Examiner Report	
Qualification Name	Higher Education Qualification
Qualification Level	**Professional Graduate Diploma**
Date/ Series	April 2026
Module	**Computer Services Management**

Question no.	**comments**
A1	This question was answered by 5 candidates only. The average mark achieved is 39.2% Lowest number of candidates attempted this question, and it was clear there was a lack of understanding in this domain. Providing decent examples seems to be an issue, note dumps are the usual response. Part B was the weakest answered, very few addressed how to maximise the value of an asset. Part C also had issues with providing *examples.*
Question no.	**comments**
A2	This question was answered by 13 candidates. The average mark achieved was 47% Question answered by almost all of the candidates and with the highest average mark Part A was reasonably answered with candidates showing some understanding of change management and its use in reduction of risks. Part B seemed more to be a mapping of candidate logic to the question, rather than any deep understanding of the topic. Some fairly short answers when you consider that the parts were worth 10 and 15 marks.
Question no.	**comments**
A3	This question was answered by 9 candidates. The average mark achieved was 41.3% A mixed bag of answers, some good but mostly guessing.

	Again, issues with short answers to questions worth 9 and 10 marks (parts B and C) Most answers showed a lack of depth of understanding in this domain. Answers to Part B gave reasons but mainly were one sentence when each reasons required greater depth. Part C – I'm not sure the candidates realised the difference between essential core products (that maybe only one supplier can provide) and more off the shelf products (like printer paper).
Question no.	**comments**
B4	This question was answered by 14 candidates. The average mark achieved was 38%. Answered by all except 2 of the candidates but with a below pass average. Looks like a straightforward question to answer and mark. However the candidates provided short and lacking depth answers. Part B probably had the weakest answers, as both Part A and Part C have some common knowledge / sense elements. This does not lead to in-depth or insightful answers.
Question no.	**comments**
B5	This question was answered by 7 candidates. The average mark achieved was 48.5%. It was the highest average mark of this paper and with some straightforward questions. Most could have been answered with note dumps and some were. The real issue, as with most of the paper, was the lack of depth and words within the answers. It is difficult to give 6 marks when 2 sentences are provided. Part C probably showed the least knowledge from the candidates Part D responses had issues with explaining accountancy rather than accounting.