



General Certificate of Secondary Education
2017

Centre Number

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Candidate Number

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Business and Communication Systems

Unit 1: Use of ICT



GBC11

[GBC11]

MONDAY 15 MAY–FRIDAY 19 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.

Always add your Candidate Number, Centre Number, Task Number and Printout Label to 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.

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

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 question or part question.

Quality of written communication will be assessed in tasks **1(b)** and **3(k)**.

Filenames to be used in the completion of this examination:

Lagan Theatre Company Database.accdb

Letterhead.docx

Lagan Theatre Company Accounts.xlsx

Logo.jpeg

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

Introduction

Lagan Theatre Company was established in April 2012, with the aim of providing high quality productions at reasonable prices. Premises were acquired in the Malone area of Belfast in October 2012 and since then the business has been steadily growing. The Director of the theatre company is Mr Dan Dunbar.

Lagan Theatre Company's contact details are as follows:

Address	Gordon House, Malone Road, Belfast, BT9 6HR
Telephone	028 9011 22 33
Email	ltcbelfast@ni.net
Website	www.ltcbelfast.net

Lagan Theatre Company customers come from all parts of Northern Ireland and Dan strives to provide a first class service for them.

Dan is keen to use ICT to help with administration in his business.

Four tasks follow, which will require you to produce some of the documentation/files that Dan 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/Desktop Publishing Software

Task 1

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

Lagan Theatre Company will be hosting a new comedy production in October this year. Dan, the Theatre Director wants a flyer designed to promote this production. Details of the production are as follows:

Title	You Know It's Funny
Performing Company	LaffaMinute Players
Lead Actress	Kim Kardash
Dates	Tuesday 3 October 2017 to Saturday 14 October 2017
Ticket Prices	£10 to £18

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

- Lagan Theatre Company's name and logo
- Title of the production, and the name of the lead actress
- Dates the production will run
- Details of ticket prices

Your task is to create this flyer.

(a) Using an appropriate software package, produce an effective A4 flyer which includes the essential information. [6]

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

(c) Include **one** other piece of appropriate information on your flyer.
Save this document as **Flyer**.
Print one copy of the flyer on one A4 page.
Label the printout **Flyer**. [1]

[11]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above document.

Using Spreadsheet Software

Task 2

A file named “Lagan Theatre Company Accounts” is available to assist you with this task.

Part A

Dan would like to use a spreadsheet to record financial information about productions that have taken place.

Your task is to develop a spreadsheet for this purpose.

Using a spreadsheet software package, open the file **Lagan Theatre Company Accounts**. In the worksheet **Quarter 1** complete the following:

- (a) Insert a new column to the left of column A, and four new rows above row 1. [1]
- (b) In cell A1 enter the text “Lagan Theatre Company”.
In cell A2 enter the text “Quarter 1 Account”.
Embolden the text in cells A1 and A2 and increase the font size to 26. [3]
- (c) Enter the following text in the cells shown:

Cell	Text
A4	Production
B4	Cost
C4	Ticket Type 1
D4	Quantity Sold 1
E4	Ticket Type 2
F4	Quantity Sold 2
G4	Total Tickets Sold
H4	Total Takings
I4	Arts Grant Amount
J4	Profit
A5	Macbeth
A6	Annie the Musical
A7	Cinderella
A8	Merchant of Venice
A9	Mousetrap
A11	Total Profit
A12	Tax Rate
A13	Payable Tax
A14	Profit Less Tax

[2]

- (d) Format cells A4 to J4 to grey shading. [1]
- (e) Format cells B5 to B9, C5 to C9, E5 to E9, H5 to H9, I5 to I9, J5 to J9, B11, B13 and B14 to sterling currency (“£” visible), 2 decimal places. [2]
- (f) The total tickets sold for each production is (Quantity Sold 1) + (Quantity Sold 2).
Enter a formula in cell G5 which will calculate the total tickets sold for the production Macbeth. [2]
- (g) The total takings for Ticket Type 1 is (Ticket Type 1) $\times$ (Quantity Sold 1).
The total takings for Ticket Type 2 is (Ticket Type 2) $\times$ (Quantity Sold 2).
Enter a formula in cell H5 which will calculate the total takings for Macbeth. [2]
- (h) The Arts Council will give Lagan Theatre Company the sum of £2,000 towards the cost of any production if more than three hundred tickets have been sold for that performance.
In cell I5 **enter a formula** which will calculate and display how much money the Arts Council will give for the production Macbeth. If no money is to be given then display £0. [4]
- (i) The profit for the production Macbeth is (Total Takings) + (Arts Grant Amount) – (Cost).
In cell J5 enter a formula which will calculate the profit for the production Macbeth. [2]
- (j) Replicate the formulae created in parts (f), (g), (h) and (i) above for the other productions. [2]
- (k) Enter a formula in cell B11 which will calculate the total profit for all productions. [2]
- (l) Format the contents of cell B12 to percentage, with no decimal places.
Enter the number 15 in cell B12. [2]
- (m) The tax to be paid is (Total Profit) $\times$ (Tax Rate).
Enter a formula in cell B13 which will calculate the tax to be paid for Quarter 1. [2]
- (n) The profit less tax, for Quarter 1 is (Total Profit) – (Payable Tax).
Enter a formula in cell B14 which will calculate the profit less tax for Quarter 1. [2]

- (o) In the footer of the worksheet enter the text “Lagan Theatre Company Task 2” and your candidate number. [1]
- (p) Save the file **Lagan Theatre Company Accounts**.
Print **one** copy of the worksheet data **on one A4 page**.
Make sure that all the data is visible.
Label the printout **Quarter 1 Data**. [2]
- (q) Print **one** copy of the worksheet formulae **on one A4 page**.
Make sure that all the formulae are visible.
Label the printout **Quarter 1 Formulae**. [1]

[33]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

Part B

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

Using the file **Lagan Theatre Company Accounts** complete the following:

- (a)** Create a Bar Chart detailing the total takings for each production.

Include:

- Lagan Theatre Company’s logo
- An appropriate title
- Appropriate titles on each axis
- A data value for each bar on the chart

Save the chart as a new chart, called **Takings Chart**.

[7]

- (b)** Save the file **Lagan Theatre Company Accounts**.

Print the Bar Chart on one A4 sheet.

Label the printout **Takings Chart**.

[1]

[8]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above document.

Using Database Software/Word Processing Software

Task 3

Dan would like to use a database to store details of their customers. A database file, **Lagan Theatre Company Database**, is being developed for this.

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

Using the table **CUSTOMER** in the file **Lagan Theatre Company Database**, complete the following tasks:

- (a) The field name “Adddress” is spelt incorrectly, and needs to be changed to “Address”. Make this change to the database design. [1]

- (b) A new customer is to be added to the CUSTOMER table.
The new customer’s details are as follows:

Customer ID	8
Title	Mrs
Forename	Nicola
Surname	Scott
Gender	Female
Address	18 Orchardville Avenue
Town	Belfast
Postcode	BT8 6RR
Email Address	nscott@nimap.co.uk
Genre Interest	Comedy
Date of Joining	23 May 2017
Newsletter	Yes

Add this customer’s details to the CUSTOMER table. [2]

- (c) The customer who lives at 32 Link Road, Carrickfergus has requested to be removed from the database.
Delete this customer’s details from the CUSTOMER table. [1]

- (d) A mistake was made when entering the details of Ann White.
Her Genre Interest should be Comedy.
Make this change to the CUSTOMER table. [1]

- (e) Dan wants to see the details of all the customers who receive a newsletter.
Carry out a search to display the following details of only these customers:
Title; Forename; Surname; Address; Town; Postcode.
Sort the search results in Surname ascending order. [3]

- (f) Save the search as **Newsletter**.
Print the results of the search on one A4 page.
Label the printout **Newsletter**. [1]
- (g) Dan wants a report detailing some customer details and their genre interest.
Create this report and save it as **Customer List**.
Include the following details only for each customer: Title; Forename; Surname;
Email Address and Genre Interest.
The report is to be grouped by Genre Interest and sorted in Surname ascending order.
The title of the report is to be "Customer List".
The Lagan Theatre Company logo is to be included and positioned appropriately.
The report must be professional in appearance. [6]
- (h) Print the report Customer List on one A4 page.
Label the printout **Customer List**. [1]
- (i) Dan would like a list of all female customers who are interested in comedy productions.
Carry out a search to display the Title, Forename, Surname, Address, Town and
Postcode only of these customers. [3]
- (j) Save the search as **Female Comedy Customers**.
Print the results of the search on one A4 page.
Label the printout **Female Comedy Customers**. [1]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

Dan would like to offer female customers, whose genre interest is comedy, a special offer for the October production “You Know It’s Funny”. Such customers can avail of a **buy-one-get-one-free** offer for tickets.

Using word processing software and the search saved in part (j) complete the following tasks:

- (k) Using the file **Letterhead**, create a letter addressed to all female customers whose genre interest is comedy.

The letter must contain three short paragraphs:

- Details of the production “You Know It’s Funny”
- Details of why the customer has been invited
- Details of the special offer

Using a mail merge facility and the search saved in (j), insert only the following fields in the letter:

- Title
- Surname
- Address
- Town
- Postcode

[12]

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

[5]

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

[3]

[40]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

Using Multimedia Presentation Software

Task 4

Dan is improving his IT skills, and is currently learning how to use a database package. He does not know the difference between the database terms “record” and “field”. He also wants to know the difference between a “search” and a “sort”.

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

The presentation should have two slides.

(a) Slide 1 should contain:

- A title “Record and Field”
- Details of the difference between a record and a field [3]

(b) Slide 2 should contain:

- A title “Search and Sort”
- Details of the difference between a search and a sort [3]

(c) Save your presentation.

Print both slides in **handout** mode, **two** per page.

Label the printout **Database Terms**. [2]

[8]

Do not forget to include your Candidate Number, Centre Number and Task Number in the header or footer before printing the above documents.

PRINTOUT CHECKLIST

TASK	PRINTOUT LABEL	COMPLETED
1	Flyer	
2	Quarter 1 Data	
	Quarter 1 Formulae	
	Takings Chart	
3	Newsletter	
	Customer List	
	Female Comedy Customers	
	Standard Letter	
	Letter 1, Letter 2 etc	
4	Database Terms	

THIS IS THE END OF THE QUESTION PAPER
