



Oxford Cambridge and RSA

Monday 20 June 2016 – Afternoon

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

Duration: 1 hour

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



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 – 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.

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) A new client has joined Diana's Dance Studio. **Add** their details to the database.

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

[7]

- (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 **MERGEDLETTER** and your candidate name, for example **MERGEDLETTER_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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