# AQA

# Business and Communication Systems    413009

Unit 9   Using ICT in Business

Controlled Test

To be conducted between 4 May 2015 and 8 May 2015

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**For this paper you must have:**
- appropriate computer hardware and software
- a stationery folder (enclosed)
- 14 sheets of A4 plain paper.

You may use a calculator.

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**Time allowed**
- 1 hour 30 minutes

**Instructions**
- You must attempt **all** tasks.
- You should put your Centre Number, Candidate Name and Number (as a Header or Footer if possible) on each practical task that you are requested to print.
- Write the information required on the front of the stationery folder.  The **Paper Reference** is 413009.
- At the end of the examination, you must hand in both the stationery folder containing the tasks in numerical **task order** and the examination paper.
- You are not permitted to access the internet during the course of this examination.

**Information**
- The marks for tasks are shown in brackets.
- The maximum mark for this paper is 60.
- You will be told the arrangements for printing at your Centre.
- If required, printing may be carried out after the 1 hour 30 minutes allocated for the paper have expired. No alterations to the text or the layout may be made after the 1 hour 30 minutes have expired.
- You may ask for more plain paper if you require it.
- You are reminded of the need for good English and clear presentation in your answers. Quality of Written Communication will be assessed in your answers to **Task One (h), Task Two (f) and Task Three (d).**

**Advice**
- You are advised to spend five minutes reading the whole paper before you start work.

**413009**

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Attempt **all** the tasks

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Read the **Background Information.**

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**Background Information**

Plastic carrier bags have been in use for over 50 years.  However, we now know that they damage the environment.  Bright's Bags is a business that designs and makes shopping bags and promotional bags.  The business now specialises in making bags that are environmentally friendly.  Richard Bright is the owner of the business.  The workforce is split between production, administration, sales, customer service and design.

Bright's Bags sells to a range of businesses, including chain stores, independent shops, tourist attractions and charities.  Many of these businesses buy bags printed with their own brand name and graphics; other businesses choose from the designs in the Bright's Bags range.  Members of the public cannot buy direct from Bright's Bags.

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**Task One – Spreadsheet and database**                    **Total for this task: 22 marks**

Read **Item A** and then complete the tasks that follow.

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**Item A**

Bright's Bags uses a spreadsheet to organise and manage the sales figures for each member of the sales team. A database is used to keep records of employees.

Richard would like to celebrate the business's success. He plans to hold an awards evening for the staff. Departments receiving awards will include Sales and Customer Service. Richard also intends to reward the staff from all departments who have worked for the business for a long time. His email address is rbright@brightsbags.co.uk.

The fourth quarter sales figures for the North East region were wrong. The correct figures are:

      Doug James   £60 097
      Phil Beale     £71 776.

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**1**      Open the file **SALES**.

      Insert your name and candidate number into the header of the document.

**1**  **(a)**    There are some errors in the spreadsheet.

- Correct the **two** errors in the headings.
- Using the information from **Item A**, correct the sales information for the team from the North East.

**[3 marks]**

**1**  **(b)**    Richard needs to know who should receive the award for the highest sales for the year. He also wants to know whose sales are below average.

- Use a formula to calculate the total for Salim Ali.
- Replicate the formula to calculate the totals for each of the other sales staff.
- Use a formula to calculate the average for the whole sales team.

**[4 marks]**

**1**  **(c)**    Save and print your spreadsheet, showing the formulae.

**Turn over ►**

**1**   **(d)**   Open the file **EMPLOYEES.**

**1**   **(e)**   Richard would like to know who is the longest serving employee at Bright's Bags. He would also like to reward the longest serving employee in each department. Use the database to create two lists of employees:

- one to show **current** employees sorted in ascending order of 'Date of Joining' so that the longest serving employee appears first
- one to show which employee in the administration department has been there the longest.

You should present the lists in a professional way so that the information is clear to Richard.

**[6 marks]**

**1**   **(f)**   Print the results of your searches.

**1**   **(g)**   Open the file **EMAIL**.

Insert your name and candidate number into the header of the document.

**1**   **(h)**   Use the information from your **spreadsheet 1(b)** and your **database lists (1e)**. Prepare an email to Richard recommending who should get:

- an award for the highest total sales
- an award for working at Bright's Bags for the longest time
- long service awards.

Give reasons for each of your recommendations.

**[9 marks]**

**1**   **(i)**   Save and print the email.

**Task one continues on the next page**

**Task Two – Logo and form**                                    **Total for this task: 19 marks**

Read **Item B** and then complete the tasks that follow.

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**Item B**

Bright's Bags will soon celebrate fifty years in business.  Richard plans to mark the anniversary in two ways.

1. **An updated version of the logo.**
   This will be based on the original logo.  It will also reflect the more recent emphasis on environmentally friendly products.

2. **A new product.**
   'Dry 50' is a new style of waterproof, fabric bag that can be printed with the customer's own design.  It is designed to last longer than the other bags in the Bright's Bags range.  Richard plans to launch it on the 50th anniversary.

The sales team visit customers regularly.  They will use a form to collect information about the customers' enquiries so that prices can be calculated and sample products made.  Customers may enquire about more than one bag.  The form could also be posted to customers who make an enquiry by telephone.

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**2**         Open the file **LOGO**.

              Insert your name and candidate number into the header of the document.

              Open the file **PICTURES**.

**2** **(a)**   Use the images from the file **PICTURES**.  Amend the current logo for Bright's Bags.
              Your new logo must:

- reflect Bright's Bags' emphasis on environmentally friendly products
- include all or part of one other graphic from the file **PICTURES**
- include text and/or numeric characters.

              You may also include graphic shapes that are available in your software.

                                                                              **[4 marks]**

**2** **(b)**   Save and print the logo.

**2** **(c)**   Open a blank word processing document.

              Insert your name and candidate number into the header of the document.

              Save the file as **FORM**.

              Open the file **FACT SHEET**.

**2** **(d)** Using the information in the file **FACT SHEET**, create a table to collect the information that will later be used to create the form to record customers' enquiries. Your table should:

- have columns to collect the information about the bag
- have a heading row showing which information will be collected in each column
- have 5 blank rows
- show all borders.

**[6 marks]**

**2** **(e)** Save the file and print the table**.**

**2** **(f)** Using the table you began in **2(d)**, develop a form that will be sent out to customers enquiring about bags. You should consider:

- additional information that will be required
- the audience and purpose of the form
- layout and formatting.

**[9 marks]**

**2** **(g)** Save and print your form.

**Task Three – Web Page**                                        **Total for this task: 19 marks**

Read **Item C** and then complete the tasks that follow.

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**Item C**

The launch of the new Dry 50 bag has been planned.

Bright's Bag's website has information about the bags in the company's product range as well as news and other features. The website will be updated to include information about the new Dry 50 bag.

Businesses that are already customers of Bright's Bags will receive an email about the new bag. The email message will include a link to the new page so that existing customers can find out about this latest addition to the product range.

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**3**          Open the file **WEB PAGE**.

Insert your name and candidate number into the header of the document.

**3** **(a)**     Update the web page so that it:

- shows an item on the navigation bar that would link to a page about the 50th anniversary celebrations
- shows an item on the navigation bar that would link to another new page of your choice
- includes the image of the new bag from the **FACT SHEET** at an appropriate size.

**[4 marks]**

**3** **(b)**     Open the file **FACT SHEET**.

Open the file **DETAILS**.

**3** **(c)**     Use the information from the file **FACT SHEET** and the file **DETAILS**. Add a description of the new bag to the main area of the web page. Your description should give the businesses that buy from Bright's Bags information about:

- how the bag is made
- the colours that are available
- the features of the bag.

You should organise the information so that it is suitable for a business audience.

**[6 marks]**

**Turn over for the next question**

**Turn over ►**

**3** **(d)** Using the information from the file **FACT SHEET** and the **DETAILS** file, develop the web page to inform customers about 'Dry 50'. Your web page should:

- include the elements you developed in **3(a)** and **3(c)**
- include **two** additional sections of information that will be important to Bright's Bags' customers
- be organised
- be formatted in a consistent, business style.

**[9 marks]**

**3** **(e)** Save and print the web page.

**END  OF  QUESTIONS**