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# IT Applications and Skills

NQF

## Subject Examiner's Report

**Unit Title:** IT Applications and Skills  
**Unit Code:** ITAS  
**NQF Level:** 3  
**Session:** December 2016

## Question 1

- (a) In order to look professional, word processed business documents should contain no errors in content or presentation. Describe three features that are available in modern word processing systems to minimise errors. **(5 marks)**
- (b) Give four examples of print settings that can be changed when printing a word processed document. For each setting, give an example of when it would be appropriate to be used. **(8 marks)**
- (c) Describe how to create a macro in a word processing program. In your answer state which program your description relates to. **(7 marks)**

## Learning Outcome 1

### 1. Comments on learners' performance

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The average mark was 6.6 out of 20 which is lower than is typical for the word processing question. Very few candidates achieved any credit for part (c), presumably due to lack of knowledge about word processing macros.

### 2. Mark scheme

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- (a) 1 mark per suitable point up to a maximum of 5 marks e.g.
- |                                                                                            |        |
|--------------------------------------------------------------------------------------------|--------|
| Check the spellings of any words underlined in red                                         | 1 mark |
| Right click red underlined words and select the correct correction/add to dictionary       | 1 mark |
| Check the grammar and punctuation of any green underlined text                             | 1 mark |
| Correct any identified grammar and punctuation errors identified by the green underline    | 1 mark |
| Spell check the whole document e.g. via Review - Spelling & Grammar or pressing F7         | 1 mark |
| Proof read the document for meaning, grammar, punctuation and spelling                     | 1 mark |
| Get someone else to proof read the document                                                | 1 mark |
| Get software to read the document content out loud                                         | 1 mark |
| Print preview a document before printing or sending it to anyone to identify layout errors | 1 mark |
| Correct any layout errors identified via the print preview                                 | 1 mark |
- (b) 1 mark per suitable setting and 1 mark for a corresponding reason for the setting up to a maximum of 8 marks. See suggested answer for examples.

Setting	Reason
Number of copies	This could be changed to 2 copies - 1 for sending a letter & 1 for filing
Double sided	Printing double sided reduces the amount of paper used and the bulk of the printout
Colour	Documents containing photographs and/or extensive use of colour look more professional
Eco/draft quality	When producing a document for proof reading best quality is not needed and using eco/draft quality consumes less toner
Collate	If printing multiple copies of a document this ensures that the printouts do not need to be manually collated
Stapled	Useful for keeping the pages of documents together e.g. reports
Multiple pages per sheet	Means a document printout uses fewer pages and could be useful for reviewing draft copies of document for layout/proof reading purposes

- (c) 1 mark per suitable step up to a maximum of 6 marks. See suggested answer for steps.  
1 mark for an appropriate word processing program e.g. Microsoft Word

### 3. Recommendations

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Candidates need to learn about how to create a macro within a word processing program and the kinds of word processing tasks can be automated with macros.

### 4. Model Answer

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- (a)

When checking a word processed document the user should proof read it, or get someone else to do so, to ensure that it makes sense and to help ensure that it has correct spelling, punctuation and correct grammar. All advanced word processing programs have spelling and grammar checking features e.g. underlining words red to indicate spelling errors, underlining text green to indicate possible grammar or punctuation errors. Each of these kind of potential errors should be reviewed to check whether there is a mistake and they can usually be corrected by right clicking the text and selecting the appropriate option. It is also recommended that a spelling and grammar check of the whole document is undertaken e.g. in Microsoft Word the F7 key will initiate this. Finally a print preview will enable the user to check for errors in presentation. Needless to say having identified any errors they need to be corrected and the revisions checked for errors.

(b)

Setting	Reason
Number of copies	This could be changed to 2 copies - 1 for sending a letter & 1 for filing
Double sided	Printing double sided reduces the amount of paper used and the bulk of the printout
Colour	Documents containing photographs and/or extensive use of colour look more professional
Eco/draft quality	When producing a document for proof reading best quality is not needed and using eco/draft quality consumes less toner

(c) Using Microsoft Word 2013

Click the Record Macro button on the status bar

Type in a suitable name for the macro

Select whether it is going to be initiated with a keyboard shortcut or toolbar button

Select which toolbar the button will be on / what the keyboard shortcut is

Select where the macro code is going to be stored e.g. in the normal template

Input a description of what the macro is designed to do e.g. print 2 copies of a document

Perform the desired actions using the mouse and keyboard e.g. File - Print - Copies = 2 - print

Click the Stop Recording button

Test the macro out to check that it works properly

If the macro does not work properly either re-record it or edit the code via the programming interface

Please note a macro can also be created via the programming interface

### Examiner's tips

If possible get practical experience of using a word processor to perform the operations in the word processing section of the syllabus content.

## Question 2

- (a) For a spreadsheet program you are familiar with, describe how you would save a copy of a currently open spreadsheet with a different name. In your answer state the name of the spreadsheet program your answer is referring to. **(4 marks)**
- (b) The part of a spreadsheet below is about internet usage in Botswana. Please refer to it when answering the questions below:
- (i) For rows 5 to 8 of the spreadsheet the Increase over period is the difference between the 2009 value and the 2013 value. Give a formula to input into cell G5 to perform this calculation. **(2 marks)**
- (ii) Describe how to duplicate the formula entered in G5 to cells G6, G7 and G8. **(3 marks)**
- (iii) The year data in row 6 displays the total number of people in Botswana that had a broadband internet connection in the specified year. In row 7 the year data displays the number of people per 100 in the whole population that had a broadband internet connection in the specified year. The data in rows 6 and 7 is used to calculate the population, displayed in row 8. State an efficient formula input into cell B8 to calculate the population using the data from cells B6 and B7. **(4 marks)**
- (iv) Describe the different kinds of number formatting that should be applied to the numerical data in the above spreadsheet to make it look more professional and easier to understand. **(4 marks)**
- (v) Describe what the spreadsheet print preview command does and the benefits of using it. **(3 marks)**

## Learning Outcome 2

### 1. Comments on learners' performance

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6.91 out of 20 is the average mark for this question and 55% of candidates achieved at least 40% of the marks. This is similar to previous sessions

### 2. Mark scheme

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- (a) Name of spreadsheet program (required for full marks but version not needed) **1 mark**  
Plus any 3 of or similar to:  
Initiation of the Save As command e.g. File/Save As, F12 key **1 mark**  
Input of the new name e.g. type the new name in file name box **1 mark**  
Browsing for the storage location **1 mark**  
Completing the command e.g. click the Save button/press the Enter key **1 mark**
- (b) Correct answer = **F5 – B5** **2 mark**  
Partially correct answer e.g. = & -, correct cell references, inefficient working formula **1 mark**
- (c) Any 3 of or similar to:  
select the cell **1 mark**  
positioning the mouse on the bottom right corner of the cell (black cross pointer) **1 mark**  
drag./double click to fill **1 mark**  
or select the cell **1 mark**  
click copy **1 mark**  
select destination cells & click paste **1 mark**
- (d) Correct formula = **B6/B7 \* 100** **4 marks**  
Partially correct elements  
B6/B7 **2 marks**  
/ **1 mark**  
\* **1 mark**
- (e) Any 4 of or similar to  
Numbers in rows 5 & 7 (B5:G5 and B7:G7) **1 mark**  
Formatted to 2 decimal places/fixed number of decimal places **1 mark**

Numbers in rows 6 & 8 (B6:G6 and B8:G8)

1 mark

Displayed with thousands separators

1 mark

Give appropriate credit for suitable illustrations rather than descriptions.

Do not award credit for formatting examples that are not number formatting e.g. bold, italic, underline, change in font size/style/colour

(f) Any 3 of or similar to

Displays how spreadsheet will look on the printed page

1 mark

It helps with the identification of layout/formatting errors

1 mark

So that changes can be made prior to printing

1 mark

Reduces the chances of wasting paper

1 mark

### 3. Recommendations

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If possible get hands-on experience of using spreadsheets and in particular the creation of formulae containing functions other than the SUM function.

### 4. Model Answer

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(a) Using Microsoft Excel the user needs to:

1. Click the File menu and select Save As (or press the F12 keyboard shortcut)

2. Select the storage location from the Save As dialogue box e.g. a USB drive

3. Type in the new file name e.g. **Botswana Internet Data**

4. Click the Save button or press Enter

The new file name should be displayed in the title bar of the spreadsheet window.

(b) = F5 – B5

(c) Select cell **G5**, position the mouse pointer on the small black square at the bottom right corner of the cell so that the mouse pointer changes to a black cross. Then either double click or holding down the primary mouse drag the pointer down to cell **G8** so that the formula is filled to the other cells.

Alternatively select cell **G5** and click the **Copy** button then select cells **G6** to **G8** and click the **Paste** button

(d) = B6/B7 \* 100

(e) Rows 5 and 7 should be formatted to a fixed number of decimal places e.g. 2 and could be presented as percentages because they are based on per 100 people. Rows 6 and 8 should be formatted with thousands separators e.g. 1951715 would be displayed as 1,951,715 which makes it easier to read and understand.

(f) The print preview command displays an image of how the spreadsheet will look on the printed page. This helps the user identify any errors in layout or formatting so that they can be corrected prior to printing and thus reducing the chances of wasting paper.

#### Examiner's tips

Candidates need to be familiar with the whole spreadsheet syllabus content.

### Question 3

- (a)
- (i) State the name and version of a database management system you are familiar with. **(2 marks)**
  - (ii) With a database file **already loaded**, in the database management system you have stated above, describe how to input and save new data records. **(4 marks)**
  - (iii) With a database file **already loaded**, in the database management system you have stated above, describe how to preview data records and modify settings to ensure that when printed they will appear on paper as required. **(6 marks)**
- (b) The use of database forms can make data input easier, faster and reduce user data input errors. Describe or draw an annotated sketch of features that can be incorporated into a form's design to make it easy to use and reduce user input errors. **Maximum marks for (b) 4 marks**
- (c) Reports are usually designed to provide summary information from a database either to be printed out or viewed on screen. Describe or draw an annotated sketch of features that a report designed for printing should incorporate to make it easily understandable. **Maximum Marks for (c) 4 marks**

### Learning Outcome 3

#### 1. Comments on learners' performance

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Of the 20 available marks the average mark was 2.18 and only 1 of the 11 candidates achieved a pass mark. This is slightly lower than in previous sessions.

#### 2. Mark scheme

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- (a) (i) Suitable database software e.g. Microsoft Access, Open Office Base etc. **1 mark**  
Suitable version e.g. Microsoft Access 2013 **1 mark**
- (ii) Steps similar to  
Double click on the relevant table/form (unlikely but could be query too) **1 mark**  
Click the New Record button/navigate to a new record **1 mark**  
Type/select the desired options for each field **1 mark**  
Click the Save Record button/navigate to a different record **1 mark**
- (iii) Steps similar to  
Double click on the relevant table/report (unlikely but could be form/query too) **1 mark**  
Click the File menu **1 mark**  
Select (Print and) the Print Preview option **1 mark**  
Check that the data displayed is what was wanted, that everything fits across the printed page, that the number of pages is correct etc. **1 mark**  
Description of changing a setting - orientation, margin size, page size etc. **1 mark**  
Description of checking the modification/s have had the desired effect **1 mark**

**NB** Some keyboard shortcuts may not work e.g. Microsoft Access 2013 will go straight to printing if Ctrl + P is used. For full credit accessing a print preview needs to be described so that the layout/formatting can be checked and modified if required.

- (b) Up to 4 examples of suitable features such as or similar to:
- Title - explaining what the form is for **1 mark**
  - Instructions - explaining how to use the form **1 mark**
  - Drop-down lists/combo boxes to limit/guide data input **1 mark**
  - Buttons - for performing operations such as saving, new record etc. **1 mark**
  - Tab controls - to simplify complex forms **1 mark**
  - Labelled boxes - to breaks it up into logical sections and improve navigation **1 mark**

- (c) Up to 4 examples of suitable features such as or similar to:  
Appropriate orientation (landscape/portrait) so that the data about one record is displayed on a single page **1 mark**  
Data sorted by field/s in a logical order e.g. Surname then Forename **1 mark**  
Grouping of data under categories e.g. product type **1 mark**  
Summary data figures e.g. subtotals, totals, averages etc. **1 mark**  
Repeating headers and footers e.g. group title, page number, date printed **1 mark**  
Lines e.g. to separate headings from data, groups from each other etc. **1 mark**

### 3. Recommendations

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Candidates need to learn the database syllabus content to help them achieve maximum marks for this question

### 4. Model Answer

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(a) (i) Microsoft Access 2013

(ii) Double click on the relevant data entry form.  
Click the New Record button/navigate to a new record  
Type/select the desired options for each field  
Click the Save Record button

(iii) Double click on the table/report to print  
Click the File menu  
Select the Print option  
Select the Print Preview option  
Check that the data is displayed correctly, that everything fits across the printed page and that the number of pages is correct.  
If necessary change the page orientation and margin size.  
Check the modification/s have had the desired effect by repeating the print preview step

(b) Title - explaining what the form is for  
Instructions - explaining how to use the form  
Drop-down lists/combo boxes to limit/guide data input  
Buttons - for performing operations such as saving, new record etc.  
Tab controls - to simplify complex forms  
Labelled boxes - to breaks up the form into logical sections and improve navigation

(c) Appropriate orientation (landscape/portrait) so that the data about one record is displayed on a single page  
Data sorted by field/s in a logical order e.g. Surname then Forename  
Grouping of data under categories e.g. product type  
Summary data figures e.g. subtotals, totals, averages etc.  
Repeating headers and footers e.g. group title, page number, date printed  
Lines e.g. to separate headings from data, groups from each other etc.

#### Examiner's tips

If at all possible candidates should get practical experience of creating multiple table databases, queries, forms and reports within a relational database program.



#### Question 4

- (a) Describe how to access an e-mail account and read e-mail messages. In your description state what e-mail software your answer is describing. **(4 marks)**
- (b) Describe in detail how to reply to an e-mail message, including adding an attachment and copying another person in on your reply. In your description state what e-mail software your answer is describing. **(8 marks)**
- (c) Explain what the letters in the e-mail term Bcc stand for and what the Bcc field is used for. Illustrate your answer with a suitable business example. **(4 marks)**

#### Learning Outcome 4

##### 1. Comments on learners' performance

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In line with previous sessions candidates performed best in this question. The average mark was 6.45 and over half of the candidates achieved at least a pass mark. Marks were frequently lost due to lack of detail in part (b).

##### 2. Mark scheme

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- (a) 1 mark for each suitable point up to 4 marks in total e.g.
- |                                                                                  |        |
|----------------------------------------------------------------------------------|--------|
| Name of software e.g. Outlook, Outlook Express or web based client such as Gmail | 1 mark |
| Load browser/e-mail software                                                     | 1 mark |
| If web based e-mail input web address such as gmail.com /click button for it     | 1 mark |
| Input username/password                                                          | 1 mark |
| Double click a message in the inbox                                              | 1 mark |
| Click the next/previous message button                                           | 1 mark |
- (b) 1 mark for each suitable point up to 4 marks in total e.g.
- |                                                                         |        |
|-------------------------------------------------------------------------|--------|
| Open the message to reply to e.g. by double clicking it                 | 1 mark |
| Click reply button                                                      | 1 mark |
| Type your reply in the message area                                     | 1 mark |
| Click the CC button                                                     | 1 mark |
| Select/input the e-mail address of the person to copy in on the message | 1 mark |
| Click the attach files/insert button                                    | 1 mark |
| Browse to find the file to attach                                       | 1 mark |
| Attach the file e.g. by double clicking it                              | 1 mark |
| Proof read/spell check the message to ensure it is suitable             | 1 mark |
| Click the send button                                                   | 1 mark |
- (c) Blind 1 mark
- |                                                                                     |        |
|-------------------------------------------------------------------------------------|--------|
| Carbon and/or Copy                                                                  | 1 mark |
| Explanation that recipient addresses in the BCC box cannot be seen by any recipient | 1 mark |
| Suitable example e.g. a business e-mailing details of a special offer to customers  | 1 mark |

##### 3. Recommendations

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Candidates need to pay careful attention to the number of marks available for each part of a question and provide sufficient detail in their answers for higher scoring parts to maximise the number of marks they can achieve.

##### 4. Model Answer

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- (a) To access Google's Gmail system first load up a web browser such as Mozilla Firefox. In the address bar type the web address [www.gmail.com](http://www.gmail.com) and press the Enter key. Sign in by inputting your email address and password and then pressing the Enter key. Double click on the message you want to read first. Click the newer and older message buttons to read the other messages in the inbox.
- (b) Open the message to reply to e.g. by double clicking it. Click reply button. Type your reply in the message area. Click the CC button. Select/input the e-mail address of the person to copy in on the



message. Click the attach files button. Browse to find the file to attach. Attach the file by double clicking it. Proof read/spell check the message to ensure it is suitable. Click the send button.

**(c)** BCC stands for Blind Carbon Copy and any e-mail addresses input into the BCC field cannot be seen by any recipient of a message. Business find BCC useful when e-mailing a number of customers or potential customers about their products, services and latest offers.

#### **Examiner's tips**

Candidates need to make sure they know the e-mail syllabus content fully to be able to answer every part of the e-mail question effectively.

## Question 5

- (a) Identify two types of document that can be used to share data and, for each type of document, state how it might be used in a business setting and state the advantages of sharing the data. **(6 marks)**
- (b) (i) Explain the term 'hyperlink' and explain how you would insert a hyperlink into a word processed document. **(4 marks)**  
(ii) Give an example of the use of a hyperlink in a business setting. **(2 marks)**

## Learning Outcome 5

### 1. Comments on learners' performance

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As with previous sessions candidates achieved the lowest proportion of the marks for this question. Only 1 candidate achieved a pass mark and the average mark was 1.45 of the 12 available.

### 2. Mark scheme

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**(a)** 1 mark for each suitable example up to a maximum of 2 marks e.g. spreadsheet/database chart/extract in a word processed document, mail merge

1 mark for each corresponding type of document up to a maximum of 2 marks e.g. business report, mail merge letter

1 mark for each corresponding advantage of sharing data up to a maximum of 2 marks e.g. if a business report contains a linked spreadsheet chart this will automatically update if the spreadsheet figures are changed so it saves time, mail merges save time when creating a number of similar letters

**(b)** 1 mark for each suitable element of a description up to a maximum of 2 marks e.g.

A hyperlink is part of a word processed document e.g. some text or a picture that has been associated with a web page address, file location or e-mail address

1 mark for each suitable instruction step up to a maximum of 2 marks e.g.

Select the text, image, location or object to hyperlink to Click Insert - Hyperlink / use keyboard shortcut e.g. Ctrl + K Paste/type in the hyperlink address or browse to find the file location and click the OK button Alternatively in some word processors text based hyperlinks can be typed e.g. [www.abeuk.com](http://www.abeuk.com) and when the space bar, Tab key or Enter key is pressed the hyperlink is automatically created

1 mark for each suitable usage up to a maximum of 2 marks e.g.

Inserting a business e-mail address e.g. [sales@abeuk.com](mailto:sales@abeuk.com) in an electronic copy of letter an e-mail message or so that the user can click it to start creating an e-mail message to the sales team

Linking a business logo to the organisation's web site within an electronic version of a company report would allow users to find out more about the organisation

### 3. Recommendations

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It is recommended that candidates review past papers and mark schemes in relation to this question so that they are aware of what is expected in answers.

### 4. Model Answer

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(a) A word processed business report can contain linked data and charts from a spreadsheet to make it look professional and by using this shared data the report can be created more quickly and will automatically update if the spreadsheet data changes so is a more efficient way of working.

A word processed letter can be combined with a database via the process of mail merge which allows personalised versions of standard letters or e-mails to be produced much more quickly than typing them individually and these documents can be saved and adapted for future similar letters/e-mails to make their creation even quicker.

(b) A hyperlink is part of a document such as text, an image or a drawing object that is linked with a web page, e-mail address, location in a document or file location and when the hyperlink is clicked the associated web page is loaded, e-mail is created and addressed or location accessed. To insert a hyperlink first select the object to link to the choose Insert - Hyperlink and input the address to link to and

click the OK button. Hyperlinks are useful in electronic copies of documents such as company reports and can link to the company's web site or a suitable e-mail address where the reader can request more information.

### **Examiner's tips**

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It is important for candidates to be familiar with the syllabus content for Integrated Software Applications.

## Question 6

(a) (i) Explain what the 'front-end' of an IT system is, illustrating your answer with a suitable business example. **(3 marks)**

(ii) Explain what the 'back-end' of an IT system is.

**(3 marks)**

**Maximum marks for (a) 6 marks**

(b) List the essential data a customer needs to input in order to successfully complete an online purchase.

**Maximum marks for (b) 6 marks**

## Learning Outcome 6

### 1. Comments on learners' performance

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45% of learners achieved a pass mark for this question and the average mark was 4.45 out of the 12 marks available. This is in line with previous sessions and similarly most marks were achieved for part (b).

### 2. Mark scheme

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(a) (i) Any 2 suitable points e.g.:

The user interface of the IT system

**1 mark**

Where data is input

**1 mark**

And outputs are displayed/heard/felt

**1 mark**

Any 1 suitable example e.g.:

A computer's operating system e.g. Windows 8

**1 mark**

A sales website

**1 mark**

The screens of an ATM

**1 mark**

A self-service checkout

**1 mark**

(ii) Any 3 suitable points e.g.:

The part of the system that does the processing of user input

**1 mark**

Including the storage of the data

**1 mark**

It will usually incorporate some form of database

**1 mark**

It is not visible to the end user

**1 mark**

(b) Any 6 reasonable items e.g.

Customer name (Title, Forename, Surname - only 1 mark for all/any parts)

**1 mark**

Delivery address (only 1 mark for all/any parts of it)

**1 mark**

Billing address (only 1 mark for all/any parts of it)

**1 mark**

Payment details (only 1 mark for all/any parts of it - card, PayPal etc.)

**1 mark**

Item/s required

**1 mark**

Quantity of each item required

**1 mark**

Delivery method/speed

**1 mark**

Special instructions - gift wrap, what to do if recipient is out etc.

**1 mark**

Credit should also be awarded for authentication to the online retail site e.g. inputting a username and password or creation of a new account with the seller.

### 3. Recommendations

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A number of candidates gave no answer for part (a). It is recommended that candidates attempt each part of every question in order to maximise their chances of achieving marks.

### 4. Model Answer

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(a) (i) The front end of an IT system is the interface that the user interacts with and is composed of text, images and objects. For instance an online store's front end is made up of their sales web pages.

(ii) The back end of an IT system is the database and systems that operate behind the front end and process the user input and initiates appropriate actions. For instance an online store's back end is made up of the database/s and systems that store and process customer requests. The back end systems ensure that customer orders are completed and dispatched to the intended recipients and that the associated financial transactions are posted to the relevant accounts.

(b) Customer name (Title, Forename, Surname)

Delivery address

Billing address

Payment details

Item/s required

Quantity of each item required

Delivery method/speed

Special instructions - gift wrap, what to do if recipient is out etc.

#### **Examiner's tips**

Candidates need to learn what a front end and a back end is so that they can give sufficient detail if they come up in question 6.