Suggested Exercises for Core Module

Communication

Exercise One

Possible activity for session plan two in the suggested scheme of work.

Discuss the language of electronic communication and the concepts of the Internet and email.

Examine prepared emails sent to the students (waiting in their Inbox). Prepared emails should be in a variety of styles – including written prose and note format.

Discuss sending emails to multiple users, speed of access and cost comparisons with other forms of global communications.

Read the emails, learn how to identify the sender and any attachments.

Practice moving file attachments from within the email to disc storage for later use.

Exercise Two

Possible activity for session plan two of the suggested scheme of work.

Prepare the following as a text document and copy this into each student's user area.

> Your company carries out business with companies in a number of other countries. In order that your communication is carried out at the correct time of day in that country, it is advisable to know the time difference for such cities.

This table shows the time difference between London and the countries/cities shown:

COUNTRY	CITY	TIME
Australia	Sydney	+ 10
USA	New York	- 5
Japan	Tokyo	+ 9
Brazil	Rio de Janeiro	- 3
Portugal	Lisbon	+ 1
Pakistan	Islamabad	+ 5

Look up and complete the table for the difference between London and your (nearest) city.

Extract this information and send it to your tutor. The tutor's email address must be available.

Exercise Three

Possible activity for session plan two in the suggested scheme of work.

Using the file from exercise two, reply to your tutor that you have got the information about time differences and will be sending it as an attachment with your email.

Send the message to your tutor, making sure that you attach a copy of the document with the message.

Exercise Four

Possible activity for session plan three in the suggested scheme of work.

You work for Global Enterprises and are considering using Hothouse Design to produce some graphic design work. Enter the Hothouse website using the URL which is www.hothouse-design.co.uk and find information about Graphic Design. Copy this information and send this to your tutor.

When the exercise has been completed, a discussion about methods of solving this problem should prove useful. It is likely candidates will either Copy and Paste into the email editor, or save the information as a file attachment. The merits of both systems should be discussed. This would also give a good lead into discussion of data protection and copyright, both in general terms and relating to the moral and legal issues specific to your country/region.

Exercise Five

Possible activity for session plan three in the suggested scheme of work.

You work for Global Enterprises and need to find information on car hire. Search the Internet and find details of car hire companies on three different continents. Send brief details of your findings to your tutor, indicating with each piece of information the URL of the site where you found the information.

This exercise would be better adapted to information that is of interest to the students. An extension of this work would be for the students to extract text, graphics, tables, charts etc from websites but the source sites will need careful research and the search criteria will need careful checking.

This exercise could be given in a controlled situation with each student being asked to search for the same information using three different search engines. When the task has been completed discussion on the different data matches from the different search engines could take place.

Exercise Six

Could be used as part of a mini assessment.

- you should check your email for any new messages
- read the message with the subject: legislation (1.1.1)
- save the file attached to this message for later use (1.4.1)
- follow instructions in the message to locate further information (2.1.1)
- download and save the information for use later in the module (2.3.1)

Tutor preparation:
- the message will have the subject set as legislation
- the message will say that there is a file attached and identify it as DOCPROD.TXT
- the message will direct the candidate to the hothouse design website at http\\www.hothouse-design.co.uk and specify a file to be found using search facilities. This will be a file used in another section of the core assignment, such as VIOLATE.CSV data file for use in the data handling part of the assignment
- candidates must be able to locate, access and save these files to be able to proceed with the assessment
- the candidate will complete the communication skills exercise by sending a reply, or forwarding the message to a specified recipient. The recipient will provide an auto response that the candidate can print as confirmation of sending the email. Later the candidate will send a copy of completed document as an attached file to a message confirming completion of the last part of the assignment (the integrated document)
- candidates should provide evidence of messages received by printing emails with header or transaction details

Document Production

Exercise Seven

Possible activity for session plan five in the suggested scheme of work.

Using a previously prepared excerpt of text (which is 2 or 3 A4 pages in length) saved as a .TXT file, ask the students to:
- open the word processor and import the text
- set the page size to A4
- set the orientation to landscape
- set the top and bottom margins to 2.5 centimetres and the left and right margins to 4 centimetres
- insert in the header the text:
  Exercise 7   Word Processing   <Your name>
- make sure the header has left (for Exercise 7), centre (for Word Processing) and right (for your name) tabs and that the header covers the full width of the page
- insert in the footer page numbering which should be centred on the page
- save and print your work

Exercise Eight

Possible activity for session plan six in the suggested scheme of work.

- open the file that you saved in exercise seven into the word processor
- set the page size to A4
- set the orientation to portrait
- set the top and bottom margins to 3 centimetres and the left and right margins to 2 centimetres
- insert in the header the text
  Exercise 8   Word Processing
- make sure the header has left (for Exercise 8) and right (for Word Processing) tabs and that the header covers the full width of the page
- insert in the footer the text
  Page <no> of <no>   <Your name>
- make sure the header has left (for the page numbering), and right (for your name) tabs and that the footer covers the full width of the page
- the page numbering should be automated and give the current page number and the total number of pages

Exercise Nine

Possible activity for session plan eight in the suggested scheme of work.

- open the word processor and prepare a new document
- add your name and the title Towns and Cities
- make this title centred and 18 points high
- change the font on the title to a sans-serif font
- using a 12 point Serif font enter a list of towns and cities, some local to you and others further away, like this:
  London
  Sydney
  Djakarta
- when you have entered at least ten entries save your document
- add bullet points to the list
- indent those towns and cities close to you by 2 centimetres
- indent those towns and cities further away by 5 centimetres

- save and print your document

Exercise Ten

Possible activity for session plan nine in the suggested scheme of work.

- open the word processor and prepare a new document
- add your name and the title Sales details for last week
- make this title centre aligned, bold and italic
- create the following table in the document:

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Taipei	Hong Kong	Cairns	Sydney	Tokyo	Honolulu
$12,000	$7,700	$0	$42,000	$17,000	$3,200
Lee	Wong	Jennings	Richer	Wu	Schmidt
3 days	14 days		7 days	14 days	28 days

- make sure that row 1 is centre aligned, rows 2, 4 and 5 are left aligned and row 3 is right aligned
- save and print your document
- insert a new column before Monday which looks like this:

Day
Location
Sales
Contact
Time

- centre this column and make it italic
- delete the Sales row from the table
- save and print your document

Exercise Eleven

Possible activity for session plan thirteen in the suggested scheme of work.

- open the file DOCPROD.TXT (3.1.1)
- set the page size to A4 and the orientation to portrait (4.1.1 and 4.1.2)
- set the top and left margins to 2.5cms (4.1.4)
- make the right and left margins fully justified (4.1.6)
- insert page numbers at the foot of the page. These should start at number one and be printed from the first page. The page numbers should be aligned to the right (4.1.3)
- the font size should be set at 14 point
- set line spacing to 1.5
- key in the following text at the end of the document:
  Password Violations
  Companies use on-going security procedures to check customers logging on to the system
  If a customer makes more than the permitted number of attempts to gain access to the system, then use of that id is suspended
  The customer is contacted for an explanation
  These customers need to be contacted for information concerning their password violations: (3.2.1)
- make these three points only listed under Password Violations bulleted style (5.2.1)
  Companies use on-going security procedures to check customers logging on to the system
  If a customer makes more than the permitted number of attempts to gain access to the system, then use of that id is suspended

The customer is contacted for an explanation
- place the file VIOLATE.CSV (which you downloaded and saved in exercise six) in the document to follow the above text you have just keyed in (5.3.1, 3.4.1 and 10.1.1)
- insert a page break before the sentence:
  These customers need to be contacted for information concerning their password violations:
  If necessary to keep the sentence with the following table (5.4.1)
- in the top right hand corner of the first page place the image USER.JPG
- resize the image to be 2 cms wide and appropriately set to height with scale ratio preserved
- the image should be placed to the right of the title and should be above the body text
- no text should be lost or hidden by the image
- save and print this version of the document (3.3.1, 3.3.2, 10.1.1 and 11.1.1)

Data Manipulation

Exercise Twelve

Possible activity for session plan ten in the suggested scheme of work.

- create a new database and import the file TESTSALE.CSV into the following fields:
  FNAME   First name (text)
  SNAME   Surname (Family name) (text)
  AGE   Age of the salesperson (numeric - integer)
  SEX   Gender of the salesperson (single character text field M or F)
  COST   Cost of items sold (alphanumeric)
  SOLD   Number of items sold during this period (numeric - integer)
- select all the people older than 30
- within your query add a calculated field called TOTAL which is the COST multiplied by SOLD
- produce a report based on this query which counts the number of people in the report, calculates the maximum, minimum and average cost
- sort this report in ascending order of age
- save the database and print this report

Exercise Thirteen

Possible activity for session plan eleven in the suggested scheme of work.

Using the database that you saved in exercise twelve:

- select all the products that cost £1.24 or £1.32
- sort this information in order of SNAME then FNAME
- produce a report on this data that has the title Products costing £1.24 or £1.32 grouped by age, and is grouped by AGE

Exercise Fourteen

Possible activity for session plan eleven in the suggested scheme of work.

- load the file USERLOG.CSV into your database package (6.1.1)
- the fields in the database are:
  WEEK   Week number (numeric)
  USER   Family name of User (text)
  FIRST_NAME   Personal name of User (text)
  TEL_EXT   Telephone number (numeric)
  USER_ID   Identity number of User (alphanumeric)
  ATTEMPTS   Number of failed attempts to log in (numeric)
  OFFICE   Code for town where User based (text)

- locate the file VIOLATE.CSV and add the records to your existing database table
- you will need to add the WEEK number which is 36 for these new records
- you will also need to add information to the OFFICE field to identify the location of each added USER using the following information: (6.2.1)

USER	FIRST_NAME	OFFICE
White	Colin	BA
Williams	John	JO
French	Julie	CA
Anderson	Kate	BA
Currie	Andrew	PA
Hall	Jayne	PA
Lambert	Charles	CA

- select for WEEK 35 and 36 only, the FIRST_NAME, USER, TEL_EXT and OFFICE fields in this order and present the records sorted alphabetically by USER (8.2.1, 9.1.1 and 8.1.1)
- save so that it may be included in a text document at a later stage
- print this list (11.1.3 and 11.1.2)
- create a report which includes all the records. The report should be sorted by OFFICE and should calculate the following summaries:
  Total failed log-ins for the period for all Users in the OFFICE
  Average failed log-ins per week for each OFFICE
- the report should only display the fields:
  OFFICE, USER, USER_ID, WEEK and ATTEMPTS (8.1.1, 7.1.1 and 9.1.1)
- save and print this report (9.1.3 and 11.1.2)
- create a report which includes all the records. The report should be sorted by USER and should calculate the following summary:
  Total failed log-ins for the period by the USER
- the report should only display the fields:
  USER, USER_ID, WEEK and ATTEMPTS
- the report title should be User Error Log (8.1.1, 7.1.1 and 9.1.1)
- save this report in a format that will enable you to integrate it into your text document
- print a copy of it (11.1.3 and 11.1.2)

Integration

Exercise 15

- open the document you saved in the exercise eleven (3.1.1)
- replace the text:
  These customers need to be contacted for information concerning their password violations:
- with this text: (10.1.1)
  Please telephone these users who made log-in errors in weeks 35 and 36. Here is a list of their names and numbers:
- indent this paragraph by 1.5 cms from the left margin of the text (5.1.1)
- replace the list of users in the table you placed in the document production section with the list of Users for weeks 35 and 36 showing names and telephone extensions that you saved in the Data Manipulation section (10.1.1)
- insert at the end of the document the report you generated in the Data Manipulation section entitled User Error Log (10.1.1)
- repaginate the document if necessary. Save and print the document (11.1.1)
- send a message to your tutor with the following subject:
  IT Security Report
- the message text should be:
  Here is the report as requested
- attach a copy of your report to the email message and send it (1.3.1)

- print a copy of the email showing transaction details (recipient, subject, text, date, attached file)