



The Association of Business Executives

NQF

Certificate

2.1 ITAS

IT Applications and Skills

Friday 12 June 2015, Afternoon

1. Time allowed: **3 hours**.
2. Answer **all** questions.
3. Questions do **not** carry equal marks. Marks for subdivisions of questions are shown in brackets.
4. **No books, dictionaries, notes or any other written materials are allowed in this examination.**
5. **Calculators, including scientific calculators, are allowed provided they are not programmable and cannot store or recall information. All other electronic devices, including mobile phones, are not permitted.**
6. **Candidates who break ABE Examination Regulations will be disqualified from the examinations.**
7. Question papers must not be removed from the examination room.



Answer all questions

- Q1 (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)**
- (b)** The word processing commands 'Save' and 'Save As' are very important. Describe the similarities and differences between these two commands. **(6 marks)**
- (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. **(4 marks)**
- (Total 20 marks)**

- Q2 (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)**
- (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. **(3 marks)**
- (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)**
- (d)** For the spreadsheet program you stated in **(a)**(i) describe the steps a user needs to follow to create a macro. **(4 marks)**
- (Total 20 marks)**

- Q3 (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. **(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. **(4 marks)**
(Total 20 marks)
- Q4 (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)**
- (b)**
- (i) Give examples of the benefits of compressing (zipping) files before you e-mail attachments. **(2 marks)**
 - (ii) Outline the key steps involved in compressing (zipping) one or more files in a folder. **(2 marks)**
- (Total 16 marks)**
- Q5 (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)**
- (b)** Describe how to insert a hyperlink into a document. **(2 marks)**
(Total 12 marks)

- Q6 (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)**
- (b)** List the essential data a customer needs to input in order to successfully complete an online purchase. **(6 marks)**
- (Total 12 marks)**

End of question paper