

Model Assignment

Updated November 2009

OCR Level 2 Nationals in ICT

Unit 1: ICT skills for business

Please note:

This OCR model assignment may be used to provide evidence for the unit above. Alternatively, centres may wish to adapt this assignment or devise their own assignment for the purposes of assessment. It is the centre's responsibility to ensure that any adaptations made to this assignment allow candidates to meet all the assessment objectives and provide sufficient opportunity for candidates to demonstrate achievement across the full range of grades.

The scheme codes for these qualifications are:

OCR Level 2 National First Award in ICT 06324

OCR Level 2 National Award in ICT 06325

OCR Level 2 National First Certificate in ICT 06299

OCR Level 2 National Certificate in ICT 06276

The QCA Accreditation Number for this unit is:

Unit 1: ICT skills for business A/500/221

This OCR model assignment remains live for the life of these qualifications.

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Model Assignment: Tutor Information

OCR Level 2 Nationals in ICT

Unit 1: ICT skills for business

Guidance For Centres

1 General

- 1.1 OCR model assignments are issued free to centres on approval and are available to download from our website www.ocr.org.uk.
- 1.2 Centres may choose to:
 - use OCR model assignments for formal summative assessment of candidates
 - tailor OCR model assignments for formal summative assessment of candidates
 - use OCR model assignments as a benchmark for devising their own assignment.
- 1.3 This assignment has been designed to meet the full assessment requirements of the unit. Candidates will need to take part in a planned learning programme that covers the underpinning knowledge and skills of the unit.

2 Before carrying out the assignment

- 2.1 Candidates should be provided with a copy of the *Candidate Information* section of this assignment.
- 2.2 Candidates may carry out preparations prior to undertaking the tasks; there is no time limit for this.

3 When completing the assignment

- 3.1 Candidates should be allowed sufficient time to complete all of the tasks. However, this may vary depending on the nature of the tasks and the ability of individual candidates. It is suggested that evidence is produced in several sessions.
- 3.2 Each candidate must produce individual and authentic evidence for each task within the assignment.
- 3.3 Centre staff may give support and guidance to candidates. This support and guidance should focus on checking that candidates understand what is expected of them. It is not acceptable for tutors to provide model answers or to work through answers in detail.
- 3.4 Candidates may use information from any relevant source to help them with producing evidence for the tasks.
- 3.5 It is acknowledged that candidates in their responses may refer to situations in the scenario but as the scenario is fictitious this does not break any rules of confidentiality. However, candidates must be guided on the use of information from other sources to ensure that confidentiality is maintained at all times.

4 After completing the assignment

- 4.1 Candidates' evidence is assessed by the centre's assessor against the qualification specification contained in the Centre Handbook. When grading candidates' work centres **must** use the grading descriptors in the unit. For further information about assessment please refer to the section on Assessment and Moderation in the Centre Handbook.
- 4.2 Assessors' decisions should be quality assured across the centre through internal moderation. For further information about internal moderation please refer to the section on Assessment and Moderation in the Centre Handbook.

5 Presentation of work

- 5.1 Candidates may use the *Candidate Checklist* provided to ensure that they submit evidence for ALL tasks. They can do this by using the *Candidate Checklist* as a contents page inserting references/page numbers in the boxes provided.
- 5.2 Centres may wish to discourage candidates from excessive use of plastic wallets for presentation of their evidence as this may hinder the assessment process. Instead centres may wish to encourage candidates to present their work so that it is easily accessible, eg spiral bound, stapled booklet, treasury tag.

6 Acceptable evidence

- 6.1 For guidance on generation and collection of evidence please refer to the section on Assessment and Moderation in the Centre Handbook.

7 Reworking the assignment

- 7.1 If candidates do not meet the minimum PASS requirements for the assessment objectives, further work will be required.
- 7.2 Tutors may give feedback to candidates to support and guide them in producing evidence to the required standard.

Notes For Tutors

Introduction to the Tasks

The tasks have been designed to enable candidates to develop the ability to create files in different software packages, including word processing or desktop publishing, spreadsheet, database and presentation software. Candidates will be able to communicate effectively using email and will search the internet efficiently for information. The tasks have been designed so that all of the assessment objectives in Unit 1 are addressed.

Data to be used in the spreadsheet and database is supplied on the CD ROM that accompanies this model assignment, but candidates may search for and use their own data.

The evidence collected in this unit could be used as a starting point for other units, for example, Unit 2 Webpage creation, Unit 5 Desktop publishing, Unit 6 Spreadsheets – design and use, Unit 7 Databases – design and use and Unit 4 Design and produce multimedia products.

Before the candidates start this project you will need to email them a copy of the message text on page 8. You will also need to allow your candidates access to the files for this unit which are available on the accompanying CD ROM. These files can also be downloaded from the OCR website www.ocr.org.uk.

This model assignment must be used in conjunction with the unit specification and grading grids.

The Tasks

Task 1: File Management

Assessment Objective 1 is assessed in task 1 and throughout all tasks.

Candidates need to create and name at least two new folders to store the files which will be created for this project. All the files that the candidates download or create should be stored within this filing structure and the candidates must use suitable filenames. Candidates will also need to evidence locating and opening existing files.

Candidates will need to create at least one shortcut to at least one of the folders and files that they have created throughout the project.

Candidates must password protect at least one of the files that they create to prevent unauthorised access to the file data.

A backup folder must be created which holds a copy of all the files which have been created throughout the project. The backup could be to a flash pen, CD ROM, floppy disk or other network location.

Merit and Distinction candidates will also need to show evidence of:

- creating at least two subfolders to help organise their work
- locating and opening files from a range of sources
- creating shortcut(s) to at least one program
- restoring files from a removable medium
- deleting, copying, moving and renaming files and folders
- locating and opening existing files using operating system search facilities (Distinction only)
- editing and deleting shortcuts to at least one program, directory and file (Distinction only).

No evidence is required at this stage. Candidates must be reminded to collect evidence for this task throughout the completion of the project. This evidence will be printed at the end of the project in task 9.

Task 2: Select and use tools and facilities to download files/information

Part of Assessment Objective 2 is assessed in this task (web browser).

Candidates are required to use search engines to search for and collect information about different tracks which will be sold by the business. The information gathered should be copyright-free text and graphics which will be used to promote the Downloadable Tunes music business in a newsletter in task 7.

For the higher grades, the information downloaded will need to be evaluated and organised using bookmarks/favourites and stored within the candidates folder structure from task 1.

Text and graphics can be copied and pasted from webpages or downloaded from the internet. Candidates should produce annotated screenshots giving details of the text and graphics they have selected and, for higher grades, show how these comply with copyright legislation.

The saved information/files should be stored in the candidate's folder structure using suitable filenames.

Merit and Distinction candidates will need to demonstrate that they have searched for suitable text and graphics from the internet making effective use of advanced search criteria eg quotes, Boolean operators (evidenced as screenshots or printouts from the web). They will need to comment on the validity of their sources of data, provide the names of their source websites, noting trustworthiness of sources and date information was found. All sources used will be acknowledged and candidates will need to show that they understand the implications of copyright when downloading text and graphics by providing annotated screenshots.

Task 3: Send and receive email messages

Part of Assessment Objective 2 is assessed in this task (Email).

You will need to send the following email to your candidates as the owner of Downloadable Tunes, ensuring that you attach the file **tunes.mdb** or **tunes.csv**, to the email (which is located on the CD ROM that accompanies this Model Assignment):

SUBJECT: Customer details

Hi

I have attached a file containing current customer details.

Best

The Owner

Candidates will need to reply to you as the owner of Downloadable Tunes using the reply feature of the email software. They will need to compose a new message attaching at least one of the graphics that they have collected in task 2 and include in their reply suggestions to what actions they could take to reduce the risks involved in receiving and opening email attachments.

The email that you have sent to the candidates will then be forwarded by them using the email forward facility to at least two work colleagues (fellow students or email addresses - you will need to provide these to your students.)

The emails must include appropriate subject headings and message text.

Merit and distinction candidates will need to use an address book to store at least two email addresses that they have already used in this task and they will need to create an email signature for all outgoing messages.

Merit and distinction candidates will also need to compose a new email to the owner of Downloadable Tunes which shows:

- the use of the address book to cc the message to one of the contacts added
- use of the address book to bcc the message to the other contact added
- setting the priority of the message (ie high or low).
- attached at least two images collected in task 2
- used the email signature they created

Task 4: Create a simple business spreadsheet

Assessment Objective 5 is assessed in this task.

Candidates will create a business spreadsheet for Downloadable Tunes which will allow them to calculate the income and expenditure, so that the company accounts can be produced at the end of each financial year. The data on the following page shows the income/expenditure candidates will need to create a spreadsheet based on the figures provided, to calculate the income and expenditure. The spreadsheet should include appropriate titles, and row and column headings. Text and numeric data should be entered accurately, however, pass level candidates should not be penalised for data entry errors.

Income

Downloadable Tunes SALES			
Order No	Date Received	Amount	Vat
1001	18-Apr	15	
1002	26-Apr	8	
1003	04-May	23	
1004	12-May	18	
1005	20-May	23	
1006	28-May	29	
1007	05-Jun	36	
1009	13-Jun	8	
1010	21-Jun	6.5	
1011	29-Jun	23	
1012	07-Jul	18	
1013	15-Jul	23	
1015	23-Jul	6.5	

Expenditure

Downloadable Tunes EXPENDITURE		
Date	Description	Amount
18-Apr	Web Host	99
26-Apr	CDs	2
04-May	Ink	15
12-May	Paper	1.99
11-Jul	Ink	15
19-Jul	CDs	5

Candidates will need to format the cells in the spreadsheet and should change the number format (decimal places, percentage, currency, date/time), text formatting (font, size, style, alignment) and add borders and shading.

Candidates will need to use appropriate formulae/functions to calculate the VAT and profit/loss for the business to date and they will print out the spreadsheet(s) in full showing figures.

A formulae printout showing the formulae used will be needed in the portfolio OR annotated spreadsheet(s) printouts to show the formulae used.

The spreadsheet will then need to be amended by candidates as the 'owner' has noticed that order number 1001 has been entered incorrectly. The amount of £15 should be £18. The spreadsheet will need to be reprinted highlighting the changes made and showing how this has affected the VAT and the totals.

A password should be applied to the electronic workbook to prevent unauthorised opening of the file and candidates will need to produce a screenshot showing that the password has been set up.

Merit and Distinction candidates will also need to complete tasks I-O.

Higher level candidates will need to print out the spreadsheet(s) using appropriate orientation (eg portrait or landscape) and number of pages. The most appropriate print options must also be selected (eg fit to page, print area, gridlines, page order). The spreadsheet showing the formulae in full will be printed in full.

Task 5: Use a business database

Assessment Objective 6 is assessed in this task.

The owner of Downloadable Tunes has created an electronic database to record customer details. The database (**tunes.mdb**) is provided on the CD ROM from OCR and can be provided to candidates. If candidates are unable to access **tunes.mdb** the data is provided in a text file **tunes.csv**.

The database **tunes.mdb** contains the following customer details:

Custdetails						
Initial	Surname	Address1	Address2	Address3	Postcode	Age
A	Clarkson	67 Canal Street	Newton Hall	Durham	DH1 2BB	23
C	Beaumont	42 Cathedral View	Belmont	Durham	DH1 2FR	44
T	Manson	43 Hylton Road	Belmont	Durham	DH1 2PT	43
K	Harris	Dene View		Durham	DH1 3PZ	25
A	Tindale	3 Elvet Bridge	Newton Hall	Durham	DH1 3PZ	35
T	Jones	14 Market Place	Newton Hall	Durham	DH1 4NQ	37
J	Bloggs	1 Finchale Avenue		Durham	DH1 5NT	15
B	Hall	4 Richmond Close		Durham	DH2 1QQ	17
P	Jolly	13 Howling Lane	Chester le Street	Durham	DH2 3PB	45
H	Marley	21 Garforth Road		Durham	DH5 8QN	17
M	Bond	1 The Croft		Durham	DH5 9NN	17
C	Smithwon	4 Mill Lane		Durham	DH9 5QT	16
A	Chisholm	121a Richmond Court		Leeds	LS1 2QQ	23
A	Smith	45 The Parks		Leeds	LS1 3BQ	15
K	Bates	21 York Road		Leeds	LS1 8NB	39
K	Edmonson	44 The Links		Leeds	LS2 4BN	20
B	Singh	66 The Bronx	Garforth	Leeds	LS2 4BN	16
T	Park	43 Haydon Bridge Road	Garforth	Leeds	LS41 8RQ	30
J	Booth	99 Mill Way	Belmont	York	YO3 2QT	26
C	Hogg	31 Haystings Close		York	YO4 2TT	14

Candidates will need to amend the database.

To achieve the higher grades candidates will also need to complete steps B-D.

Task 6: Create a variety of business documents

Part of Assessment Objective 4 is assessed in this task.

Candidates are required to create a number of business documents for Downloadable Tunes, this will include a:

- business letter – this should explain that Downloadable Tunes will be running a ‘buy one get one free’ offer throughout next month
- memo – this should advise the owner that the changes requested to the spreadsheet and database have been completed.
- flyer - this will be sent out with the business letter to all customers. The flyer will promote the ‘buy one get one free’ offer and should include graphics obtained from at least two different sources. The could be from information candidates have retrieved from the internet in task 2.

Candidates should be encouraged to use a standard template and housestyle which includes font style, size and paragraph justification. Candidates have been provided with the address details of the company to help with this task (in the scenario).

The documents should also be checked using a spell checker.

Merit and Distinction candidates will also need to:

- use a consistent housestyle across all the business documents in this task.
- thoroughly check the documents using spelling and grammar checkers.
- proofread all of the documents and make any necessary changes to ensure they are error free and look professional.

Distinction candidates must use the business letter and the customer details in the database from task 5 to create a mailmerge master document.

Task 7: Create a newsletter

Part of Assessment Objective 4 is assessed in this task.

Candidates need to produce a newsletter which will be sent out to all customers, promoting the company. They may wish to include information from tasks 2, 4, 5 and 6. The newsletter must include text, table and a graph and this could be the company history, special offers or music reviews. The newsletter must also include images/graphics using at least two of the following:

- scanned images of staff at Downloadable Tunes
- digital camera images of staff at Downloadable Tunes
- a logo created using a graphics package
- images from clipart
- images from the world wide web..

A graph could be created by the candidate using a spreadsheet. This could be based on information from the customer database eg customer age, town.

The candidates will need to show suitable formatting of their newsletter eg font style, size and paragraph justification and they should check the document using a spelling/grammar checker.

Merit and Distinction candidates will need to ensure that they use a housestyle consistent with the other business documents that they have produced in task 6. The newsletter will need to include fields (eg filename, page numbers, date and document information [eg last printed/saved]).

The newsletter needs to be proofread and candidates will need to make any necessary changes to ensure it is error free and looks professional.

Task 8: Create a presentation

Assessment Objective 3 is assessed in this task.

Candidates are required to create an electronic slide presentation which contains at least three slides. The presentation will support a talk to a new colleague about the 'Downloadable Tunes' business. Candidates may use any of the information from tasks 2, 4, 5, 6 and 7 in the presentation and it must include both text and graphics. The presentation should be checked using a spelling/grammar checker.

Merit candidates will need to produce a presentation of at least four slides ensuring a consistent style. Slide transitions will be added and the presentation will be printed out in handout form.

Distinction candidates will produce a presentation of at least 5 slides ensuring a consistent style. Slide transitions and animations will be applied. Speaker notes should be added to at least one slide and the presentation will be printed out in handout and note pages form.

Task 9: Evidence of file management

Assessment Objective 1 is assessed in this task.

Candidates need to provide evidence to show how they have organised their files during the completion of this assignment. Evidence should be in the form of annotated screenshots of the folders they have created and of the filenames used. For further guidance refer to task 1 Tutor's Notes.

Model Assignment: Candidate Information

OCR Level 2 Nationals in ICT

Unit 1: ICT skills for business

CANDIDATE NAME: _____

General Information for Candidates

Q *Do I have to pass this assignment?*

A Yes. You must pass this assignment to achieve the full qualification.

Q *What help will I get?*

A Your tutor will help you when completing the OCR model assignment and will make sure that you know what resources/facilities you need and are allowed to use.

Q *What if I don't understand something?*

A It is your responsibility to read the assignment carefully and make sure you understand what you need to do and what you should hand in. If you are not sure, check with your tutor.

Q *Can I copy other people's work?*

A No. The work that you produce must be your own work. You should never copy the work of other candidates or allow others to copy your work. Any information that you use from other sources, eg books, newspapers, professional journals, the internet, must be clearly identified and not presented as your own work.

Q *Can I work in a group?*

A Yes. However, if you work in a group at any stage you must still produce work that shows your individual contribution.

Q *How should I present my work?*

A You can present your work in a variety of ways, eg handwritten, word processed, on video. However, what you choose should be appropriate to the task(s). For some work, eg presentations, coaching sessions, role-play, work experience, you will need to provide proof that you completed the task(s). A witness statement or observation sheet could be used for this. If you are unsure, check with your tutor.

Q *When I have finished, what do I need to hand in?*

A You need to hand in the work that you have completed for each task. Do not include any draft work or handouts unless these are asked for. When you hand in your work make sure that it is labelled, titled and in the correct order for assessing.

Q *How will my work be assessed?*

A Your work will be marked by an assessor in your centre. The assessor will mark the work using the assessment objectives and grade descriptors in the qualification specification.

Scenario

Downloadable Tunes

You have been employed to assist with the expansion of a 'downloadable tunes' internet business and will complete a variety of ICT tasks to promote the business. The company website already includes numerous singles and albums which can be purchased online so that customers can download the tunes they require.

The company was previously run by one person from their home – it started as a hobby but has taken off. The website was created and customers have been accessing the site, ordering the tunes online and then after making a payment they are able to download the tracks in a format to suit them. The business owner has been recording all details by hand but it is becoming apparent that if the business is to survive it needs to:

- record business transactions in a spreadsheet
- record customer details in a database
- produce professional documentation that can be used to promote the business, including a newsletter.

Finally you will produce an electronic slide presentation about the company.

Downloadable tunes are based at:

**Downloadable Tunes
1 Coventry Square
Coventry
CV1 3HQ**

024 76 470033

.

Tasks

Task 1: File Management

Assessment Objective 1 is assessed in task 1 and throughout all tasks.

When completing business projects it is important to be well organised.

A You will need to carry out the following file management tasks throughout the project:

- Create and name at least two new folders to store the files which you will create for this project
- Store all the files created within the filing structure
- Use suitable filenames
- Locate and open existing files
- Create shortcut(s) to at least one folder and file
- Password protect at least one file
- Backup files you have created by copying them to another location (eg flash pen, CD ROM, floppy disk or other network location).

(No evidence is required at this stage. You must collect evidence for this task throughout the completion of the project. This evidence will be printed at the end of the project in task 9 and will be in the form of screenshots)

B To achieve a Merit or Distinction you will also need to show evidence of:

- Creating at least two subfolders to help you organise your work
- Locating and opening files from a range of sources
- Creating shortcut(s) to at least one program
- Restoring files from a removable medium
- Deleting, copying and moving files and folders.

(No evidence is required at this stage. You must collect evidence for this task throughout the completion of the project. This evidence will be printed at the end of the project in task 9 and will be in the form of screenshots)

C To achieve a Distinction you will also need to show evidence of:

- Renaming files and folders
- Locating and opening existing files using operating system search facilities
- Editing and deleting shortcuts to at least one program, directory and file.

(No evidence is required at this stage. You must collect evidence for this task throughout the completion of the project. This evidence will be printed at the end of the project in task 9 and will be in the form of screenshots)

Task 2: Select and use tools and facilities to download files/information

Part of Assessment Objective 2 is assessed in this task (Web browser)

You will need to use search engines to find out about recent music releases. You will need to provide evidence of the search criteria you have used.

- A** Use internet search engines to search for and collect information about the different singles and albums which will be sold on the internet and will be advertised in your newsletter (task 7)

(Evidence for this could be in the form of annotated screenshots showing the search criteria you have used and some of the webpages you have found)

- B** Provide the website addresses you have used

(Evidence for this could be a list of the website addresses you have accessed)

To achieve the higher grades you will also need to:

- C** Locate suitable text and images on local media eg CD ROM
- D** Use effective/advanced search criteria eg keywords, quotes, Boolean operators
- E** Comment on the trustworthiness/validity/date of your sources
- F** Use bookmarks/favourites to store/organise your useful links into folders
- G** Obtain a number of copyright free text and graphic(s) which can be used in the newsletter. The text/graphics obtained must be "legal, decent and honest". Provide screenshots and an explanation to show how the text/graphics comply with legislation

(Evidence for C-G could be in the form of annotated screenshots)

Task 3: Send and receive email messages

Part of Assessment Objective 2 is assessed in this task (email).

When sending messages you must ensure that appropriate subject headings and message text are used.

- A** The owner of Downloadable Tunes (*your tutor*) has sent you an email with an attachment. Save the attachment to a suitable folder in your work area
- B** Reply to the owner's email confirming that you have received the attachment and give details of where you have saved the file.
- C** Forward the email from the owner to at least two work colleagues (*fellow students or email addresses provided by your tutor*)
- D** Compose a new email to the owner attaching at least one of the graphics that you collected in task 2 and comment on the risks of receiving/opening email attachments in your reply

To achieve the higher grades you will also need to:

- E** Use an address book to store at least two email addresses that you have already used in this task
- F** Create an email signature for inclusion in all outgoing messages
- G** Compose a new email to the owner of Downloadable Tunes:
 - Use your address book to cc the message to one of the contacts you added
 - Use your address book to bcc the message to the other contact you added
 - Set the priority of the message (ie high or low)
 - Your email message should suggest actions that could be taken to reduce the risks involved in receiving and opening email attachments.
 - Attach at least two images that you collected in task 2

(Evidence for your portfolio could be printouts of all email messages and annotated screenshots showing the features you have used)

Task 4: Create a simple business spreadsheet

Assessment Objective 5 is assessed in this task.

In this task you will create a business spreadsheet for Downloadable Tunes which will allow you to track the income and expenditure, so that the company accounts can be produced at the end of each financial year. The data below shows the recent income/expenditure.

- A** Create a spreadsheet based on the figures provided, to calculate the VAT and income and expenditure. The spreadsheet should include appropriate titles and row and column headings. Ensure that you enter text and numeric data accurately.

The following information is given to help you:

Income

Downloadable Tunes			
SALES			
Order No	Date Received	Amount	Vat
1001	18-Apr	15	
1002	26-Apr	8	
1003	04-May	23	
1004	12-May	18	
1005	20-May	23	
1006	28-May	29	
1007	05-Jun	36	
1009	13-Jun	8	
1010	21-Jun	6.5	
1011	29-Jun	23	
1012	07-Jul	18	
1013	15-Jul	23	
1015	23-Jul	6.5	

Expenditure

Downloadable Tunes EXPENDITURE		
Date	Description	Amount
18-Apr	Web Host	99
26-Apr	CDs	2
04-May	Ink	15
12-May	Paper	1.99
11-Jul	Ink	15
19-Jul	CDs	5

B Format the cells in your spreadsheet appropriately. Consider:

- Number format (decimal places, percentage, currency, date/time)
- Text formatting (font, size, style, alignment)
- Borders and shading.

C Use appropriate formulae/functions to calculate the VAT and income and expenditure for the business to date.

D Print out your spreadsheet(s) in full showing figures.

E Print out your spreadsheet(s) showing the formulae in full **OR** annotate your spreadsheet(s) printouts to show the formulae used

(The evidence could be in the form of annotated spreadsheet printouts/screenshots)

F The owner has noticed that order number 1001 has been entered incorrectly. The amount of £15 should be £18 . Change this entry

G Reprint the spreadsheet highlighting the changes you have made and how this has affected the totals and VAT

H The owner has requested a password be applied to your electronic workbook to prevent unauthorised access to the file. Produce a screenshot showing that the password has been set up

(The evidence could be in the form of annotated spreadsheet printouts/screenshots)

To achieve the higher grades you will also need to undertake the following tasks:

I Order 1014 has now been paid and needs to be entered in an appropriate place in the spreadsheet

Order No	Date Received	Amount	Vat
1014	28-Jul	16	2.8

J Order 1006 has been returned by a dissatisfied customer. Delete the entire row and its contents for this order from your spreadsheet

K Calculate the income/expenditure for each of the four months for Downloadable Tunes. You will need to display this data by adding new rows/columns to your spreadsheet as appropriate

- L** Use the average function to calculate the average income over four months
- M** Use appropriate headers and footers
- N** Print out the spreadsheet(s) using appropriate orientation and number of pages. You will also need to select the most appropriate print options (eg fit to page, print area, gridlines, page order)
- O** Print out the spreadsheet showing the formulae in full

(The evidence could be in the form of annotated spreadsheet printouts)

Task 5: Use a business database

Assessment Objective 6 is assessed in this task.

The owner of Downloadable Tunes has created an electronic database to record customer details. The database will be used to efficiently store and maintain customer details and to target advertising to specific customer groups.

You have been provided with an electronic version of the database below. You will need to use it to complete this task:

Customer Details

Custdetails						
Initial	Surname	Address1	Address2	Address3	Postcode	Age
A	Clarkson	67 Canal Street	Newton Hall	Durham	DH1 2BB	23
C	Beaumont	42 Cathedral View	Belmont	Durham	DH1 2FR	44
T	Manson	43 Hylton Road	Belmont	Durham	DH1 2PT	43
K	Harris	Dene View		Durham	DH1 3PZ	25
A	Tindale	3 Elvet Bridge	Newton Hall	Durham	DH1 3PZ	35
T	Jones	14 Market Place	Newton Hall	Durham	DH1 4NQ	37
J	Bloggs	1 Finchale Avenue		Durham	DH1 5NT	15
B	Hall	4 Richmond Close		Durham	DH2 1QQ	17
P	Jolly	13 Howling Lane	Chester le Street	Durham	DH2 3PB	45
H	Marley	21 Garforth Road		Durham	DH5 8QN	17
M	Bond	1 The Croft		Durham	DH5 9NN	17
C	Smithwon	4 Mill Lane		Durham	DH9 5QT	16
A	Chisholm	121a Richmond Court		Leeds	LS1 2QQ	23
A	Smith	45 The Parks		Leeds	LS1 3BQ	15
K	Bates	21 York Road		Leeds	LS1 8NB	39
K	Edmonson	44 The Links		Leeds	LS2 4BN	20
B	Singh	66 The Bronx	Garforth	Leeds	LS2 4BN	16
T	Park	43 Haydon Bridge Road	Garforth	Leeds	LS41 8RQ	30
J	Booth	99 Mill Way	Belmont	York	YO3 2QT	26
C	Hogg	31 Haystings Close		York	YO4 2TT	14

A Open the database and carry out the following tasks:

- A new order has been received, enter the following customer details into the database

Initial	Surname	Address1	Address2	Address3	Postcode	Age
M	Khan	43 Haystings Close		York	YO4 2TT	14

- A Smith has asked to be removed from the database. Delete this record.
- T Park has recently married and is now T Forrest. Amend this record, to reflect this change.
- Create one query showing all of the customers that live in **Leeds**.

(Evidence could be annotated printouts from your database and/or annotated screenshots)

To achieve the higher grades you will also need to:

- B** Sort the **Leeds** query in ascending or descending order of surname
- C** create a new report using the query for customers living in **Leeds**. This report must be in the form of address labels
- D** create a new query showing all the customers that live in **Durham** and who are **within the age range of 16 to 25**. Sort this query on the **Age** field (ascending or descending order)
- E** create a report using the query for the customers living in **Durham** and who are **aged between 16 and 25**

(Evidence could be annotated printouts from your database and/or annotated screenshots)

Task 6: Create a variety of business documents

Part of Assessment Objective 4 is assessed in this task.

The owner has asked you to create a number of business documents for Downloadable Tunes.

A Create the following:

- business letter – this should explain that Downloadable Tunes will be running a 'buy one get one free' offer throughout next month
- memo – this should advise the owner that the changes requested to the spreadsheet and database have been completed.
- Flyer - this will be sent out with the business letter to all customers. The flyer will promote the 'buy one get one free' offer and should include graphics obtained from different sources. It may include information you retrieved in task 2.

You may use a standard template.

B Apply suitable formatting to your documents eg font style, size and paragraph justification

C Check the documents thoroughly using spelling and grammar checkers

(Evidence could be printouts of the final versions of the documents you have produced)

To achieve the higher grades you will also need to:

- D** ensure that you use a consistent housestyle in the production of all of your business documents in this task.
- E** Proofread your flyer, business letter and memo and make any necessary changes to ensure they are error free and look professional
- F** Using the business letter you have created and the customer details in the database from task 5 create a mailmerge master document (Distinction only)

(Evidence could be printouts of the final versions of the documents you have produced. Note: for the mailmerge you are only required to print the master document)

Task 7: Create a newsletter

Part of Assessment Objective 4 is assessed in this task.

The owner of Downloadable Tunes has asked you to produce a newsletter to be sent out to all customers, promoting the company. You may wish to include information from tasks 2, 4, 5 and 6.

A Create a newsletter which includes:

- Text – this could be the company history, special offers, music reviews
- Tables
- Graphs – this could be information on the different customer groups eg age, towns
- Images/graphics (choose at least two of the following):
 - scanned images of staff at Downloadable Tunes
 - digital camera images of staff at Downloadable Tunes
 - a logo using a graphics package
 - images from clipart
 - images from the world wide web

B Apply suitable formatting to your document eg font style, size and paragraph justification.

C Check the document using a spelling/grammar checker.

(Evidence could be printouts of the final version of the newsletter you have produced)

To achieve the higher grades you will also need to:

- D** ensure that you use a housestyle consistent with the other business documents that you produced in task 6
- E** insert fields, including date and document information
- F** proofread your newsletter and make any necessary changes to ensure it is error free and looks professional

(Evidence could be printouts of the final version of the newsletter you have produced)

Task 8: Create a presentation

Assessment Objective 3 is assessed in this task.

A Create an electronic slide presentation of at least three slides which will support you giving a talk to a new colleague about the 'Downloadable Tunes' business.

- You may use any of the information from tasks 2, 4, 5, 6 and 7 in your presentation. Your presentation must include both text and graphics
- Check the presentation using spelling and grammar checkers.

(Evidence could be printouts of the final version of the electronic slide presentation you have produced)

Merit only

B produce a presentation of at least 4 slides ensuring a consistent style. You need to add slide transitions and printout the presentation in handout form

Distinction only

C produce a presentation of at least 5 slides ensuring a consistent style. You need to apply slide transitions and animations. Speaker notes need to be added to at least one slide and you will include printouts as handouts and notes pages

(Evidence could be printouts of the final version of the electronic slide presentation you have produced. You will also need to include screenshots of the animations/transitions set)

Task 9: Evidence of file management

Assessment Objective 1 is assessed in this task

In this task you need to provide evidence to show how you have organised your files during the completion of this assignment, as indicated in task 1.

A You will need to show evidence of:

- Creating and naming at least two new folders to store the files which you have created for this project
- Storing all the files created within the filing structure
- Using suitable filenames
- Locating and opening existing files
- Creating shortcut(s) to at least one folder and file
- Password protecting at least one file
- Backing-up files you have created by copying them to another location (eg flash pen, CD ROM, floppy disk or other network location).

(Your evidence will be in the form of screenshots)

B To achieve a Merit or Distinction you will also need to show evidence of:

- Creating at least two subfolders to help you organise your work
- Locating and opening files from a range of sources
- Creating shortcut(s) to at least one program
- Restoring files from a removable medium
- Deleting, copying and moving files and folders.

(Your evidence will be in the form of screenshots)

C To achieve a Distinction you will also need to show evidence of:

- Renaming files and folders
- Locating and opening existing files using operating system search facilities
- Editing and deleting shortcuts to at least one program, directory and file.

(Your evidence will be in the form of screenshots)

Model Assignment: Candidate Checklist

OCR Level 2 Nationals in ICT

Unit 1: ICT skills in business

CANDIDATE NAME: _____

For task 1:	Completed (✓)
No evidence is required until task 9	

For task 2 (part of AO2) have you:	Completed (✓)
A Used internet search engines to search for and collect information about the different singles and albums which will be sold on the internet and will be advertised in your newsletter (task 7)	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> or other (please give details) _____	

For task 2 (part of AO2) have you:	Completed (✓)
B Provided a list of the website addresses you have used	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> List containing website addresses	
<input type="checkbox"/> or other (please give details) _____	

To achieve the higher grades:

For task 2 (part of AO2) have you:	Completed (✓)
C Located suitable text and images on local media eg CD ROM	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> or other (please give details) _____	

(continued overleaf)

For task 2 (part of AO2) have you:	Completed (✓)
D Used effective/advanced search criteria eg keywords, quotes, Boolean operators	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> or other (please give details) _____	

For task 2 (part of AO2) have you:	Completed (✓)
E Commented on the trustworthiness/validity/date of your sources	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> or other (please give details) _____	

For task 2 (part of AO2) have you:	Completed (✓)
F Used bookmarks/favourites to store/organise your useful links into folders	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> or other (please give details) _____	

For task 2 (part of AO2) have you:	Completed (✓)
G Obtained a number of copyright free text and graphic(s) which can be used in the newsletter. The text/graphics obtained must be 'legal, decent and honest'. Provided screenshots and an explanation to show how the text/graphics comply with legislation	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> or other (please give details) _____	

(continued overleaf)

For task 3 (part of AO2) have you:	Completed (✓)
A Saved the attachment to a suitable folder in your work area	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts/screenshots of emails and electronic folders	
<input type="checkbox"/> Annotated screen shots showing the features you have used	

For task 3 (part of AO2) have you:	Completed (✓)
B Replied to the owner's email confirming that you have received the attachment and give details of where you have saved the file.	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts/screenshots of emails	
<input type="checkbox"/> Annotated screen shots showing the features you have used	

For task 3 (part of AO2) have you:	Completed (✓)
C Forwarded the email from the owner to at least two work colleagues (fellow students or email addresses provided by your tutor)	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts/screenshots of emails	
<input type="checkbox"/> Annotated screen shots showing the features you have used	

For task 3 (part of AO2) have you:	Completed (✓)
D Composed a new email to the owner attaching at least one of the graphics that you collected in task 2 and commented on the risks of receiving/opening email attachments	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts/screenshots of emails	
<input type="checkbox"/> Annotated screen shots showing the features you have used	

(continued overleaf)

To achieve the higher grades:

For task 3 (part of AO2) have you:	Completed (✓)
E Used an address book to store at least two email addresses that you have already used in this task	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts/screenshots of emails	
<input type="checkbox"/> Annotated screen shots showing the features you have used	

For task 3 (part of AO2) have you:	Completed (✓)
E Created an email signature for all outgoing messages	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts/screenshots of emails	
<input type="checkbox"/> Annotated screen shots showing the features you have used	

For task 3 (part of AO2) have you:	Completed (✓)
F Composed a new email to the owner of Downloadable Tunes: <ul style="list-style-type: none"> Used your address book to cc the message to one of the contacts you added Used your address book to bcc the message to the other contact you added Set the priority of the message (ie high or low) Suggested actions that could be taken to reduce the risks involved in receiving and opening email attachments Attached at least two of the graphics that you collected in task 2 Used the signature you created 	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts/screenshots of emails	
<input type="checkbox"/> Annotated screen shots showing the features you have used	

(continued overleaf)

For task 4 (AO5) have you:	Completed (✓)
A Created a spreadsheet including appropriate row and column headings	
Evidence provided (please ✓):	Ref/Page no(s)
Evidence provided in D	

For task 4 (AO5) have you:	Completed (✓)
B Formatted cells in your spreadsheet	
Evidence provided (please ✓):	Ref/Page no(s)
Evidence provided in D	

For task 4 (AO5) have you:	Completed (✓)
C Used appropriate formulae/functions	
Evidence provided (please ✓):	Ref/Page no(s)
Evidence provided in E	

For task 4 (AO5) have you:	Completed (✓)
D Printed out your spreadsheet in full	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Full annotated printouts of the spreadsheet	
<input type="checkbox"/> or other (please give details) _____	

For task 4 (AO5) have you:	Completed (✓)
E Shown the functions/formulae in full	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printout of the spreadsheet showing the formulae	

<input type="checkbox"/> Annotated spreadsheet	
<input type="checkbox"/> or other (please give details) _____	

For task 4 (AO5) have you:	Completed (✓)
F Amended order 1001	
Evidence provided (please ✓):	Ref/Page no(s)
Evidence provided in G	

(continued overleaf)

For task 4 (AO5) have you:	Completed (✓)
G Reprinted the spreadsheet highlighting the changes made	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Reprinted spreadsheet highlighting the changes made	
<input type="checkbox"/> or other (please give details) _____	

For task 4 (AO5) have you:	Completed (✓)
H Added a password to the spreadsheet file	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Screenshot to show password protection	
<input type="checkbox"/> or other (please give details) _____	

To achieve the higher grades:

For task 4 (AO5) have you:	Completed (✓)
I Amended order 1014	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Reprinted spreadsheet highlighting the changes made	
<input type="checkbox"/> or other (please give details) _____	

(continued overleaf)

For task 4 (AO5) have you:	Completed (✓)
J Deleted a row (order 1006)	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Reprinted spreadsheet highlighting the changes made	
<input type="checkbox"/> or other (please give details) _____	

For task 4 (AO5) have you:	Completed (✓)
K Calculated the income/expenditure for each of the four months	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the spreadsheet showing income and expenditure	
<input type="checkbox"/> or other (please give details) _____	

For task 4 (AO5) have you:	Completed (✓)
L Used an average function	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated printouts of the spreadsheet	
<input type="checkbox"/> or other (please give details) _____	

For task 4 (AO5) have you:	Completed (✓)
M Used headers and footers	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated printouts of the spreadsheet	
<input type="checkbox"/> or other (please give details) _____	

(continued overleaf)

For task 4 (AO5) have you:	Completed (✓)
N Printed out the spreadsheet in full	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated printouts of the spreadsheet	
<input type="checkbox"/> or other (please give details) _____	

For task 4 (AO5) have you:	Completed (✓)
O Printed out the spreadsheet showing the formulae in full	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printout of the spreadsheet showing the formulae	
<input type="checkbox"/> or other (please give details) _____	

For task 5 (AO6) have you:	Completed (✓)
A Opened the database and carried out some amendments (add, delete and amend records) Created a query for customers in Leeds	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated printouts from the database	
<input type="checkbox"/> Annotated screenshots from the database	

(continued overleaf)

For task 5 (AO6) have you:	Completed (✓)
B Created a query for customers in Leeds	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> Annotated screenshots from the database	

(continued overleaf)

To achieve the higher grades:

For task 5 (AO6) have you:	Completed (✓)
C Sort the query created in step B in ascending or descending order of surname	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> Annotated screenshots from the database	

For task 5 (AO6) have you:	Completed (✓)
D Created a report using the query from step B and printed as labels	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated printouts from the database	
<input type="checkbox"/> Annotated screenshots from the database	

For task 5 (AO6) have you:	Completed (✓)
E Created a query for customers in Durham and who are within the age range of 16 to 25	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> Annotated screenshots from the database	

For task 5 (AO6) have you:	Completed (✓)
F Created a report using the query from step E	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated printouts from the database	
<input type="checkbox"/> Annotated screenshots from the database	

(continued overleaf)

For task 6 (AO4) have you:	Completed (✓)
A Created a business letter and a memo	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the final versions of documents	
<input type="checkbox"/> Master document for Mailmerge	

For task 6 (AO4) have you:	Completed (✓)
B Applied suitable formatting to your documents	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the final versions of documents	
<input type="checkbox"/> Master document for Mailmerge	

For task 6 (AO4) have you:	Completed (✓)
C Checked the spelling/grammar of the documents	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> or other (please give details) _____	

To achieve the higher grades:

For task 6 (AO4) have you:	Completed (✓)
D Applied a consistent housestyle to all your documents	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the final versions of documents	
<input type="checkbox"/> or other (please give details) _____	

(continued overleaf)

For task 6 (AO4) have you:	Completed (✓)
E Created a flyer	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the final version of your flyer	
<input type="checkbox"/> or other (please give details) _____	

For task 6 (AO4) have you:	Completed (✓)
F Proofread your flyer	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the final version of your flyer and draft versions	
<input type="checkbox"/> or other (please give details) _____	

For task 6 (AO4) have you:	Completed (✓)
G Used the business letter and database as a Mailmerge (Distinction only)	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Master document for Mailmerge	
<input type="checkbox"/> or other (please give details) _____	

For task 7 (part of AO4) have you:	Completed (✓)
A Created a newsletter	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the newsletter	

For task 7 (part of AO4) have you:	Completed (✓)
B Applied suitable formatting	
Evidence provided (please ✓):	Ref/Page no(s)

<input type="checkbox"/> Printouts of the newsletter	
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For task 7 (part of AO4) have you:	Completed (✓)
C Checked the document using a spelling/grammar checker	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> or other (please give details) _____	

To achieve the higher grades:

For task 7 (part of AO4) have you:	Completed (✓)
D Applied a consistent housestyle	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the newsletter	

For task 7 (part of AO4) have you:	Completed (✓)
E Inserted fields, including date and document information	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the newsletter	

For task 7 (part of AO4) have you:	Completed (✓)
F Proofread your newsletter	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Printouts of the final newsletter and earlier drafts	

For task 8 (AO3) have you:	Completed (✓)
A Created an electronic presentation of at least three slides	
Evidence provided (please ✓):	Ref/Page no(s)

<input type="checkbox"/> Printout of the presentation	
<input type="checkbox"/> or other (please give details) _____	

(continued overleaf)

To achieve the higher grades:

For task 8 (AO3) have you:	Completed (✓)
B Created a presentation of four slides, added transitions and print handouts (<i>Merit only</i>)	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated printout of the presentation	
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> Printed out handouts	
<input type="checkbox"/> or other (please give details) _____	

For task 8 (AO3) have you:	Completed (✓)
C Created a presentation of five slides, added transitions and animations, added speaker notes to at least one slide and printed out handouts AND notes pages (<i>Distinction only</i>)	
Evidence provided (please ✓):	Ref/Page no(s)
<input type="checkbox"/> Annotated printout of the presentation	
<input type="checkbox"/> Annotated screenshots	
<input type="checkbox"/> Printed out handouts	
<input type="checkbox"/> Printout in note form	
<input type="checkbox"/> or other (please give details) _____	

(continued overleaf)

Completed (✓)	
For task 9 (AO1) have you provided evidence of:	
A <ul style="list-style-type: none"> • <i>Creating and naming</i> at least two new folders to store the files which you have created for this project • Storing all the files created within the filing structure • Using suitable filenames • Locating and opening existing files • Creating shortcut(s) to at least one folder and file • Password protecting at least one file • Backing-up files you have created by copying them to another location (eg flash pen, CD ROM, floppy disk or other network location) 	
Evidence provided (please ✓):	
<input type="checkbox"/> Annotated screenshots	
Ref/Page no(s)	

To achieve the higher grades:

Completed (✓)	
For task 9 (AO1) have you provided evidence of:	
B <i>(Merit and Distinction)</i> <ul style="list-style-type: none"> • Creating at least two subfolders to help you organise your work • Locating and opening files from a range of sources • Creating shortcut(s) to at least one directory, program and file • Backing-up and restoring files from a removable medium • Deleting, copying and moving files and folders 	
Evidence provided (please ✓):	
<input type="checkbox"/> Annotated screenshots	
Ref/Page no(s)	

Completed (✓)	
For task 9 (AO1) have you provided evidence of:	
C <i>(Distinction)</i> <ul style="list-style-type: none"> • Locating and opening existing files using operating system search facilities • Creating, editing and deleting shortcuts to at least one program, directory and file 	
Evidence provided (please ✓):	
<input type="checkbox"/> Annotated screenshots	
Ref/Page no(s)	