TEACHING and WRITING an extended response
(for ITGS SL Paper 1 and HL Paper 1from May 2012 onwards)

This is an example of how a question can be developed as a class activity (**A. TEACHING STRATEGY**) to prepare students for writing extended responses on either SL Paper 1 or HL Paper 1. One approach would be for the class to discuss and investigate the possible development of the response and work collaboratively in Google docs to develop it. The teacher would direct the activity and provide feedback on the student work.

The second example (**B. PAPER 1 PART (c) EXTENDED RESPONSE**) shows a sample Paper 1 question (May 2012 onwards) and the extended response based on the learning activity. The exam question has a narrower focus, allowing it to be answered with sufficient depth in the allocated time. This particular question has only one stakeholder, which may not always be the case in the extended response question.

A. TEACHING STRATEGY - how to teach an extended response

*To what extent are employers' concerns about telecommuting outweighed by the advantages to **both** the employer **and** the employee?*

PLAN FOR DISCUSSION
Outlining keywords under the three headings determined by the question is a recommended teaching strategy to direct student discussion and development.

Concerns for employer
- Security and integrity of data
- Control over employees
- Team spirit/morale
- Isolation of employees
- Lack of technical support for employees
- Loss of knowledge sharing between employees as they are remote

Advantages to employer
- Cost saving
- Access to greater variety of workers

Advantages to employee
- Greater flexibility
- Save time lost
- Can work uninterrupted
- Feeling of trust

Before introducing telecommuting to the workplace the employer must address several **concerns**. The **security** of confidential files is of utmost importance. Security could be breached by hackers during transfer of data between home and office. Also friends and family may be able to access sensitive company information that is stored on the home computer. This security problem is a major concern that can be addressed by setting up a Virtual Private Network (VPN). A VPN allows remote access to company files over the Internet, but secures information by using data encryption and a user name and password to authenticate employees. Securing home computers is more difficult, but by using of password protected company-owned laptops and with the implementation of clear security policies concerns can be minimised.

Many employers worry about **integrity** of data when employees download shared files to personal computers and then upload new versions to the server. This concern can be solved by using the VPN and restricting access to files. This ensures that all changes are made on the server.

Employers feel it is more difficult to **supervise** employees who are 'out of sight' . There are several software tools that can be used for monitoring employees. Web cams can provide a video feed of an employee at his computer, screen capture software can allow viewing of activities and keyloggers can capture key strokes. However, these solutions can be seen as a 'Big Brother' approach implying a lack of trust and resulting in decreased employee productivity.

Without face to face meetings and informal discussions it may be harder to encourage **team spirit.** Voice over Internet Protocol (VoIP) with Web cams (using free software such as Skype) can be used to conduct business meetings between different branches of a company. Collaborative work spaces (eg wikis, Google docs) can overcome this feeling of remoteness amongst the employees and encourage contact and collaboration which are good for productivity and company morale. Both of these measures save the employer air travel cost.

 Benefits to employers include **money saved** on renting office space, providing employee parking and computer infrastructure eg cabling for computers in each office. However, employers must still consider the costs involved in securing remote access, possibly funding home hardware and additional training and support for teleworkers.

Employers are realising that the introduction of teleworking increases their potential **workforce** and they can now employ the best person for the job even if the person is physically disabled and housebound or restricted, due to caring for small children.

Employees generally welcome the **flexibility** of telecommuting and appreciate the **time** and money saved on driving to work. Not only does the employer benefit when recruiting, but geographical location, disability or family commitments no longer prevent a person from gaining meaningful work.

Many employees work better without **interruptions** of the office, provided they can set up a workstation and educate family members to respect their work time. While self-motivated people work well without

daily supervision there is also a danger that work encroaches too much on family life. Discipline is also required so that an employee is not on-call 24/7.

Employees generally feel more **trusted** and empowered because they are allowed to work from home. This can result in a gain for the employer via increased productivity.

Overall the advantages to employer and employee outweigh the concerns. Telecommuting is not for everyone, however there are significant benefits to employers who are self motivated and don't need supervision. The growth of collaborative tools and increases in bandwidth now make it possible for employees to effectively collaborate online. In order for telecommuting to be successful, security measures such as a VPN should be in place before telecommuting commences. Also staff need to sign and agree to abide by security rules such as not sharing work computers or passwords with family members.

[about 640 words]

An employer is considering introducing teleworking for employees.
To what extent would the introduction of teleworking would be beneficial to the employer?

PLAN FOR EXAM RESPONSE
Outlining keywords under the two headings determined by the question is a recommended strategy. This approach helps the candidate to organize their response and keeps them focused on the question. *The candidate's PLAN FOR EXAM RESPONSE is planned on a separate sheet of paper and does not appear in response to the question. Note that it contains more entries than were actually addressed in the response. This can happen in a real exam situation when the candidate makes the decision which points they will develop in the response.*

Concerns for employer
- Security and integrity of data
- Control over employees (not addressed)
- Team spirit/morale

Advantages to employer
- Cost saving
- Access to greater variety of workers (not addressed)

PART C EXAM RESPONSE
The following shows the development of the extended response by a candidate. Examiner comments are indicated in red.

Before introducing telecommuting to the workplace the employer must address several concerns. The security of confidential files is of utmost importance. Security could be breached by hackers during transfer of data between home and office. Also friends and family may be able to access sensitive company information that is stored on the home computer if the employee allows others to use it. While security is a major concern, this problem can be addressed by setting up a Virtual Private Network (VPN) over the Internet. This allows remote access, but secures information by using data encryption and a user name and password to authenticate employees. Securing home computers is more difficult, but with provision of a password protected company laptops and implementation of clear security policies concerns can be minimised.

Without face-to-face meetings and informal discussions, it may be harder to encourage team spirit and employees may feel isolated. Voice over Internet Protocol (VoIP) with Web cams (using free software such as Skype) can be used to conduct business meetings between different branches of a company. Collaborative work spaces (eg wikis, Google docs) can overcome this feeling of remoteness amongst the employees and encourage contact and collaboration which are good for productivity and company morale. Both of these measures also save the employer air travel cost.

Benefits to employers include money saved on renting office space, providing employee parking and computer infrastructure eg cabling for computers in each office. However, employers must still consider

the costs involved in securing remote access, possibly funding home hardware and additional training and support for teleworkers.

Telecommuting is not for everyone. However, there are significant benefits for employers who have employees who are self motivated and don't need supervision.

Overall the advantages to employer outweigh the concerns. The growth of often free collaborative tools and increases in bandwidth now make it possible for employees to effectively collaborate without costs needed in having a central office. To be successful security measures such as a VPN should be in place before telecommuting commences and staff need to sign and agree to abide by security rules such as not sharing work computers or passwords with family members.

[about 360 words]