This year I awarded half marks because some students were producing such poor responses it was hard to find them marks in a positive scheme.

Many students failed to follow the Answer Book instructions about noting questions answered. I suggest that this a follow on from poor compliance with instructions throughout the module which I surmise is an issue of understanding English.

Some students failed completely to show an understanding of question 1(a) which is designed to boost confidence by starting the exam with a few, easy to gain marks. It requires simply writing out of the core six points which were covered every week for 5 weeks.

1b) responses were polarised by those who knew exactly what was to be discussed and those who completely missed the point (suggesting that they hadn't paid attention to the repeating theme of the Soft Systems Methodology).

1c) was an example of several final section answers where the principle in the earlier parts - or specified in the subquestion itself - were to be applied. Too many student seemed to ignore the need to apply the solution to the case study and just wrote in about the topic in generic terms. 3c similarly where some students designed good dashboards and scorecards where as others produced empty frameworks at best.

1c) and some occurrences of 4c) was marred by students who ignored the direct instructions to consider the Evaluate-Direct-Monitor sequence and wrote about Plan-Do-Check-Act.