abe

NQF

Certificate

2.1 ITAS

IT Applications and Skills

Friday 10 June 2016, 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.**

Q1 **(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)**
(Total 20 marks)

Q2 **(a)** 'Average' is an example of a spreadsheet function that is used to add up a range of cells. State three other spreadsheet functions and, for each, explain what the function does and give an example of a formula containing the function. **(9 marks)**

(b) When checking spreadsheet formulae, it is often useful to produce a printout displaying all formulae. Describe the formatting steps that should be followed in order to make this formula printout easy to use for checking a spreadsheet's formulae. **(3 marks)**

(c) Templates are a useful method of creating common types of spreadsheets, such as sales reports. Describe the process you would use to create a new spreadsheet using a template. **(4 marks)**

(d) Explain the difference between the spreadsheet terms 'workbook' and 'worksheet'.
(4 marks)
(Total 20 marks)

Q3 **(a)** For a Relational Database Management System application of your choice describe the process of creating a new database file and populating it with database objects and relationships specified in a database design document. **(14 marks)**

(b) One of the great benefits of databases is the ability to extract information from them that match certain criteria e.g. displaying details of sales over a given period from a sales database. Describe two different ways of extracting information such as this from a database. **(6 marks)**
(Total 20 marks)

Q4 **(a)** Explain the similarities and differences between the e-mail commands 'Reply' and 'Reply to All' and a possible consequence of using the wrong one. **(6 marks)**

(b) At times files may be compressed before being attached to an e-mail message.

(i) Describe the advantages of compressing files that need to be sent via e-mail. **(5 marks)**
(ii) Describe in detail a method of compressing multiple files into a single archive.
(5 marks)
(Total 16 marks)

Q5 **(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)**
(Total 12 marks)

Q6 **(a)** Commercial IT systems are often said to have a Front End and a Back End. Explain the terms 'Front End' and 'Back End', supporting your answer with an example of each.
(6 marks)

(b) Explain what the letters in the term EFTPOS stand for, explain what an EFTPOS is, and give an example of a type of business that would use an EFTPOS. **(6 marks)**
(Total 12 marks)

End of question paper

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