

Wednesday 16 January 2013 – Afternoon

GCSE BUSINESS AND COMMUNICATION SYSTEMS

A267/01 ICT Skills for Business Communication Systems

Candidates use the data files as instructed in this paper and print out their responses.

OCR supplied materials:

- Electronic data files
- Working mark sheet

Other materials required:

- Computer
- Access to a printer stocked with white A4 paper
- Access to a personal temporary user's file area on the centre network in which to save your work

Duration: 1 hour



INSTRUCTIONS TO CANDIDATES

- Read each task and question carefully. Make sure you know what you have to do before starting your work.
- Complete **all** the tasks and sub-tasks.
- You will complete this assessment on a computer and print out your work.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each task or sub-task.
- The total number of marks for this paper is **60**.
- You may **not** use a dictionary.
- This document consists of **8** pages. Any blank pages are indicated.

INSTRUCTION TO EXAMS OFFICER/INVIGILATOR

- Do not send this Question Paper for marking; it should be retained in the centre or recycled. Please contact OCR Copyright should you wish to re-use this document.

Complete **all** tasks and sub-tasks.

All print-outs of your work **must** show:

Your candidate name, **printed** as part of your document.

In addition to your candidate name, the following information **must** be shown on each print-out (this information may be written onto the document after it has been printed):

- Candidate number;
- Centre number;
- Unit Code: A267/01;
- Task number and print-out reference, eg Task 1 (a,b,c,d,e) or Task 2 (a+b).

You are advised to allocate the following amounts of time to each task:

Task 1 – 30 minutes

Task 2 – 30 minutes

Scenario

You are the personal assistant to Ali Bengal. Ali is the Managing Director of Aman Cinema, a local cinema found in a village just outside Swansea. Ali has introduced database software to the business to help him organise staff details. Ali would like you to help him with the database software.

Task 1

Recall the database file **AMAN** and **Copy** and **Paste** into your temporary user's area. **Open** the table **STAFF**.

(a) (i) Ms C Hulett no longer works at the cinema. **Delete** her record. [1]

(ii) Ali has employed a new member of staff. **Add** their details to the database.

Title	Initial	Surname	Address	Town	Postcode	Job Title	Pay
Mr	R	Williams	1 Fig Road	Neath	SA18 8VB	Cleaner	£6.90

[8]

(iii) Miss W Golden has been promoted. Her new job title is Chief Cashier and her new rate of pay per hour is £8.69. **Edit** her details. [2]

(iv) Miss U Yuan has got married. She is now Mrs U Evans. **Edit** her details. [1]

(v) Ali would like you to change the field name Pay to Wage. **Edit** these details. [1]

(vi) **Sort** the database into ascending order by Surname. [1]

Take a screen shot of the changed database table. **Paste** it into Microsoft Word making sure that you can clearly read all the information. **Save** the Word document as STAFF and your candidate name, for example STAFF_MARK_JONES.

Print your Word document. Remember your candidate name **must** appear as part of the printed document.

- (b) Ali would like a list of all the staff whose job title is Usher.

Create a **query** to find and display the Title, Initial and Surname of staff whose job title is Usher. He would like you to sort the query in descending order by Surname. The query is to be called USHER. [4]

Take a screen shot of the results of the query. **Paste** it into Microsoft Word making sure that you can clearly read all the information. **Save** the Word document as QUERY and your candidate name, for example QUERY_MARK_JONES.

Print your Word document. Remember your candidate name **must** appear as part of the printed document.

- (c) Ali would like you to write a letter to all the staff who work as cashiers to inform them of a team manager's position which has become available. You must write a mail-merged letter to the cashiers using the query CASHIER which can be found in the database AMAN.

Recall the Word file **LETTER**. **Save** a copy of this document in your temporary user's area as LETTER and your candidate name, for example, LETTER_MARK_JONES.

Use this document to write the letter using the fully blocked style and open punctuation. The letter will be sent today from the Managing Director, Ali Bengal.

The letter must include the following details:

- the team manager's job is full time
- the wage per hour is £8.69
- the position starts in March
- if they are interested in applying for the job, the cashiers must complete an application form which they can get from the Duty Manager.

Save your changes. **Print** a copy of your standard document/unmerged letter. Remember your candidate name **must** appear as part of the printed document.

Merge your letter and **print** the first merged letter.

Save your merged letter as MERGED_LETTER and your candidate name, for example, MERGED_LETTER_MARK_JONES.

[12]

Task 2

- (a) Ali would like to invite all staff to a meeting.

Word process a Notice of Meeting and Agenda as one document. The meeting will be held in the staff room at 2.00 pm on 23 January 2013. As well as the standard agenda items, you must include the following items:

- new film release viewing times
- 2 for 1 offers
- staff uniform.

Use software features to improve the appearance of your document making it suitable for a business audience.

Save your document as AGENDA and your candidate name, for example, AGENDA_MARK_JONES. **Print** one copy of your document on **one** page. Remember your candidate name **must** appear as part of the printed document.

[12]

- (b) Ali currently uses bright paper and marker pens to advertise any offers at the cinema. He is considering purchasing Desk Top Publishing (DTP) software to create advertising documents.

Recall the Word file **ADVERTISING**. **Save** a copy of the document in your temporary user's area as ADVERTISING and your name, for example, ADVERTISING_MARK_JONES.

In your document:

- (i) State **three** features of DTP software and explain each feature. [6]
- (ii) Recommend whether or not Ali should use DTP software to create advertising documents for the cinema. Give reasons for your recommendation. In your answer you should consider the benefits and drawbacks of DTP software. [12]

Resave your document.

Print a copy of your document. Remember your candidate name **must** appear on each page of the printed document.

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