OCR
RECOGNISING ACHIEVEMENT

GENERAL CERTIFICATE OF SECONDARY EDUCATION

BUSINESS AND COMMUNICATION SYSTEMS   **A267**
ICT skills for business communication systems

Wednesday 12 January 2011
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 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 destroyed.

OCR is an exempt Charity

Turn over

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 – 30 minutes

Task 2 – 30 minutes

Scenario

You have recently been employed by a local film rental shop in Chesterfield called Hollywood Movies. It is a small business owned by James Duncan. There is just one shop. However, James has plans to open more shops. James wants to use ICT to run the business more efficiently and a large part of your job role will be to help him use ICT within the business.

Task 1

Hollywood Movies uses database software to record members' details and details of returns and overdue charges.

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

(a) (i) James would like you to keep the overdue charges database updated. He has made a note of the members with overdue charges for today. **Add** these records to the database.

Title	Firstname	Surname	House number	Street name	Town	Post code	Film rented	Days overdue	Overdue charge
Miss	Tina	Davies	67	Blossom Road	Chesterfield	S42 3XZ	Zombie Moon	1	£2.00
Mr	Adam	Church	101	Salisbury Terrace	Chesterfield	S39 6HJ	Harry Blue	1	£2.00

[6]

(ii) Sandra Andre and Allen Woods have returned their films and paid their overdue charges. **Delete** both members' records from the overdue charges database. **[2]**

(iii) You have noticed two of the films in the database are spelt incorrectly. The film 'A Terrible Gateway' should be 'A Terrible Getaway'. The film 'The First Destanation' should be 'The First Destination'. **Edit** the details. **[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 OVERDUE_CHARGES_AMENDED and your candidate name, for example OVERDUE_CHARGES_AMENDED_MARK_JONES. **Print** your Word document. Remember your candidate name **must** appear as part of the printed document.

(b) James is concerned that some members' rentals are quite a few days overdue. He would like the names of those members whose films are overdue by two or more days.

(i) Create a **query** to find the TITLE, FIRSTNAME and SURNAME of those members whose film is two or more days overdue. The query is to be called DAYS_OVERDUE.

He would like the **results** of the query to be displayed in ascending order by SURNAME. **[4]**

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 DAYS_OVERDUE displaying a suitable title. **[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) James is concerned about those members who owe £8.00 or more. You must write a mail-merged letter to those members owing £8.00 or more telling them about their overdue charge. You must use the query HIGH_CHARGES. **Recall** the file **HOLLYWOOD_LETTERHEAD.doc**. **Save** a copy of the document in your temporary user's area as LETTER_1 and your candidate name, for example 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 Shop Manager, James Duncan.

The letter must include the following information from the query:

- the name of the film rented;
- the amount of days it is overdue;
- the amount owed.

The letter must also include:

- a reminder that overdue films are charged at £2.00 per day;
- that if the charge exceeds £20.00 the cost of replacing the film will be charged to them;
- if members have any problems returning the film they should contact the shop to discuss the problem with the Manager.

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Save any changes and **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 LETTER_2 and your candidate name, for example LETTER_2_MARK_JONES.

[Total: 33]

Task 2

James is tired of having to chase people for overdue films. You know many members are likely to have an email account. Your idea is to send an email to each member to remind them to return the film.

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

(a) You have decided to create a word processed document to convince James that emailing members would be a good idea for the business.

Your document must include each of the following:

(i) A description of how you would send the same overdue reminder email to more than one member. **[6]**

(ii) An evaluation of whether or not the advantages to the business of using email are greater than the disadvantages. **[12]**

Save your document as EVALUATION and your candidate name, for example EVALUATION_MARK_JONES.

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

(b) (i) James has agreed that email is a good idea. He wants you to create a one page form using suitable software to collect members' email addresses.

He wants to be able to hand out these forms to members so they can fill them in with their full name, full address and email address.

The form must include the following:

- the Hollywood Movies Logo (**Insert** image called HOLLYWOODMOVIES_LOGO.jpg);
- brief instructions on how to complete the form i.e. in block capital, it should be returned to the manager;
- suitable headings and boxes to enter the specified details.

[7]

(ii) Use appropriate formatting to improve the appearance of your work. **[2]**

Save your form as FORM and your candidate name, for example FORM_MARK_JONES.

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

[Total: 27]

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