

**Friday 22 June 2012 – Morning**

**GCSE BUSINESS AND COMMUNICATION SYSTEMS**

**A267/01** 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
- 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

**Duration: 1 hour**



**INSTRUCTIONS TO CANDIDATES**

- Read each task and question carefully. Make sure 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.
- This document consists of **8** pages. Any blank pages are indicated.

**INSTRUCTION TO EXAMS OFFICER/INVIGILATOR**

- Do not send this Question Paper for marking; it should be retained in the centre or recycled. Please contact OCR Copyright should you wish to re-use this document.

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) or Task 2 (a+b).

You are advised to allocate the following amounts of time to each task:

**Task 1 – 35 minutes**

**Task 2 – 25 minutes**

### **Scenario**

You have recently been employed as the Office Manager for a local primary school in Leeds: Hill Street Community School. The Head Teacher is Mrs T Nash. The school has 298 pupils. You have been employed to help the school office run more efficiently.

The school uses database software to record the pupils' details.

**Task 1**

**Recall** the file **pupil.mdb** and **Copy** and **Paste** into your temporary user's area.

- (a) (i) A new pupil has joined the school. **Add** their details to the database.

First name	Surname	Medical	DOB	Parent/guardian	Address_1	City	Postcode	Phone no
Duane	Clifford	Yes	19/11/2002	Mrs Clifford	12 New Street	Leeds	LS1 8RV	0113 8710281

[6]

- (ii) Fiona Hill has left the school. **Delete** her details. [1]

- (iii) Reena Ahmed has moved house. Her new address is 28 Dawson Road, Leeds, LS2 8NP. **Edit** her details. [3]

- (iv) The school would like to start emailing parents. **Add** the field Email into the database between Postcode and Phone no. [2]

- (v) The following pupils' parents have already provided the school with their email addresses.

**Add** them to the database.

Chloe Thomas – fthomas@webmail.com

Tyler Brentwood – jane1979@email.co.uk

[2]

- (vi) **Sort** the database into descending order by DOB. [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 **PUPILS** and your candidate name, for example, PUPILS\_MARK\_JONES.

**Print** your Word document. Remember your candidate name **must** appear as part of the printed document.

- (b) Mrs Nash would like a list of pupils with medical problems. These are indicated in the database by a tick in the field Medical.

- (i) Create a **QUERY** to find the First name and Surname of those pupils who have medical problems. Display the results in ascending order by surname. The query is to be called MEDICAL. [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 MEDICAL displaying a suitable title, making sure that Surname is sorted into ascending order. [2]

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

- (c) Mrs Nash would like you to write a letter to all parents in the database to tell them about some general information and events. You must write a mail-merged letter to all parents. **Recall** the file **LETTER.doc**. **Save** a copy of this document in your temporary user's area as **LETTER** and your candidate name, for example, LETTER\_MARK\_JONES.

Using this document write a letter using the fully blocked style and open punctuation. The letter will be sent today from The Head Teacher, Mrs Nash.

The letter must include the following details:

- a reminder to parents that there will be a school fair on 10 July 2012
- parents' evening has been rescheduled to 2 July 2012 instead of 29 June 2012.

**Save** your changes. **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 first merged letter. **Save** your merged letter as **MERGED\_LETTER** and your candidate name, for example, MERGED\_LETTER\_MARK\_JONES. [12]

[Total: 33]

**Task 2**

- (a) Mrs Nash would like you to create a flyer using suitable software to advertise the school fair. She would like the flyer to be a single page.

The flyer must include the following:

- the school logo (**Insert** image LOGO.jpg)
- the fair logo (**Insert** image FAIR.jpg) which must be cropped to a suitable size
- the date of event (10 July 2012), the start time of 4.00 pm and that it is to be held on the Playground
- activities – raffle, cake stall, bouncy castle, book sale.

Use appropriate formatting to improve the appearance of the flyer.

**Save** your flyer as **FLYER** and your candidate name, for example, FLYER\_MARK\_JONES.

**Print** a copy of your flyer. Remember your candidate name **must** appear as part of the printed document. **[9]**

- (b) At the moment Mrs Nash records events and appointments in a handwritten diary. She is considering using diary management software to organise her appointments. She has heard about the software but would like some more information before she makes a decision. As Office Manager it is your job to tell her about the software.

**Recall** the file **DMS.doc**. **Save** a copy of the document in your temporary user's area as **DMS** and your name, for example, DMS\_MARK\_JONES.

In your document:

- (i) state **three** features of diary management software and explain how each of these features could be useful in organising her appointments. **[6]**
- (ii) evaluate the extent to which diary management software would be more helpful to Mrs Nash than a handwritten diary. **[12]**

**Print** a copy of your document. Remember your candidate name **must** appear on each part of the printed document.

**[Total: 27]**





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