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Rewarding Learning

General Certificate of Secondary Education
2016

Business and Communication Systems

Unit 1: Use of ICT

GBC11

[GBC11]
MONDAY 16 MAY – FRIDAY 20 MAY

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

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.

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 Task **3(m)**.
Filenames to be used in the completion of this examination:
• Letterhead.docx
• Belfast Auto Centre Database.accdb
• Logo.jpeg

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

9926

Introduction

Belfast Auto Centre is a car dealership located on the Boucher Road in Belfast. The business was established in June 2006 and is owned by Mr Terry Brown.

Belfast Auto Centre's details are as follows:

Address	100 Boucher Road, Belfast, BT12 6HR
Telephone	028 9022 55 55
Email	bac@carsni.net
Website	www.bac.carsni.net
Opening Hours	Monday – Friday 8.00 am to 8.00 pm Saturday 8.00 am to 1.00 pm

Belfast Auto Centre's core business is selling cars, both new and second hand. In recent years they have expanded their business to include car servicing.

Belfast Auto Centre's customers come from all parts of Northern Ireland and Terry strives to provide a first class service for them.

Terry 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 Terry requires.

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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.

Belfast Auto Centre has a vacancy for a mechanic in their Servicing Department. They are going to make an application form for this vacancy available on their website.

Applications will be submitted online.

The first page of the application form **must** include the following essential information:

- Applicant Title, Forename, Surname, Address, Town, Postcode, Gender, Date of Birth, Telephone Number and Email Address
- Applicants must specify on the form if they have a disability
- Applicants must give details of previous employment.

   (a) Using your knowledge of form design produce an effective A4 data capture form which includes the essential information above. This will be used as page one of the application form. [5]

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

   (c) Use appropriate fonts, styles and boxes in your design. [5]

   (d) Save this document as **Application Form**. Print one copy of the application form on one A4 page. Label the printout **Application Form**. [1]

   [13]

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

Terry would like to use a spreadsheet to record the amount of sales achieved by his Sales Department. He wants to use this information to identify staff who meet targets, so they can be awarded a bonus.

Your task is to develop a spreadsheet for this purpose.

Part A

Using a spreadsheet software package open a new spreadsheet and save it as **Belfast Auto Centre Sales**. In a new worksheet complete the following:

(a) In cell A1 enter the text ''Sales to Date''.
Embolden this text and increase the font size to 30.
Merge cells A1 to K1 and centre align the text.   [3]

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

Cell	Text
A2	Name
B2	January
C2	February
D2	March
E2	Quarter 1
F2	April
G2	May
H2	June
I2	Quarter 2
J2	Total Sales
K2	Bonus Amount
A3	John
A4	Peter
A5	Claire
A6	Emily

[2]

(c) Format cells A2 to K2 to grey shading. [1]

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

Cell	Number
B3	30,355
B4	40,450
B5	75,500
B6	0
C3	40,010
C4	110,010
C5	84,550
C6	0
D3	60,000
D4	125,000
D5	64,450
D6	25,750
F3	75,000
F4	100,500
F5	125,000
F6	30,550
G3	68,050
G4	110,050
G5	75,010
G6	28,250
H3	74,990
H4	110,650
H5	85,650
H6	35,550

[2]

(e) Format cells B3 to K6 to sterling (£) currency, 2 decimal places. [2]

(f) Enter a formula in cell E3 which will calculate the Quarter 1 Total Sales (January, February and March) for John. [2]

(g) Enter a formula in cell I3 which will calculate the Quarter 2 Total Sales (April, May and June) for John. [2]

(h) Enter a formula in cell J3 which will calculate the Total Sales (Quarter 1 and Quarter 2) for John. [2]

(i) If a salesperson reaches Total Sales of £500,000 or more, a bonus will be awarded. The bonus is calculated by using the formula Total Sales × 0.001.
In cell K3 **enter a formula** which will calculate and display how much bonus John should receive, otherwise display £0. [4]

(j) Replicate the formulae created in parts **(f)**, **(g)**, **(h)**, and **(i)** above for the other salespeople. [1]

(k) Insert outline and inside borders on all cells in the range A1 to K6. [1]

(l) Save the file **Belfast Auto Centre Sales**.
Print **one** copy of the spreadsheet data **on one A4 page, landscape, with row and column headings and gridlines visible**.
Make sure that all the data can be seen.
Label the printout **Sales Data**. [4]

(m) Print **one** copy of the spreadsheet formulae **on one A4 page, landscape, with row and column headings and gridlines visible**.
Make sure that all the formulae can be seen.
Label the printout **Sales Formulae**. [1]

[27]

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

Using the file **Belfast Auto Centre Sales** complete the following:

(a) Create a Bar Chart detailing the total Quarter 1 and Quarter 2 sales for each salesperson.

Include:
- 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 **Sales Graph**. [6]

(b) Save the file **Belfast Auto Centre Sales**.
Print the Bar Chart on one A4 page.
Label the printout **Sales Graph**. [1]

[7]

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

Terry would like to use a database to store details of their current stock of cars and customers. A database file, **Belfast Auto Centre Database**, is being developed for this.

Using the table **STOCK** in the file **Belfast Auto Centre Database**, complete the following tasks:

(a) The field name for Make has been spelt incorrectly. Correct this spelling mistake in the database design. [1]

(b) A new car is to be added to the stock. Its details are as follows:

Registration	WUI 4545
Make	VW
Model	Esprit
Colour	Red
Doors	3
Year of Manufacture	2015
Price	£14,995

Add this car's details to the STOCK table. [2]

(c) The car with registration FLT 20 has been sold.
Delete this car's details from the STOCK table. [1]

(d) A mistake was made when entering the details of car registration UIL 7766.
The price is actually £24,995.
Make this change to the STOCK table. [1]

(e) Print the entire contents of the STOCK table on one A4 page.
Label the printout **Stock Table**. [1]

(f) A customer wants the details of all 3 door cars costing less than £15,000.
Carry out a search to display all the details of such cars.
Sort the search results in Price descending order. [3]

(g) Save the search as **Customer Search**.
Print the results of the search on one A4 page.
Label the printout **Customer Search**. [1]

(h) Terry wants a report detailing ALL current stock.
The title of the report is to be "Current Stock".
The Belfast Auto Centre's logo is to be included and positioned appropriately.
The report is to be grouped by Make and sorted in Price descending order.
Include all details for each car.
The report must be professional in appearance.
Create this report and save it as **Current Stock**. [6]

(i) Print the report current stock on one A4 page.
Label the printout **Current Stock**. [1]

(j) Terry would like a list of all customers who became a customer in 2006.
Using the table **CUSTOMER** in the file **Belfast Auto Centre Database** carry out a
search to display all the details of such customers. [3]

(k) Save the search as **2006 Customers**.
Print the results of the search on one A4 page.
Label the printout **2006 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.**

Terry is hosting an event to celebrate 10 years in business. The event will take place at Belfast Auto Centre's premises on Boucher Road on Friday, 8 July at 7.00 pm. Refreshments will be provided. Anyone who became a customer in their first year of operation (2006) is to be invited.

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

(l) Using the file **Letterhead**, create a letter addressed to the people who became customers of Belfast Auto Centre in 2006.

The letter must contain three short paragraphs:
- Details of the celebration event
- Details of why the customer has been invited
- Any other relevant information.

Using a mail merge facility and the search saved in part (**k**), insert only the following fields in the letter:
- Title
- Surname
- Address
- Town
- Postcode. [12]

(m) Print out the standard letter showing the merged fields.
Label the printout **Standard Letter**. [5]

(n) Print out the personalised letters.
Label the letters **Letter 1**, **Letter 2** etc. for each personalised letter. [3]

[41]

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

Terry is improving his IT skills. He doesn't know how or when to use the word processing tools "Cut", "Copy" and "Paste".

Using appropriate software create a presentation called **Cut Copy Paste**, which explains these tools.

The presentation should have three slides.

    (a) Slide 1 should contain:
- A title "Cut"
- Details of what the "Cut" tool does and when it should be used.   [3]

    (b) Slide 2 should contain:
- A title "Copy"
- Details of what the "Copy" tool does and when it should be used   [3]

    (c) Slide 3 should contain:
- A title "Paste"
- Details of what the "Paste" tool does and when it should be used.   [3]

    (d) Save your presentation.
Print slide 1 full size.
Label the printout **Cut Copy Paste 1**.

Print slides 2 and 3 in **handout** mode, **two** per page.
Label the printout **Cut Copy Paste 2**.   [3]

[12]

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	**Application Form**	
2	**Sales Data**	
	Sales Formulae	
	Sales Graph	
3	**Stock Table**	
	Customer Search	
	Current Stock	
	2006 Customers	
	Standard Letter	
	Letter 1, Letter 2 etc	
4	**Cut Copy Paste 1**	
	Cut Copy Paste 2	

THIS IS THE END OF THE QUESTION PAPER