility software for the school