FINAL VERSION: TO BE USED FOR MARKING

The Association of Business Executives

NQF

IT Applications and Skills

Mark Scheme

Unit Title:	IT Applications and Skills
Unit Code:	ITAS
Session:	June 2015

Question 1

(a) (i) State the name and version of a word processing program that you are familiar with. **(2 marks)**
(ii) For the word processing program you specified above describe two different methods of inputting capital letters e.g. A B C D E F. **(2 marks)**
(iii) For the word processing program you specified above explain how to input frequently used symbols e.g. ! " £ $ % ^ & * ( ) within a word processed document. **(2 marks)**
(iv) For the word processing program you specified above explain how to input specialised symbols e.g. ✓ ✂ ❑ within a word processed document. **(4 marks)**

Maximum Marks for (a) **10 marks**

(i) Suitable word processing program e.g. Microsoft Word, Open Office Write etc. **1 mark**
Suitable version e.g. Microsoft Word 2013 **1 mark**

(ii) Any 2 from or similar to
Hold down the Shift key and type the letter/s **1 mark**
Press and release the Caps Lock key then type the letter/s **1 mark**
Type the letter/s, select the text and use the Change Case command **1 mark**

(iii) Hold down the Shift key **1 mark**
Press the appropriate keyboard symbol key (usually displayed at the top of the key) **1 mark**

(iv) Suitable ribbon/menu option e.g. Insert **1 mark**
Suitable command e.g. Symbol **1 mark**
Suitable description of locating the appropriate symbol e.g. select the appropriate font and scroll to find the desired symbol **1 mark**
Suitable description of the insertion process e.g. double click, or click and click the insert button **1 mark**

(b) The word processing commands **Save** and **Save As** are very important. Describe the similarities and differences between these two commands.

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

Suitable similarities 1 mark each, maximum of 3 e.g.:
Each stores a document on some form of media e.g. disk, USB drive, memory card or in the cloud **1 mark**
In a specific location e.g. My Documents **1 mark**
The saved document has to have a name e.g. June 2015 ITAS Exam Paper **1 mark**
They are identical at the point a document is first saved - the name and location need specifying **1 mark**
Suitable differences 1 mark each, maximum of 3 e.g.:
If a document has already been saved the Save command just updates it **1 mark**
Save As allows the changing of the name and/or location **1 mark**
Save As will always display a dialogue box for inputting the name & location **1 mark**
Save As also gives the option of saving in a different file format e.g. pdf, rtf **1 mark**

(c) Sophisticated word processing programs allow users to create macros. Explain what macros are and give an example of how a macro could be used in a word processing program.

Maximum Marks for (c) **4 marks**

Outline of what a macro is - any 2 of or similar to
a, usually small, computer program created and accessed from within an application **1 mark**
that automates one or more operations **1 mark**

is normally assigned to a keyboard shortcut or (toolbar) button **1 mark**
and allows operations to be performed more quickly/efficiently **1 mark**

Suitable example of a word processing macro e.g. print 2 copies of a document **1 mark**
detail about the example e.g. 1 copy to send out and 1 to file **1 mark**

Total Maximum Marks for Q1 20 marks

Question 2

(a) (i) State the name and version of a spreadsheet program that you are familiar with. **(2 marks)**
(ii) With the above spreadsheet program already loaded describe how to create a new spreadsheet file from within that program. **(2 marks)**
(iii) With the above spreadsheet program already loaded describe how to open a previously saved spreadsheet file from within that program. **(4 marks)**

Maximum Marks for (a) 8 marks

Suitable spreadsheet program e.g. Microsoft Excel, Open Office Calc etc. **1 mark**
Suitable version e.g. Microsoft Excel 2013 **1 mark**

(ii) With the above spreadsheet program **already loaded** describe how to create a new spreadsheet file from **within** that program.

Any 2 or similar to the following, in line with the program stated in a(i)
Click the File menu/Office Button **1 mark**
Click the New option (and click the Blank Workbook option) **1 mark**

Alternatively a keyboard shortcut alternative e.g. hold down Ctrl & press N **2 marks**

(iii) With the above spreadsheet program **already loaded** describe how to open a previously saved spreadsheet file from **within** that program.

Any 4 or similar to the following, in line with the program stated in a(i)
Click the File menu/Office Button **1 mark**
Click the Open option **1 mark**
Alternatively a keyboard shortcut alternative e.g. hold down Ctrl & press O **2 marks**
Navigate to the file location **1 mark**
Double click the file or click it and click the open button **1 mark**

(b) For the spreadsheet program you stated in **(a)**(i) describe how to display all formulas simultaneously, so that a printout can be produced showing all of the spreadsheet's formulas in full.

Maximum Marks for (b) 3 marks

Answers specific to the program covering the Microsoft Excel 2013 steps below
Click the Formula's tab **1 mark**
Click the Show Formulas button **1 mark**
Or alternatively the keyboard shortcut e.g. hold down Ctrl and press ` (next to 1 and above tab) **2 marks**
and also adjust the column widths as required to ensure all formulas can be seen **1 mark**

(c) (i) For the spreadsheet program you stated in **(a)**(i) describe how to preview how the spreadsheet will look when it is printed. **(1 mark)**

(ii) For the spreadsheet program you stated in **(a)**(i) describe how to insert page numbers to appear in the footer of each printed page. **(4 marks)**

Maximum Marks for (c) 9 marks

(i) Suitable description specific to the stated program e.g.:
Click the File menu & Print **1 mark**
Or a suitable keyboard shortcut e.g. Ctrl + P / Ctrl + F2 **1 mark**

(ii) Suitable description specific to the stated program e.g.:
Click the Insert tab **1 mark**
Click the Header & Footer button **1 mark**
Click the Footer button **1 mark**
Click the appropriate page numbering option **1 mark**

(d) For the spreadsheet program you stated in **(a)**(i) describe the steps a user needs to follow to create a macro.

Maximum Marks for (d) 4 marks

Outline of how macros created, specific to the spreadsheet stated - any 4 of or similar to Recording method
Click the Record macro button **1 mark**
Input the name (shortcut key, storage location and description) **1 mark**
Follow the series of desired steps (mouse and keyboard inputs) **1 mark**
Click the Stop Recording button **1 mark**

Total Maximum Marks for Q2 20 marks

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)**

Maximum Marks for (a) 12 marks

(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) 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**

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) 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**

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**

Total Maximum Marks for Q3 **20 marks**

Question 4

(a) (i) Explain what problems junk e-mail (sometimes called spam) can cause a business. **(4 marks)**
(ii) Describe the measures that staff responsible for an organisation's e-mail systems should implement to minimise the negative effects of spam. **(4 marks)**
(iii) Describe what steps a worker within a business should take to minimise the chances of infecting their organisation with a computer virus. **(4 marks)**

Maximum Marks for (a) **12 marks**

(i) Any 4 suitable points e.g.:
Spam can lead to a virus infection of the business network **1 mark**
Phishing spam attempts to find out bank details to defraud money **1 mark**
Dealing with spam takes up the time of the workers **1 mark**
Genuine important e-mail messages can get caught in spam filters **1 mark**
Spam message take up storage space on servers **1 mark**

(ii) Any 4 suitable points e.g.:

Install a spam filter and configure it appropriately	**1 mark**
Update the filter software as instructed by the software	**1 mark**
Introduce a policy that staff can only use e-mail for business purposes	**1 mark**
Train staff in the dangers of spam	**1 mark**
Train staff how to deal with spam messages that don't caught by the filter	**1 mark**
Install and configure web filtering software to block sites associated with spam	**1 mark**

(iii) Any 4 suitable points e.g.:

Undertake training to understand how to avoid virus infections	**1 mark**
Delete e-mails from unknown/unexpected senders	**1 mark**
Scan any attachments to e-mail messages before opening them	**1 mark**
Be cautious with clicking any link in an e-mail	**1 mark**
Never input sensitive details into insecure or unverified web sites	**1 mark**

(b) (i) Give examples of the benefits of zipping files before you e-mail attachments. **(2 marks)**
(ii) Outline the key steps involved in zipping one or more files in a folder. **(2 marks)**

Maximum Marks for (b) **4 marks**

(i) Any 2 suitable benefits e.g.

Attachments will be smaller and so the e-mail will be sent more quickly	**1 mark**
Received attachments will take less time to download	**1 mark**
Zipped folders can contain a whole folder structure which when unzipped will retain all of the files stored in their appropriate folders	**1 mark**

(ii) Any 2 suitable steps e.g.

Right click the file/folder	**1 mark**
Select the Send to - Compressed (zipped) folder	**1 mark**

Total Maximum Marks for Q4 **16 marks**

Question 5

(a) (i) Explain what a mail merge is and include in your answer an example of how a business could use one. **(3 marks)**
(ii) Describe the steps that need to be followed in order to perform a mail merge. **(7 marks)**

Maximum Marks for (a) **10 marks**

(i) What it is - any 3 of or similar to

Combining a standard document, such as a letter	**1 mark**
With a data source, such as a list of names and addresses	**1 mark**
To produce a customised/personalised document such as personalised letters	**1 mark**

Example - any suitable answer e.g.

Letters to customers about special offers/rate changes etc.	**1 mark**
E-mails to customers about offers/charges/annual reports etc.	**1 mark**
Name labels for conferences/training	**1 mark**
Addressed envelopes for sending out correspondence	**1 mark**
Generation of pay slips/other employee documents	**1 mark**

(ii) Any 7 suitable steps e.g.

Create/update the data source e.g. database/spreadsheet/table of records	**1 mark**
Create the standard (main) word processed document e.g. letter, labels etc. either by starting with a blank document modifying an existing one.	**1 mark**
Proof read and spell check the main document content!	**1 mark**

Link the data source to the main document e.g. via Mailings/Select Recipients	**1 mark**
Insert the fields into the main document e.g. via Mailings/Insert Merge Field	**1 mark**
Save the word processed file	**1 mark**
Select/filter the desired records e.g. via Mailings/Edit Recipient List	**1 mark**
Preview the results e.g. via Mailings/Preview Results	**1 mark**
Merge to an editable document or direct to e-mail if appropriate	**1 mark**
Check the document, make any changes, save it and print it out	**1 mark**

(b) Describe how to insert a hyperlink into a document.

Maximum Marks for (b) **2 marks**

Any 2 suitable steps e.g.

Select the text/object/location to link from	**1 mark**
Click the Insert tab or equivalent keyboard shortcut such as Ctrl + K	**1 mark**
Navigate to the file location/paste (or type) the location/address	**1 mark**
Update the Text to display and or ScreenTip if required	**1 mark**
Click the OK button to confirm	**1 mark**

Total Maximum Marks for Q5 **12 marks**

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**

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

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

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.

Total Maximum Marks for Q6 12 marks