

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
GENERAL CERTIFICATE OF SECONDARY EDUCATION**

**A267**

**BUSINESS AND  
COMMUNICATION SYSTEMS**

**ICT skills for business communication systems**

**THURSDAY 16 JUNE 2011: Morning**

**DURATION: 1 hour**

**SUITABLE FOR VISUALLY IMPAIRED CANDIDATES**

**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**

**READ INSTRUCTIONS OVERLEAF**

## **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 may NOT use a dictionary.**

**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,c,d,e,f) 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 Jane Brown. She is the editor of a fashion magazine based in London. It is your job to help her organise her daily schedule and perform any tasks which she asks you to undertake.**

## TASK 1

Jane has to travel all over the world for meetings. You are in charge of organising her expense claims. You use spreadsheet software to organise these expenses.

**RECALL** the file **EXPENSES.xls**. **SAVE** a copy of the spreadsheet in your temporary user's area as **MAY\_EXPENSES** and your candidate name, for example **MAY\_EXPENSES\_MARK\_JONES**.

- (a) (i) Jane has told you that there is a mistake in the spreadsheet. Her flight on 1 May to New York cost £800 not £700. **EDIT** the spreadsheet. [1]
- (ii) Jane has given you details of a trip she took which has not been included in the spreadsheet. **ADD** these details to the spreadsheet. You must make sure it is inserted in the correct place by date order.

Date of Trip	Location	Flight Cost	Hotel Cost	Food Cost
15/05/11	Rome	130	168	13.40

[2]

**SAVE** the changes you have made.

**(b) You now need to use the spreadsheet to complete the following:**

- (i) In cell B13 ADD the label Total. [1]**
- (ii) In cell C13 create a formula to calculate the total Flight Cost for May. [1]**
- (iii) In cell D13 create a formula to calculate the total Hotel Cost for May. [1]**
- (iv) In cell E13 create a formula to calculate the total Food Cost for May. [1]**
- (v) In cell B14 ADD the label Total Expenses. [1]**
- (vi) In cell C14 create a formula to calculate the total expenses for May. [1]**

**SAVE the changes you have made.**

**(c) Jane would like the spreadsheet to look more professional.**

- (i) FORMAT all relevant cells to currency (two decimal places) and display the £ sign. [1]**
- (ii) Use other appropriate formatting techniques to improve the appearance of the spreadsheet. [3]**
- (iii) 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. [2]**

- (d) Jane would like the spreadsheet sorted with the latest date first.**
- (i) SORT the spreadsheet by Date of Trip with the latest date first. [1]**
  - (ii) PRINT your formatted spreadsheet in the NORMAL view on ONE page. Remember your candidate name MUST appear as part of the printed document. [1]**
- (e) 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.**
- (i) Create a pie chart to display only the TOTAL 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. [5]**
  - (ii) PRINT a copy of your chart on ONE page. Remember your candidate name MUST appear as part of the printed document. [1]**

**RE-SAVE the document.**

- (f) Jane also travelled in the UK in May and used her own car. She can claim expenses for petrol. RECALL the file MILEAGE.xls. SAVE a copy of the spreadsheet in your temporary user's area as MILEAGE and your candidate name, for example MILEAGE\_MARK\_JONES.**

**The amount paid is £0.20 per mile, the miles travelled are displayed in column C.**

- (i) In Cell D2 ADD the label Journey Cost. [1]**
- (ii) 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. [4]**
- (iii) Insert formulae to calculate total mileage and the total of the journey costs, using suitable labels. [2]**

**RE-SAVE and PRINT on ONE page a copy of your spreadsheet in the NORMAL view. The contents of all cells must be displayed in full. Remember your candidate name MUST appear as part of the printed document.**

**RE-SAVE and PRINT on ONE page a copy of your spreadsheet in the FORMULA view. The contents of all cells must be displayed in full. Remember your candidate name MUST appear as part of the printed document.**

**[Total: 30]**

## **TASK 2**

- (a) 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.**
- (i) Describe how you could use diary management software to organise Jane's appointments for a week. [4]**
  - (ii) Explain TWO benefits to Jane of using diary management software. [4]**
  - (iii) Explain TWO drawbacks to Jane of using diary management software. [4]**
  - (iv) Evaluate whether or not the advantages of using diary management software are greater than the disadvantages for Jane. [6]**

**SAVE your document as DIARY and your candidate name, for example DIARY\_MARK\_JONES.**

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



**(b) 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.**

**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:**

- **Milan photo shoot;**
- **August issue front cover;**
- **May's sales figure.**

**Use software features to improve the appearance of your document making it suitable for a business audience. [12]**

**SAVE your document as MEETING and your candidate name, for example MEETING\_MARK\_JONES.**

**PRINT one copy of your Notice of Meeting and Agenda on ONE page. Remember your candidate name MUST appear as part of the printed document.**

**[Total: 30]**

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