Topic: CS22 – Network threats (Social engineering)

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| No. | Answer/Indicative content | Marks | Guidance |
| 1a | One mark per bullet:   * Attachment of a html file – could be a virus. * Not personalised – dear customer * Pressurising language – your account has been restricted. * Incorrect spelling – the word ‘please’. * Different time zone * Other reasonable examples can be accepted. | 1  (AO1) | Mark as pairs. |
| 1b | One mark per bullet   * Never click on emails for unknown senders. * Double check email address/sender name. * Install anti-malware. * Spam filters/Block spam mails. * Ask them to verify/prove their identity. * Check the URL against who has sent the email. | 2  (AO1) | 1 mark each |
| 1c | 1 mark for name, 1 mark for description, 1 mark for prevention   * Blagging. * Creating a false scenario/tricking people to gain sensitive/personal information. * Don’t give out personal information/ask person to verify identity/trust your instincts. * Shouldering/Shoulder-surfing * Looking over someone’s shoulder to gain sensitive information. * Be aware of your surroundings/ Use privacy screens or shields/ Use complex passwords/ Enable two-factor authentication/ Regularly monitor your accounts.   Accept any other reasonable examples. | 2  (AO2)  1  (AO1) | Do not accept phishing |