

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
GCSE**

A267/01

**BUSINESS AND COMMUNICATION
SYSTEMS**

**ICT Skills for Business
Communication Systems**

MONDAY 20 JUNE 2016: Afternoon

**DURATION: 1 hour
plus your additional time allowance**

MODIFIED ENLARGED

**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. 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.

Any blank pages are indicated.

INSTRUCTION TO EXAMS OFFICER/INVIGILATOR

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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 are the receptionist at Diana's Dance Studio in Dover. The business is owned and managed by Diana Edwards. Diana has introduced database software to help organise the clients' details. Diana would like you to help her with the database software.

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TASK 1

‘Recall’ the database file DANCE and ‘Copy’ and ‘Paste’ into your temporary user’s area.
‘Open’ the table DANCERS.

Complete ALL of the following sub-tasks.

- (a) (i) Sonny Ahmed no longer attends the dance studio. ‘Delete’ his record. [1]
- (ii) Look at the information in the table below. A new client has joined Diana’s Dance Studio. ‘Add’ their details to the database. [7]

First name	Surname	Address 1	Address 2	Postcode	Age category	Dance type
Beth	Kendal	2 Bay View	Medway	ME7 9JK	17 and older	Modern

- (iii) Claire Watkins has had a birthday and has moved up to the next age category. 'Edit' her details. [1]**
- (iv) Jamie Cole has moved to 52 Main Street, Swale, CT6 8WE. 'Edit' his details. [1]**
- (v) Some older clients of the dance studio have Twitter accounts. 'Add' the field name Twitter into the database between Postcode and Age Category. [3]**
- (vi) 'Sort' the database into ascending order by Surname. [1]**

Take a screen shot of the changed database table. 'Paste' it into Microsoft Word making sure all the information can be clearly read. 'Save' the Word document as DANCE and your candidate name, for example DANCE_MARK_JONES.

'Print' your Word document. Remember your candidate name MUST appear as part of the printed document.

(b) Diana would like a list of all the clients who are in the age category 12 to 16 and study the dance type Street.

(i) Create a 'query' to find and display the First name and Surname of clients whose age category is between 12 to 16 and who study the dance type Street. The query is to be called STREET. [4]

Take a screen shot of the results of the query. 'Paste' it into Microsoft Word making sure all the information can be clearly read. '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) Diana would like the results of the query displayed in a more appropriate format. Create a report of the query STREET. The report title is to be Street Dancers. [2]

Take a screen shot of the report. 'Paste' it into Microsoft Word making sure all the information can be clearly read. 'Save' the Word document as REPORT and your candidate name, for example REPORT_MARK_JONES.

(c) Diana would like you to write a letter to all of the clients who study tap dancing to inform them of some changes to their classes. You must write a mail-merged letter to the clients who study the dance type Tap using the query TAP which can be found in the database DANCE. 'Recall' the Word file LETTER. 'Save' a copy of this document in your temporary user's area as LETTER and your candidate name, for example LETTER_MARK_JONES.

Use this document to write the letter using the fully blocked style and open punctuation. The letter will be sent today from Diana Edwards, The Manager.

The letter must include the following details:

tap dancing lessons have changed from a Tuesday to a Thursday

the tap dancing class will still start at 7.00pm for one hour

there will also be a new tap dancing teacher, her name is Lorraine and she has many years' experience. [12]

'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 merged letters. 'Save' your merged letter as MERGED_LETTER and your candidate name, for example MERGED_LETTER_MARK_JONES.

TASK 2

- (a) Diana would like to invite all of her dance teachers to a formal meeting.**

Word process a Notice of Meeting and Agenda as one document. The meeting will be held in Studio 1 at 2.00pm on 28 June 2016. As well as the standard agenda items, you must include the following items:

Street dance training

dealing with client non-attendance

potential new classes.

‘Save’ your document as AGENDA and your candidate name, for example AGENDA_MARK_JONES. ‘Print’ a copy of your document on one page. Remember your candidate name MUST appear as part of the printed document. [10]

(b) At the moment, documents are produced using word processing software. Diana would like to use Desktop Publishing software (DTP software) to create documents.

‘Recall’ the Word file DTP. ‘Save’ a copy of the document in your temporary user’s area as DTP and your candidate name, for example DTP_MARK_JONES.

- (i) State and explain THREE features of DTP software which could be used by Diana’s Dance Studio to produce documents. [6]**
- (ii) Assess the benefits and drawbacks to Diana of introducing DTP software to promote Diana’s Dance Studio. [12]**

‘Resave’ your document. ‘Print’ a copy of your document. Remember your candidate name MUST appear on each page of the printed document.

END OF QUESTION PAPER



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