



General Certificate of Secondary Education  
2019

Centre Number

--	--	--	--	--

Candidate Number

--	--	--	--

# Business and Communication Systems

Unit 1: Software Applications for Business



GSY11

[GSY11]

MONDAY 20 MAY – FRIDAY 24 MAY

## TIME

2 hours.

## INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.

Save each document using the name specified in each task.

Add your Centre Number, Candidate Number, Task Number and Label to the header or footer of every printout produced.

**All** printouts must be attached to the examination paper at the end of the examination in the correct order.

Use the treasury tag provided to attach your printouts to the examination paper. At this point you should complete the checklist at the back of the examination paper.

You may **not** take the examination paper with you.

Answer **all four** tasks in order.

## INFORMATION FOR CANDIDATES

The total mark for this paper is 100.

Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each task or part task.

Quality of written communication will be assessed in Tasks **1(c)** and **3(j)**.

**Filenames to be used in the completion of this examination:**

- Logo.jpg
- Properties.accdb
- House.jpg
- Letterhead.docx

--

Number of printouts attached  
(to be completed at the end  
of the examination)

For Examiner's use only	
Question Number	Marks
1	
2	
3	
4	

<b>Total Marks</b>	
--------------------	--

## Introduction

Northern Ireland Properties was established in 2012 by Mr Andrew Todd. It is an estate agency business based in Belfast, selling houses and apartments. Andrew is the owner and there are currently three sales agents. They are John and Paul, who are experienced sales agents, and Sally, who is a trainee.

Northern Ireland Properties' contact details are as follows:

Address	222 Malone Road, Belfast, BT9 6HR
Telephone	028 9011 22 33
Email	<a href="mailto:niproperties@ni.net">niproperties@ni.net</a>
Website	<a href="http://www.niproperties.net">www.niproperties.net</a>

Andrew is keen to make use of software applications to help with administration in his business.

Four tasks follow, which will require you to produce some of the documentation/files that Andrew requires.

© CCEA

**To assist your file management, create a folder in your working area called “BCS Exam Files” and any files you are asked to save should be put in this folder.**

## Using Word Processing Software/Desk Top Publishing Software

### Task 1

Files named “Logo” and “House” are available to assist you with this task.

A new housing development has been constructed and Northern Ireland Properties will be selling houses in this development. It will be holding an open viewing of a show house in the development for potential purchasers. Anyone can attend the viewing and staff from the developer and Northern Ireland Properties will be available to answer any queries.

Details of the open viewing are as follows:

Location	Grange Manor, Dundonald, Belfast, BT16 5GG
Dates	Tuesday 4 June 2019 to Saturday 8 June 2019
Time	10.00 am to 8.00 pm

Andrew would like a flyer to be produced in order to advertise the open viewing.

The flyer **must** include the following information:

- Northern Ireland Properties’ name
- Northern Ireland Properties’ logo
- Details of the location
- Dates and times of the open viewing

Your task is to create this flyer.

(a) Using an appropriate software package, produce an effective A4 flyer which includes the essential information. [4]

(b) Include two other pieces of appropriate information on your flyer. [2]

(c) Use effective fonts, styles and design features in your flyer. [4]

Save this document as **Flyer**. Print one copy of the flyer on one A4 page. Label the printout **Flyer**.

[10]

**Ensure that your Candidate Number, Centre Number and Task Number are on all printouts.**

## Using Spreadsheet Software

### Task 2

#### Part A

A bonus system is in place for the sales agents in Northern Ireland Properties.

Andrew would like to use a spreadsheet for recording and calculating bonuses.

Your task is to develop this spreadsheet.

Using a Spreadsheet Software package open a new spreadsheet, save it as **Agent Bonuses**, and complete the following:

- (a) In cell A1 enter the text "Northern Ireland Properties".  
 Embolden this text and increase the font size to 26.  
 Insert grey shading in cell A1.  
 Merge cells A1 to G1

[4]

- (b) Enter the following text in the cells shown:

Cell	Text to be entered
A3	Name
B3	Target Sales
C3	January
D3	February
E3	March
F3	Total Sales
G3	Bonus
A4	John
A5	Paul
A6	Sally
A8	Largest Bonus
A9	Average Bonus

[2]

(c) Enter the following numbers in the cells shown:

Cell	Number to be entered
H1	25
B4	25
B5	25
B6	10
C4	5
C5	5
C6	1
D4	10
D5	15
D6	4
E4	10
E5	15
E6	4

[2]

(d) Format cell H1, cells G4 to G6 and cells B8 to B9 to sterling currency, 2 decimal places.

[2]

(e) Enter a formula in cell F4 which will calculate the total sales (January to March) for John.

[2]

(f) Sales agents are given a bonus if their total sales meet or exceed their target sales. The bonus is calculated by multiplying their total sales by the value in cell H1.

Using **absolute cell referencing** and cell H1, **enter a formula** in cell G4 which will calculate and display the bonus to be given to John.

If no bonus is to be given then display £0.

[6]

(g) Replicate the formulae created in parts (e) and (f) above for the other sales agents. [2]

(h) Enter a formula in cell B8 that will display the largest bonus of any sales agent. [2]

(i) Enter a formula in cell B9 that will display the average bonus of all the sales agents. [2]

(j) In the footer of the worksheet enter the text “Northern Ireland Properties Task 2 Part A”, your candidate number and centre number. [1]

(k) Save the file **Agent Bonuses**.  
Print **one** copy of the worksheet data **on one A4 page, landscape, with row and column headings and gridlines visible**.  
All the data must be visible.  
Label the printout **Bonuses Data**. [2]

(l) Print **one** copy of the worksheet formulae **on one A4 page, landscape, with row and column headings and gridlines visible**.  
All formulae must be visible.  
Label the printout **Bonuses Formulae**. [2]

[29]

**Ensure that your Candidate Number, Centre Number and Task Number are on all printouts.**

## Part B

Using the file **Agent Bonuses** created in Task 2 Part A complete the following:

Create a Bar Chart detailing the bonus for each sales agent.

### Include:

- Northern Ireland Properties logo
- A title for the chart – Agent Bonuses Details
- Appropriate titles on each axis
- A data value for each bar on the chart

Save the chart as a new sheet, called **Bonuses Graph**.

Print the Bar Chart full size, on one A4 sheet.

Label the printout **Bonuses Graph**.

[7]

**Ensure that your Candidate Number, Centre Number and Task Number are on all printouts.**

## Using Database Software/Word Processing Software

## Task 3

Andrew would like to use a database to store details of properties currently for sale, or sold, and the sellers of these properties. A database file, "**Properties**", is being developed for this.

Using the table **PROPERTY** in the file **Properties**, complete the following tasks:

- (a) The field name "Ppostcode" is spelt incorrectly, and needs to be changed to "Postcode". Make this change to the database design. [1]

- (b) A new property is to be added to the **PROPERTY** table. Add this new property; details are as follows:

<b>PropertyID</b>	H634
<b>SellerID</b>	S232
<b>Street</b>	20 Rosepark Avenue
<b>Town</b>	Belfast
<b>Postcode</b>	BT6 6HH
<b>Type</b>	House
<b>Bedrooms</b>	3
<b>Description</b>	Lovely house in sought after area
<b>Minimum Price</b>	250,000
<b>Current Offer</b>	0
<b>Sold</b>	No

[2]

- (c) The property at 22 Bredagh Drive is no longer for sale and is to be removed from the database. Delete this property. [1]

- (d) An error was made when entering details of the property with PropertyID H700. The minimum price for this property should be £395,000. Make this change. [1]

- (e) Andrew wants to see details of all properties not yet sold. Create a query to display the following details only of such properties: PropertyID; Street; Minimum Price and Current Offer. Sort the search results in PropertyID ascending order. Save the query as **For Sale**. Print the results of the query on one A4 page. Label the printout **For Sale**. [3]

- (f) A customer has requested details of all three bedroom houses (not apartments) in Belfast that are currently for sale.  
Create a query to display the following details only of such properties:  
PropertyID; Street; Town and Postcode.  
Save the query as **Three Bedroom Belfast**.  
Print the results of the query on one A4 page.  
Label the printout **Three Bedroom Belfast**. [4]

Using the tables **PROPERTY** and **SELLER** in the file **Properties**, complete the following task:

- (g) There is a “one to many” relationship between the **PROPERTY** and **SELLER** tables.  
Create this relationship and relationship report.  
Enter your centre number and candidate number as a label in the relationship report.  
Save the relationship report.  
Print the relationship report on one A4 page.  
Label the printout **Relationships for Properties**. [3]

- (h) Andrew wants a report detailing ALL seller details.  
The title of the report is to be “Seller Details”.  
The Northern Ireland Properties logo is to be included and positioned appropriately.  
The report is to be sorted by SellerID ascending.  
The report must be professional in appearance and in landscape mode.  
Create this report and save it as **Seller Details**.  
Print the report current stock on one A4 page.  
Label the printout **Seller Details**. [6]

**Ensure that your Candidate Number, Centre Number and Task Number are on all printouts.**

Andrew is holding a private viewing of the show house at Grange Manor, Dundonald, and would like to invite all sellers in the **Properties** database to this viewing. The private viewing will take place on Monday 3 June 2019.

Using word processing software complete the following tasks:

- (i) Using the file **Letterhead**, create a letter addressed to all sellers.

The letter must contain three paragraphs:

- Details of the private viewing
- Details of why the seller has been invited
- Any other relevant details

Using a mail merge facility insert only the following fields (from the SELLER table in the **Properties** file) in the letter:

- Title
- Surname
- Street
- Town
- Postcode

[12]

- (j) Print out the standard letter showing the merged fields.  
Label the printout **Standard Letter**.

[5]

- (k) Print out the personalised letters.  
Label the letters **Letter 1**, **Letter 2**, etc. for each personalised letter.

[2]

[40]

**Ensure that your Candidate Number, Centre Number and Task Number are on all printouts.**

## Using Multimedia Presentation Software

### Task 4

A file named “Properties” is available to assist you with this task.

Andrew is improving his skills, and is currently learning how to use a database package. He doesn't know the difference between the database terms “Primary Key” and “Foreign Key”. He also doesn't understand what a Boolean Data Type is.

Using an appropriate software package, create a presentation for Andrew, called **Database Terms**, which explains the meaning of these terms.

The presentation should have three slides.

- (a) Slide 1 should contain:
- A title “Primary Key”
  - Details of what a primary key is and its purpose
  - An example of a primary key from the database file **Properties**. [4]
- (b) Slide 2 should contain:
- A title “Foreign Key”
  - Details of what a foreign key is and its purpose
  - An example of a foreign key from the database file **Properties**. [4]
- (c) Slide 3 should contain:
- A title “Boolean Data Type”
  - Details of what a Boolean data type is
  - An example of a Boolean data type from the database file **Properties**. [4]
- (d) Save your presentation.  
Print slides 1 and 2 in handout mode (2 slides per page).  
Print slide 3 full size.  
Label the printouts **Database Terms 1** and **Database Terms 2**. [2]

[14]

Ensure that your Candidate Number, Centre Number and Task Number are on all printouts.

## PRINTOUT CHECKLIST

<b>Task</b>	<b>Printout label</b>	<b>Completed</b>
<b>1</b>	<b>Flyer</b>	
<b>2</b>	<b>Bonuses Data</b>	
	<b>Bonuses Formulae</b>	
	<b>Bonuses Graph</b>	
<b>3</b>	<b>For Sale</b>	
	<b>Three Bedroom Belfast</b>	
	<b>Relationships for Properties</b>	
	<b>Seller Details</b>	
	<b>Standard Letter</b>	
	<b>Letter 1, Letter 2, etc.</b>	
<b>4</b>	<b>Database Terms 1</b>	
	<b>Database Terms 2</b>	

---

**THIS IS THE END OF THE QUESTION PAPER**

---