

OCR

Oxford Cambridge and RSA

Monday 18 June 2018 – Morning

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

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

Duration: 1 hour



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 manager of Wheels, a small garage selling used cars based in King's Lynn. You use database software to organise details of both cars and customers.

Task 1

Recall the database file **CAR** and **Copy** and **Paste** into your temporary user's area. **Open** the table **CAR DETAILS**.

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

- (a) (i) The Volvo S40 has been sold. **Delete** this record. [1]
- (ii) A new car has arrived at the garage. **Add** its details to the database.

Make	Model	Year	Fuel	Doors	Mileage	Engine Size	Price	Body Type	Colour
Fiat	Punto	2007	Petrol	3	15000	1.6	£3900	Hatchback	Red

[5]

- (iii) Some details in the database are incorrect. The Ford Ka is actually priced at £5,500. **Edit** the details. [1]
- (b) (i) Many cars today have Bluetooth. You would like to add this into the database. **Add** the field name Bluetooth into the database between Doors and Mileage. Use the Yes/No data type. [3]
- (ii) The Fiat 500 and the Renault Clio have Bluetooth, the rest of the cars do not. **Add** these details to the database. [2]
- (c) You would like the database to display the cars in date order. **Sort** the database by Year in ascending order (smallest to largest). [1]

Take a screen shot of the changed database table. **Paste** it into a Microsoft Word document making sure that you can clearly read all the information. **Save** the Word document as CARS and your candidate name, for example CARS_MARK_JONES.

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

(d) A customer would like you to find a car to meet their requirements. They are looking for a 3 door, petrol car with an engine size of 1.3 litres.

- (i) Create a **query** to find and display the Models of cars that have 3 doors, use petrol fuel and have an engine size of 1.3 litres. The query is to be called Customer1. [5]

Take a screen shot of the results of the query. **Paste** it into a Microsoft Word document 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) You would like the results of the query displayed as a report to give to the customer. Create a report of the query Customer1. [3]

Take a screen shot of the results of the report. **Paste** it into a Microsoft Word document 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.

(e) There is another table in the database **CAR** which holds details of customers who have purchased a car from Wheels.

You would like to write a letter to all customers to tell them about a special event that is coming up. You need to write a mail-merged letter using the table CUSTOMERS which can be found in the database **CAR**. **Recall** the Word file **LETTER**. **Save** a copy of this letter 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 you, The Manager. [12]

The letter must include the following details:

- There will be a special event for people who have bought cars from Wheels previously
- The event will be held on 01/07/2018
- Each customer who brings the letter will receive £500 off a car on that day.

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 first merged letter. Remember your candidate name **must** appear as part of the printed document. **Save** your merged letter as MERGED_LETTER and your candidate name, for example MERGED_LETTER_MARK_JONES.

Task 2

- (a) You would like to extend the special event to potential new customers in the area. Use suitable software to create a flyer to advertise the special event. The flyer must fit on a single page.

The flyer must include the following:

- The Wheels logo (LOGO.jpg)
- The Car image (CAR_IMAGE.jpg) suitably cropped
- Date of the event and opening time: 01/07/2018 from 10am until 4pm
- The special offer for new customers: £300 off a car when the flyer is presented.

Use appropriate formatting to improve the appearance of the flyer.

Save the flyer as FLYER and your candidate name, for example FLYER_MARK_JONES. [9]

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

- (b) 'Wheels' already has a website to promote the garage and give people general details about the business. You are thinking about starting a blog on the website.

Recall the file BLOG.doc. **Save** a copy of the document in your temporary user's area as BLOG and your candidate name, for example BLOG_MARK_JONES.

- (i) State and explain **two** features of blogs that could be used by the garage on its website. [6]
- (ii) Evaluate the usefulness of blogs in enabling the garage to make better use of its website. [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

**Copyright Information**

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material, OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group; Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.