

**GENERAL CERTIFICATE OF SECONDARY EDUCATION**  
**BUSINESS AND COMMUNICATION SYSTEMS**

**A267**

ICT skills for business communication systems

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

**OCR Supplied Materials:**

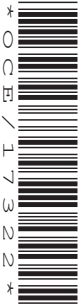
- Electronic data files – Access database and two Word documents
- Working Mark Sheet

**Other Materials Required:**

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

**Thursday 17 June 2010**  
**Morning**

**Duration: 1 hour**



**INSTRUCTIONS TO CANDIDATES**

- Read each task and question carefully and make sure that 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 must **not** use a dictionary.
- This document consists of **8** pages. Any blank pages are indicated.

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;
- Task number and print-out reference, eg Task 1 (a+b) or Task 2 (a).

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 administrative assistant at Fitness Area in Newport. Fitness Area is a national chain of fitness centres offering gym facilities and fitness classes to members.

**Task 1**

Fitness Area uses database software to record the details of its members. Members' details are entered as they join and are deleted if they leave.

**Copy** and **paste** the file **MEMBERS\_DETAILS.mdb** into your temporary user's area and open it.

Complete **all** of the following sub-tasks.

(a) (i) Dr Khan is no longer a member of the centre. **Delete** his record. [1]

(ii) Miss Ewer has moved to 76 Bute Street, Cardiff, CF12 8PA  
**Edit** her details in the database. [3]

(iii) A new member has joined the centre. **Enter** a new record.

Mr T Hallfield, 9 Terrace Road, Cardiff, CF16 8HY

He joined on 11 May 2010. He has chosen to be a Peak member and he is going to pay annually. [6]

**Save** the database. Take a screen shot of the changed database table. **Paste** it into Microsoft Word making sure you can clearly read all the information. **Save** the Word document as MEMBERS\_DETAILS and your candidate name, for example MEMBERS\_DETAILS\_MARK\_JONES. **Print** your Word document. Remember your candidate name **must** appear as part of the printed document.

(b) (i) You need to **insert** a new field into your database so you can record members' telephone numbers. You must insert the new field TELEPHONE NUMBER between the POSTCODE and DATE JOINED fields. [3]

(ii) The following people have already provided you with their telephone number.

**Add** the following data to the database:

Mr H Abbott – 01276 781928

Mr M Jones – 01276 839289

Mr H Cole – 01276 382920 [3]

(iii) You would like to find the name of the member who was first to join the Centre. **Sort** the database into ascending order by DATE JOINED. [2]

**Save** the database. Take a screen shot of the changed database table. **Paste** it into Microsoft Word making sure you can clearly read all the information. **Save** the Word document as MEMBERS\_DETAILS\_AMENDED and your candidate name, for example MEMBERS\_DETAILS\_AMENDED\_MARK\_JONES. **Print** your Word document. Remember your candidate name **must** appear as part of the printed document.

(c) The Centre Manager, Amelia Jordan, has asked you to produce a list of members who pay annually.

(i) Create a **query** to find the TITLE, INITIAL and SURNAME of those members who pay ANNUALLY. The query is to be called ANNUAL\_PAYMENT.

She would like the query to be displayed in ascending order by SURNAME. [3]

Take a screen shot of the query. **Paste** it into Microsoft Word making sure 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.

(ii) Create a **report** of the query ANNUAL\_PAYMENT displaying a suitable title. [2]

Take a screen shot of the report. **Paste** it into Microsoft Word making sure that you can clearly read all the information. **Save** the Word document as REPORT and your candidate name, for example REPORT\_MARK\_JONES. **Print** your Word document. Remember your candidate name **must** appear as part of the printed document.

(d) The Centre Manager has decided to extend the opening hours for 'Off Peak' members. You must write a mail-merged letter using the query OFF\_PEAK\_MEMBERS to the 'Off Peak' members to tell them about the change. **Recall** the file **CENTRE\_LETTERHEAD.doc**. Save a copy of the document in your temporary user's area as FITNESS\_LETTER\_1 and your candidate name, for example FITNESS\_LETTER\_1\_MARK\_JONES. Using this document, write the letter using the fully blocked style and open punctuation. The letter will be sent today from the Centre Manager.

The letter must include the following details:

- remind members that at the moment 'Off Peak' members are allowed to attend the gym between 9.00 am and 4.00 pm;
- the hours are being extended to be between 8.00 am and 5.00 pm;
- this will start from 21/09/2010;
- there will be no extra cost to members;
- if they would like to discuss this matter further, they should contact reception.

**Re-save** the document as FITNESS\_LETTER\_1 and your candidate name, for example FITNESS\_LETTER\_1\_MARK\_JONES. **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 merged copies. Remember your candidate name **must** appear as part of the printed documents. **Save** your merged letter as FITNESS\_LETTER\_2 and your candidate name, for example FITNESS\_LETTER\_2\_MARK\_JONES. [14]

[Total: 37]

**Task 2**

Some of the staff at Fitness Area find it difficult to use the members' database. They are often found recording customer details on paper or into a spreadsheet.

Complete **all** of the following sub-tasks.

- (a) The Centre Manager has asked you to prepare a word processed document for staff entitled Database Software. This document is to help staff understand more about databases.

You must include each of the following points in your document:

- (i) Why do businesses store information electronically rather than on paper? [6]
- (ii) Evaluate the extent to which a database rather than a spreadsheet would be more helpful to Fitness Area in storing information. [12]

**Save** your document as EVALUATION and your candidate name, for example EVALUATION\_MARK\_JONES. **Print** your document. Remember your candidate name **must** appear as part of the printed document.

- (b) The Centre Manager, Amelia Jordan, is pleased with your evaluation and wants it to be circulated to other Centre Managers. **Recall** the file **FITNESS\_MEMO.dot**. Write a memo from your Centre Manager addressed to All Centre Managers which will be used to circulate the evaluation.

The memo must include a:

- reference to the evaluation;
- request to read it;
- reference to the fact that it will be discussed at the next Centre Managers' meeting. [5]

**Save** the memo as DATABASE\_MEMO and your candidate name, for example DATABASE\_MEMO\_MARK\_JONES. **Print** your memo. Remember your candidate name **must** appear as part of the printed document.

[Total: 23]

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