

# **Business and Communication Systems**

General Certificate of Secondary Education

Unit **A267**: ICT skills for business communication systems

## **Mark Scheme for June 2011**

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This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by Examiners. It does not indicate the details of the discussions which took place at an Examiners' meeting before marking commenced.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes should be read in conjunction with the published question papers and the Report on the Examination.

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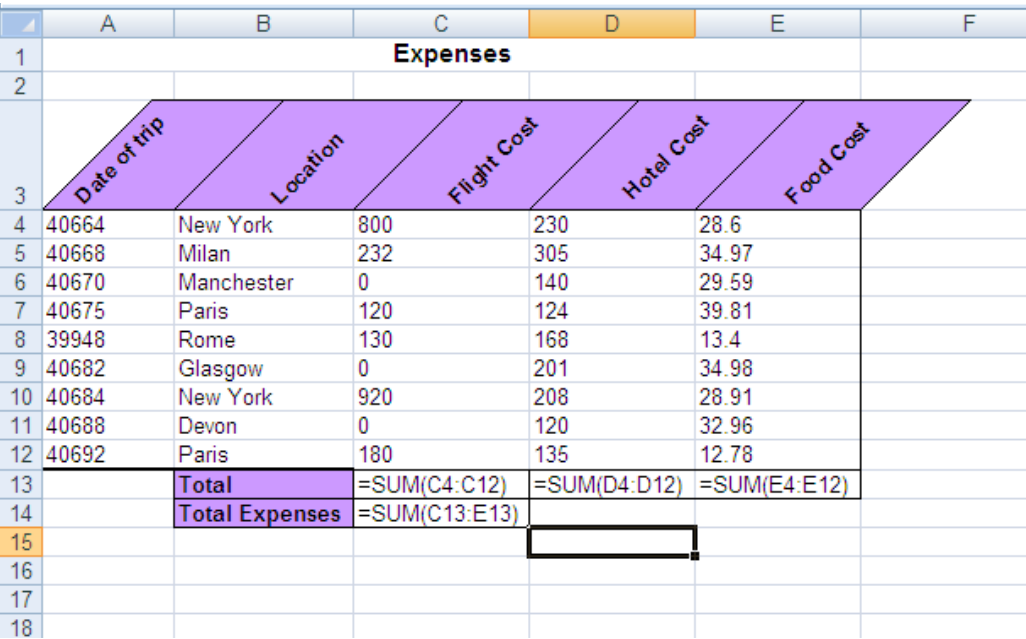
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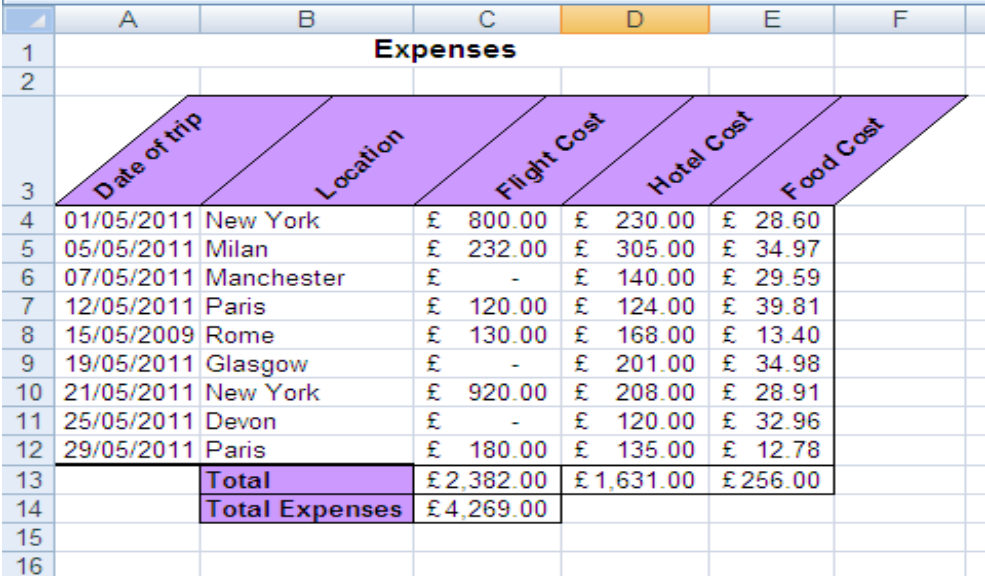
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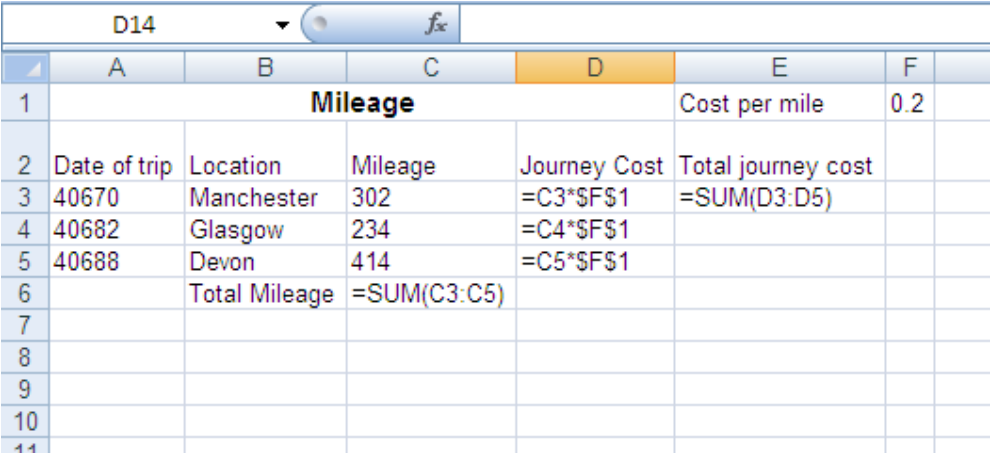
Question			Expected Answer	Mark
1	(a)	(i)	<p>Marks will not be awarded if the candidate has input errors, eg spelling mistakes.</p> <p>Jane has told you that there is a mistake in the spreadsheet. Her flight on 1 May to New York cost £800 not £700. <b>Edit</b> the spreadsheet.</p> <p><b>One mark</b> to be awarded for editing correctly.</p>	[1]
		(ii)	<p>Jane has given you details of a trip she took which has not been included in the spreadsheet. <b>Add</b> these details to the spreadsheet. You must make sure it is inserted in the correct place by date order.</p> <p><b>One mark</b> to be awarded for correct date and location: (15/05/11, Rome).</p> <p><b>One mark</b> to be awarded for correct figures: (130, 168, 13.40).</p> <p>Marks cannot be awarded for incorrect data inserted, incorrect use of decimal point, or any words incorrectly entered.</p>	[2]
	(b)	(i)	<p>In cell B13 <b>add</b> the label Total.</p> <p><b>One mark</b> to be awarded for correct label in correct cell (accept 'total').</p>	[1]
		(ii)	<p>In cell C13 create a formula to calculate the total Flight Cost for May.</p> <p><b>One mark</b> to be awarded for correct formula in C13. Either =C4+C5+C6+C7+C8+C9+C10+C11+C12 or =SUM(C4:C12).</p>	[1]
		(iii)	<p>In cell D13 create a formula to calculate the total Hotel Cost for May.</p> <p><b>One mark</b> to be awarded for correct formula in E16. Either =D4+D5+D6+D7+D8+D9+D11+D12 or =sum(D4:D12).</p>	[1]
		(iv)	<p>In cell E13 create a formula to calculate the total Food Cost for May.</p> <p><b>One mark</b> to be awarded for correct formula in F16. Either =E4+E5+E6+E7+E8+E9+E10+E11+E12 or =SUM(E4:E12).</p>	[1]
		(v)	<p>In cell B14 <b>add</b> the label Total Expenses.</p> <p><b>One mark</b> to be awarded for correct label in correct cell (accept total expenses).</p>	[1]
		(vi)	<p>In cell C14 create a formula to calculate the total expenses for May.</p> <p><b>One mark</b> to be awarded for correct formula in C14. Either=C13+D13+E13 or =SUM(C13:E13).</p>	[1]

Question		Expected Answer	Mark
	(c)	<p>Jane would like the spreadsheet to look more professional.</p> <p><b>(i) Format</b> all relevant cells to currency (two decimal places) and display the £ sign.</p> <p><b>One mark</b> to be awarded for all relevant cells put into the correct format.</p>	[1]
		<p><b>(ii)</b> Use appropriate formatting techniques to improve the appearance of the spreadsheet.</p> <p><b>One mark</b> to be awarded for suitable use of the following features: (Maximum of three marks)</p> <ul style="list-style-type: none"> <li>• Editing fonts (bold/italic/style/size) (max 2)</li> <li>• Text control eg wrap text</li> <li>• Borders (max 2)</li> <li>• Fill colour</li> <li>• Justification</li> <li>• Orientation</li> <li>• Or any other suitable formatting.</li> </ul> <p>(Please note title is bold in original.)</p>	[3]

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(iii)	<p><b>Re-save and print on one page a landscape copy of your spreadsheet in the formula view. The contents of all cells must be displayed in full. Gridlines should be visible in your printed document. Remember your candidate name must appear as part of the printed document.</b></p> <p><b>One mark</b> for print in landscape.</p> <p><b>One mark</b> for formula view, mark can only be awarded if all work fits on one page.</p> <p>(Do not penalise for no gridlines.)</p> <p>Example screen shot:</p>  <table border="1" data-bbox="331 667 1362 1303"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> </tr> </thead> <tbody> <tr> <td>1</td> <td colspan="6" style="text-align: center;"><b>Expenses</b></td> </tr> <tr> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>4</td> <td>40664</td> <td>New York</td> <td>800</td> <td>230</td> <td>28.6</td> <td></td> </tr> <tr> <td>5</td> <td>40668</td> <td>Milan</td> <td>232</td> <td>305</td> <td>34.97</td> <td></td> </tr> <tr> <td>6</td> <td>40670</td> <td>Manchester</td> <td>0</td> <td>140</td> <td>29.59</td> <td></td> </tr> <tr> <td>7</td> <td>40675</td> <td>Paris</td> <td>120</td> <td>124</td> <td>39.81</td> <td></td> </tr> <tr> <td>8</td> <td>39948</td> <td>Rome</td> <td>130</td> <td>168</td> <td>13.4</td> <td></td> </tr> <tr> <td>9</td> <td>40682</td> <td>Glasgow</td> <td>0</td> <td>201</td> <td>34.98</td> <td></td> </tr> <tr> <td>10</td> <td>40684</td> <td>New York</td> <td>920</td> <td>208</td> <td>28.91</td> <td></td> </tr> <tr> <td>11</td> <td>40688</td> <td>Devon</td> <td>0</td> <td>120</td> <td>32.96</td> <td></td> </tr> <tr> <td>12</td> <td>40692</td> <td>Paris</td> <td>180</td> <td>135</td> <td>12.78</td> <td></td> </tr> <tr> <td>13</td> <td></td> <td><b>Total</b></td> <td>=SUM(C4:C12)</td> <td>=SUM(D4:D12)</td> <td>=SUM(E4:E12)</td> <td></td> </tr> <tr> <td>14</td> <td></td> <td><b>Total Expenses</b></td> <td>=SUM(C13:E13)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>15</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>16</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>17</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>18</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		A	B	C	D	E	F	1	<b>Expenses</b>						2							3							4	40664	New York	800	230	28.6		5	40668	Milan	232	305	34.97		6	40670	Manchester	0	140	29.59		7	40675	Paris	120	124	39.81		8	39948	Rome	130	168	13.4		9	40682	Glasgow	0	201	34.98		10	40684	New York	920	208	28.91		11	40688	Devon	0	120	32.96		12	40692	Paris	180	135	12.78		13		<b>Total</b>	=SUM(C4:C12)	=SUM(D4:D12)	=SUM(E4:E12)		14		<b>Total Expenses</b>	=SUM(C13:E13)				15							16							17							18							[2]
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(d)	<p>Jane would like the spreadsheet sorted with the latest date first.</p> <p>(i) <b>Sort</b> the spreadsheet by Date of Trip with the latest date first.</p> <p><b>One mark</b> for date sorted in descending order.</p>	[1]																																																																																																																																					

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(ii)	<p><b>Print</b> your formatted spreadsheet in the <b>normal</b> view on <b>one</b> page. Remember your candidate name <b>must</b> appear as part of the printed document.</p> <p><b>One mark</b> for printing in normal view as a separate sheet.</p> <p>Example screen shot:</p>  <table border="1" data-bbox="343 436 1332 1019"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> </tr> </thead> <tbody> <tr> <td>1</td> <td colspan="6" style="text-align: center;"><b>Expenses</b></td> </tr> <tr> <td>2</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>3</td> <td style="text-align: center;">Date of trip</td> <td style="text-align: center;">Location</td> <td style="text-align: center;">Flight Cost</td> <td style="text-align: center;">Hotel Cost</td> <td style="text-align: center;">Food Cost</td> <td></td> </tr> <tr> <td>4</td> <td>01/05/2011</td> <td>New York</td> <td>£ 800.00</td> <td>£ 230.00</td> <td>£ 28.60</td> <td></td> </tr> <tr> <td>5</td> <td>05/05/2011</td> <td>Milan</td> <td>£ 232.00</td> <td>£ 305.00</td> <td>£ 34.97</td> <td></td> </tr> <tr> <td>6</td> <td>07/05/2011</td> <td>Manchester</td> <td>£ -</td> <td>£ 140.00</td> <td>£ 29.59</td> <td></td> </tr> <tr> <td>7</td> <td>12/05/2011</td> <td>Paris</td> <td>£ 120.00</td> <td>£ 124.00</td> <td>£ 39.81</td> <td></td> </tr> <tr> <td>8</td> <td>15/05/2009</td> <td>Rome</td> <td>£ 130.00</td> <td>£ 168.00</td> <td>£ 13.40</td> <td></td> </tr> <tr> <td>9</td> <td>19/05/2011</td> <td>Glasgow</td> <td>£ -</td> <td>£ 201.00</td> <td>£ 34.98</td> <td></td> </tr> <tr> <td>10</td> <td>21/05/2011</td> <td>New York</td> <td>£ 920.00</td> <td>£ 208.00</td> <td>£ 28.91</td> <td></td> </tr> <tr> <td>11</td> <td>25/05/2011</td> <td>Devon</td> <td>£ -</td> <td>£ 120.00</td> <td>£ 32.96</td> <td></td> </tr> <tr> <td>12</td> <td>29/05/2011</td> <td>Paris</td> <td>£ 180.00</td> <td>£ 135.00</td> <td>£ 12.78</td> <td></td> </tr> <tr> <td>13</td> <td></td> <td><b>Total</b></td> <td>£2,382.00</td> <td>£1,631.00</td> <td>£256.00</td> <td></td> </tr> <tr> <td>14</td> <td></td> <td><b>Total Expenses</b></td> <td>£4,269.00</td> <td></td> <td></td> <td></td> </tr> <tr> <td>15</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>16</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		A	B	C	D	E	F	1	<b>Expenses</b>						2							3	Date of trip	Location	Flight Cost	Hotel Cost	Food Cost		4	01/05/2011	New York	£ 800.00	£ 230.00	£ 28.60		5	05/05/2011	Milan	£ 232.00	£ 305.00	£ 34.97		6	07/05/2011	Manchester	£ -	£ 140.00	£ 29.59		7	12/05/2011	Paris	£ 120.00	£ 124.00	£ 39.81		8	15/05/2009	Rome	£ 130.00	£ 168.00	£ 13.40		9	19/05/2011	Glasgow	£ -	£ 201.00	£ 34.98		10	21/05/2011	New York	£ 920.00	£ 208.00	£ 28.91		11	25/05/2011	Devon	£ -	£ 120.00	£ 32.96		12	29/05/2011	Paris	£ 180.00	£ 135.00	£ 12.78		13		<b>Total</b>	£2,382.00	£1,631.00	£256.00		14		<b>Total Expenses</b>	£4,269.00				15							16							[1]
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(e)	<p>Jane would like to be able to compare visually how much she spends on each of the three different cost areas and has asked you to create a chart.</p> <p>(i) Create a pie chart to display only the <b>Total</b> for each of the three costs (Flight Cost, Hotel Cost and Food Cost). The pie chart must have an appropriate legend and show the percentage data labels.</p> <p><b>One mark</b> for correct chart type  <b>One mark</b> for including correct 3 costs  <b>One mark</b> for correct legend (must include names of 3 costs)  <b>One mark</b> for suitable chart title  <b>One mark</b> for displaying percentage data labels.</p>	[5]																																																																																																																							

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(ii)	<p><b>Print</b> a copy of your chart on <b>one</b> page. Remember your candidate name <b>must</b> appear as part of the printed document.</p> <p><b>One mark</b> for chart printed as a single one page document, not as part of the spreadsheet.</p> <p>Example screen shot:</p> <div data-bbox="331 495 1382 1093" style="border: 1px solid black; padding: 10px; text-align: center;"> <p><b>Costs</b></p> <table border="1" style="margin: 0 auto;"> <caption>Costs Data</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Flight Cost</td> <td>56%</td> </tr> <tr> <td>Hotel Cost</td> <td>38%</td> </tr> <tr> <td>Food Cost</td> <td>6%</td> </tr> </tbody> </table> <p>■ Flight Cost ■ Hotel Cost ■ Food Cost</p> </div>	Category	Percentage	Flight Cost	56%	Hotel Cost	38%	Food Cost	6%	[1]
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Flight Cost	56%									
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(f)	<p>Jane also travelled in the UK in May and used her own car. She can claim expenses for petrol. <b>Recall</b> the file <b>MILEAGE.xls</b>. <b>Save</b> a copy of the spreadsheet in your temporary user's area as MILEAGE and your candidate name, for example MILEAGE_MARK_JONES.</p> <p>The amount paid is £0.20 per mile, the miles travelled are displayed in column C.</p> <p>(i) In Cell D2 <b>add</b> the label Journey Cost.</p> <p><b>One mark</b> for the correctly transcribed label in the correct cell (accept journey cost).</p>	[1]								
(ii)	<p>Using absolute cell referencing, create a formula to calculate the Journey Cost for each of the relevant cells based on the amount paid per mile.</p> <p><b>One mark</b> for correct formula used in cell D3 using absolute cell referencing eg =C3*\$F\$1.</p> <p><b>One mark</b> for correct formula used in cell D4 using absolute cell referencing eg =C4*\$F\$1.</p> <p><b>One mark</b> for correct formula used in cell D5 using absolute cell referencing eg =C5*\$F\$1.</p> <p><b>One mark</b> for correct mileage cost figure used ie 0.20/0.2.</p>	[4]								

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	<p>(iii) Insert formulae to calculate total mileage and the total of the journey costs, using suitable labels.</p> <p><b>One mark</b> for the correct formula to calculate the total mileage with a suitable label. For example =SUM(C3:C5).</p> <p><b>One mark</b> for the correct formula to calculate the total journey costs with a suitable label. For example =SUM(D3:D5).</p> <p>Example screen shot (formula view):</p>  <p>The screenshot shows an Excel spreadsheet with the following data:</p> <table border="1"> <thead> <tr> <th></th> <th>A</th> <th>B</th> <th>C</th> <th>D</th> <th>E</th> <th>F</th> </tr> </thead> <tbody> <tr> <td>1</td> <td></td> <td></td> <td colspan="2"><b>Mileage</b></td> <td>Cost per mile</td> <td>0.2</td> </tr> <tr> <td>2</td> <td>Date of trip</td> <td>Location</td> <td>Mileage</td> <td>Journey Cost</td> <td>Total journey cost</td> <td></td> </tr> <tr> <td>3</td> <td>40670</td> <td>Manchester</td> <td>302</td> <td>=C3*\$F\$1</td> <td>=SUM(D3:D5)</td> <td></td> </tr> <tr> <td>4</td> <td>40682</td> <td>Glasgow</td> <td>234</td> <td>=C4*\$F\$1</td> <td></td> <td></td> </tr> <tr> <td>5</td> <td>40688</td> <td>Devon</td> <td>414</td> <td>=C5*\$F\$1</td> <td></td> <td></td> </tr> <tr> <td>6</td> <td></td> <td>Total Mileage</td> <td>=SUM(C3:C5)</td> <td></td> <td></td> <td></td> </tr> <tr> <td>7</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>8</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>9</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>10</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>11</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		A	B	C	D	E	F	1			<b>Mileage</b>		Cost per mile	0.2	2	Date of trip	Location	Mileage	Journey Cost	Total journey cost		3	40670	Manchester	302	=C3*\$F\$1	=SUM(D3:D5)		4	40682	Glasgow	234	=C4*\$F\$1			5	40688	Devon	414	=C5*\$F\$1			6		Total Mileage	=SUM(C3:C5)				7							8							9							10							11							[2]
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Question	Expected Answer	Mark
2 (a)	<p>Jane is so busy with all her meetings she is considering purchasing diary management software to help her organise her appointments. Before she decides, she would like you to create a document using word processing software telling her all about diary management software and whether you think it would be worth her purchasing such software.</p> <p>(i) Describe how you could use diary management software to organise Jane's appointments during a week.</p> <p><b>One mark</b> for stating or describing a feature or use of the software, <b>one mark</b> for a further explanation of the feature.</p> <p>(This question is not looking for advantages of software here simply what it can do, marks can be awarded any way eg 4x features or 1x feature and further explanation etc.)</p> <ul style="list-style-type: none"> <li>• Can send and receive email (1 mark)...able to send invites. (1 mark)..able to send additional information as attachments (1 mark)</li> <li>• Contact lists (1 mark)...people can be added to invites (1 mark)</li> <li>• Timescales can be set for meetings (1 mark)...can be custom set for a specified time (1 mark)</li> <li>• Reminders/alerts can be set (1 mark)... this can be set for a specified time before (1 mark)</li> <li>• Meetings can be entered into Jane's calendar (1 mark)...</li> <li>• Calendar with all appointments set out (1 mark)...can insert time, subject and venue of appointment (1 mark)... enter what appointments you have on which days (1 mark)</li> <li>• Staff can view Jane/Jane can view staffs calendars (1 mark)...able to see when staff/Jane are free (1 mark)</li> <li>• You have the ability to edit your calendar (1 mark)... so if an appointment has been changed by a client you can change it (1 mark)</li> <li>• Can be accessed from other computer/device (1 mark)... ability to synchronise calendars between applications.</li> </ul> <p>Accept any other suitable feature (description of feature) or use of software.</p>	[4]

Question	Expected Answer	Mark
	<p>(ii) Explain <b>two</b> benefits to Jane of using diary management software.</p> <p><b>One mark</b> for a benefit or advantage of the software, <b>one mark</b> for further explanation of the advantage/benefit (2+2, 3+1, 1+3).</p> <ul style="list-style-type: none"> <li>• You can view your schedule with minimal hindrances (1 mark) (<i>when talking about viewing on other devices</i>)... allowing Jane to access this important information from anywhere (1 mark)... allowing her to keep more organised (1 mark)</li> <li>• Will help you remember and get to appointments on time (1 mark) (<i>when talking about reminders</i>)...so you won't be late for meetings (1 mark)</li> <li>• Allows you to easily decide a time for an appointment with others (1 mark) (<i>when talking about viewing other people's calendars</i>)...so will prevent meetings clashing (1 mark)</li> <li>• Meeting invites can be easily sent to everyone involved (1 mark) (<i>when talking about email</i>)...will automatically update in calendar (1 mark)</li> <li>• no paper work needed, all done on the computer (1 mark) (<i>when talking about DMS in general</i>)...allow the business to look more professional (1 mark)</li> <li>• Will allow you to keep on top of your meeting so they don't over run (1 mark) (<i>when talking about timings</i>) (1 mark)...so you don't miss important meetings (1 mark).</li> </ul> <p>Accept any other suitable answers.</p>	<p>[4]</p>

Question	Expected Answer	Mark
	<p data-bbox="300 230 352 264">(iii)</p> <p data-bbox="379 230 1286 264">Explain <b>two</b> drawbacks to Jane of using diary management software.</p> <p data-bbox="379 297 1286 365"><b>One mark</b> for a drawback or disadvantage of the software, <b>one mark</b> for further explanation of the drawback/disadvantage (2+2, 3+1, 1+3)</p> <ul data-bbox="379 398 1206 645" style="list-style-type: none"><li>• Expense...software and hardware costly</li><li>• Training needed....can be costly/time consuming</li><li>• Less face to face contact...barrier to communication</li><li>• Complicated to use...may need training</li><li>• Technical issues...can be time consuming</li><li>• Over reliance of PCs...if they fail may not have access to schedule.</li></ul> <p data-bbox="379 678 839 712">Accept any other suitable answers.</p>	<p data-bbox="1353 230 1390 264">[4]</p>

Question	Expected Answer	Mark
	<p data-bbox="300 230 352 264">(iv) Evaluate whether or not the advantages of using diary management software are greater than the disadvantages for Jane.</p> <p data-bbox="376 331 834 365">Level 1: 1 – 3 (simple comparison).</p> <p data-bbox="376 398 1297 432">Level 2: 4 – 6 (evaluates how it could impact on the business or Jane).</p> <p data-bbox="376 465 1297 533">Level 1 – simple comparison (either advantages versus disadvantages or advantages versus not having DMS).</p> <ul data-bbox="376 566 1276 913" style="list-style-type: none"> <li>• Expensive to buy the software but will make the business more efficient in the long run</li> <li>• Prevent meeting clashes but if it breaks down all appointments will be missed</li> <li>• Would help her busy week run more smoothly <b>without</b> any clashes of what time the meeting starts</li> <li>• She will be able to view her staff calendar <b>without</b> sending emails to all staff to see when they are available</li> <li>• Appointments are organised in one place <b>without</b> wasting time finding emails or lose pieces of paper.</li> </ul> <p data-bbox="376 947 1276 1014">Level 2 – clear evaluative statement about impact on the business or Jane.</p> <p data-bbox="376 1048 1260 1115">DMS may make Jane more efficient <b>so</b> she has time to work harder for the business.</p> <p data-bbox="376 1149 1292 1216">Jane's time can be planned out better <b>so</b> she can achieve more in her day.</p> <p data-bbox="376 1249 994 1283">Less time wasted <b>so</b> business is more efficient.</p> <p data-bbox="376 1317 1129 1350">The cost of setting up/running <b>so</b> company profits reduce.</p> <p data-bbox="376 1384 1233 1417">Technical problems/difficult to use <b>so</b> may not improve efficiency.</p> <p data-bbox="376 1451 834 1485">Accept any other suitable answers.</p>	<p data-bbox="1353 230 1393 264"><b>[6]</b></p>

Question	Expected Answer	Mark
(b)	<p>Jane would like to call a management meeting to include all managers who work at the London office to discuss August's issue of the magazine. All managers are to attend.</p> <p>Word process a Notice of Meeting and Agenda as one document. The meeting will be held in The Conference Suite at 1.00 pm on 21 June 2011. As well as the standard agenda items, you must include the following items:</p> <ul style="list-style-type: none"> <li>• Milan photo shoot;</li> <li>• August issue front cover;</li> <li>• May's sales figure.</li> </ul> <p>Use software features to improve the appearance of your document making it suitable for a business audience.</p> <p>Notice content (Date, time, day, location of the meeting, required participants).</p> <p><b>Two marks</b> if all items present, <b>one mark</b> for at least 3 items, no mark awarded for 2 or less items present.</p> <p>Standard opening (Apologies, Minutes, Matters arising, correspondence).</p> <p><b>Three marks</b> if all items present, <b>two marks</b> for at least 3 items, <b>one mark</b> for 2 items present, no mark awarded for 1 or less items present.</p> <p>Required, non fixed items.</p> <p><b>Two marks</b> for all non fixed items accurately included. <b>One mark</b> if there is a maximum of two mistakes.</p> <p>Standard close (AOB, Details of next meeting) <b>two marks</b> if all items present, <b>one mark</b> for 1 items.</p> <p><b>One mark</b> for all items put in the correct order.</p> <p>Use appropriate formatting to improve the appearance of your work.</p> <p><b>One mark</b> for appropriate use of each software feature, to a maximum of 2 marks.</p> <ul style="list-style-type: none"> <li>• Bullets</li> <li>• Numbering</li> <li>• Underline</li> <li>• Bold</li> <li>• Change font size or style</li> <li>• Border</li> <li>• Justification of text.</li> </ul> <p>Or any suitable use.</p>	<b>[12]</b>

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