

# Assessment Commentary

OCR Level 2 Nationals in ICT

Unit 1: ICT skills for business

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Assessment Objective	Candidate A – PASS	Candidate B – DISTINCTION
<p><b>AO1</b></p> <p>Demonstrate good working practices with files, directories/folders and sub-directories/sub-folders</p>	<p>The candidate on page 1 has clearly shown that they have set up at least two directories. This is a clear screen print which shows a Nat cert folder which contains two sub-folders – Unit 1 and Unit 21. The Unit 1 folder contains 8 sub-folders, one for each task in the OCR model assignment.</p> <p>This screen print also shows that the candidate has saved their evidence for Task 1 in the Task 1 &amp; 9 folder and has used some appropriate filenames.</p> <p>The candidate has shown how they have password protected their word document on pages 2-3 and on page 4 they have shown that they have <u>actually</u> set a password on the file as the screen print shows the software asking for a password to open the file.</p>	<p>It is a pity that this candidate's screenshots are so small, making them difficult to read.</p> <p>In Section 1 the candidate has shown evidence of a folder structure with 6 main folders. Within NC ICT there is a unit 1 sub-folder containing 6 sub-folders for the unit 1 tasks. One of these (AO2) contains 2 subfolders. This section also shows evidence of a backup of the Unit 1 folder on a removable disk. Additional evidence of backup is shown in Section 7, including opening a file from backup, which would allow it to be restored.</p> <p>Sections 2 and 4 show the candidate has saved files with appropriate filenames into appropriate folders, but there is no evidence that this has been consistently done. A teacher witness statement could have been used here. Section 11 shows the candidate using search in Windows Vista to find and open a file,</p>

<p>Pages 5-7 show how the candidate has located their files. Although there is no explicit evidence of opening any of these files this can be assumed as the candidate has evidence throughout the portfolio of opening files from saved directories</p> <p>Pages 8-10 show the candidate backing up their work. The first screen print shows the USB device with no folders and then they show the folders that have been copied across and how this was carried out.</p> <p>Page 11 shows that the candidate has created a shortcut to a file, a folder and a program.</p> <p>All Pass requirements are met, with very few additional requirements.</p>	<p>Section 7 shows the candidate deleting a folder, moving a folder, deleting a file, copying and moving a file. Section 10 shows renaming of a file and folder. In section 3 the candidate has created a shortcut to one folder and one file, including before and after screen shots to confirm that this action has been carried out. Section 4 shows that the candidate has password protected PowerPoint files, showing both process and evidence that the files have been password protected. Section 5 shows that the candidate has created a shortcut on the desktop to the PowerPoint program. The evidence further shows that the program, folder and file shortcuts have been edited by changing the shortcut keys used. The evidence shows that the keyboard shortcuts, though not the shortcuts themselves, have been deleted. Section 6 shows the candidate searching for and opening files that have been created, although this could have been implied from the rest of the portfolio.</p> <p>The evidence presented by the candidate is well annotated. All Distinction requirements have been attempted, although the candidate has failed to delete the desktop shortcuts. Additionally, consistently saving using appropriate filenames and locations and restoring from a backup are not well evidenced.</p> <p>Overall, a Distinction is just the best fit for this AO.</p>
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**AO2**

Using appropriate software, select and use tools and facilities to download files/information and to send and receive email messages

The candidate has used the OCR Downloadable Tunes model assignment and has searched for relevant information using Google to search for the top 20 singles. Search criteria are simplistic but functional. Screen shots on pages 12-15 are annotated to show the source addresses of the different websites accessed. The evidence searched for was used later in the portfolio.

The candidate has sent an email (pg 19), received and replied to an email (pg 16), forwarded an email (pg 17) and included a message with a document attached (pg 18).

The text and header in the emails are not good but at least some text has been added to each email and the sent message contains a header. Page 18 shows that the candidate has opened an attachment sent to them via email and saved this to their AO2 folder in their work area

Page 20 shows where the candidate has forwarded a message to more than one person. There is no message text added by the candidate, but because this is an extra email, in addition to the minimum requirements, the candidate is not penalised for this. Page 21 contains a very brief comment about the risks of opening email attachments.

All pass requirements have been met,

Pages 32-28 show the use of advanced search criteria to locate information on the WWW. Although the candidate has used Boolean operators this could have been equally well evidenced through correct use of the Advanced search page of a search engine. There is no evidence of searching from local media.

On pages 39-41 the candidate has listed the URLs of pages found, with the date the information was accessed. There is a brief comment on the validity of two of these sources, with a simple reason for one of these. This is the weakest element of the work in this AO.

Page 42 shows where the candidate has bookmarked URLs and organised these into suitable folders.

There is limited evidence that the candidate understands the implications of copyright. A list of the websites accessed has been provided, although it is unclear which information has been downloaded and stored.

The candidate has sent (pages 54-56), received (45), replied to (page 48) and forwarded (page 47) emails, including a message with multiple documents attached (page 56). Some of the screen prints have been taken too early, however the witness statement confirms that the final emails were all sent with suitable subject lines and message text. Candidates should be advised to produce their screen prints from the sent folder rather than compose mode, in order to ensure all text/subject line is shown. Additionally, this provides clear evidence that the emails have actually been sent.

An attachment has been received, opened and saved (page 45-46). Page 50 shows that the candidate has sent a high priority message to multiple recipients using cc and bcc, demonstrating some understanding of the appropriate use of these features.

		<p>Pages 49 and 51 show where the candidate has stored, retrieved and used email addresses and details of personal contacts.</p> <p>Page 58 shows where the candidate has included and created an email signature, although there is no evidence of this being used. Where subject lines and message text are shown these are appropriate.</p> <p>Page 57 includes a summary of the risks of opening and receiving email attachments and the candidate has suggested limited actions</p>
<b>AO3</b>		
<b>AO4</b> Select and use tools and facilities in word processing or DTP software to produce a variety of business documents	<p>The candidate has created a number of straightforward and simple business documents. Page 22 shows a letter, page 25 shows a memo, page 28 shows a flyer and pages 32-33 show a newsletter. These are based on standard templates and there is little consistency, other than the inclusion of the logo on the letter, flyer and newsletter. Although there is a page headed 'House Style' the candidate shows no understanding of this. Centres should encourage candidates to develop a consistent house style (position of logo, consistent font, font size, colours etc) across all their business documents in this AO.</p> <p>The letter contains all necessary elements but the layout is poor, with the two addresses the wrong way around, the date incorrectly formatted and placed, incorrect line spacing and inconsistent font. Although it is acceptable for text to be copied and pasted it is expected that it would be proof read for content, and the footnote references in the text of the newsletter should have been removed.</p>	<p>The candidate has produced a flyer (p84), newsletter (pgs 71-74), letter (pg 64), agenda (pg 80) and a business card (pg 81). A brief report has also been included on page 79; however this is too brief and does not use suitable headings to be classed as a report.</p> <p>The letter has been mail merged on pages 68 and the newsletter contains 4 pages and contains a chart, though not a table, imported from a spreadsheet.. The candidate has included graphics from a wide range of sources (pages 83-86). The candidate has included a list of the images used, where they have been used and their original source which is an excellent piece of evidence.</p> <p>Each of the documents show a company logo and similar fonts, and the original prints showed a consistent use of colour.. The candidate has used an extensive range of software tools and facilities, such as italics, drawing tools (lines and boxes), justification and left alignment, numbering, centring and different emphasis techniques (bold, italics). Different font sizes have also been used and there is some evidence of a table</p>

	<p>The newsletter shows evidence of images from the world wide web and an image from a drawing package – however it would be helpful to the moderator the sources of any images used were clearly identified.</p> <p>Pages 24, 26, 29, 30, 31, 36, 37, 39 and 40 show evidence of using a spelling checker and proofreading the documents.</p> <p>The documents presented show some evidence of using different font style, size and paragraph justification. Helpful screen prints are provided which show some of the formatting techniques used.</p> <p>Although the number of documents produced meets Merit requirements the quality is of Pass standard.</p>	<p>The candidate has inserted fields, including date and document information on page 69.</p> <p>Pages 59-66 and 71-74 show where the candidate has checked through their documents and used a spelling and grammar checker. Candidate's should be reminded to proof-read after carrying out a spell check to ensure that they have chosen the correct word suggested by the spell checker The final documents are virtually error-free and most of the documents would be usable in a professional context, although the letter layout contains a number of errors and the last page of the newsletter is inconstant in style. Overall a Distinction can just be awarded as a best fit grade.</p>
<p><b>AO5</b></p> <p>Create and use a simple business spreadsheet</p>	<p>The candidate has used the Downloadable Tunes model assignment and created a very simple spreadsheet. The spreadsheet on pages 41-49 show a limited number of calculations (sum and average). The formulas/functions appear to work. However, it is unclear how the later totals and averages have been calculated. The candidate has entered headings and has provided some evidence of formatting on pages 41-42 (different borders and colours with appropriate format chosen for some dates and currency columns). However, further improvements could have been made.</p> <p>Page 44 shows some data being changed to obtain different results. The amendments that the candidate has made to the spreadsheet and how the data has been amended to show different results. Pages 45 and 46 demonstrate inserting and deleting a row.</p>	<p>The candidate has produced an effective spreadsheet on pages 87-94 and formulas have been printed on pages 89 and 91. There is evidence of the use of +, - and more than one function (sum, average and max).</p> <p>Page 92 shows that the candidate has formatted the spreadsheet effectively using different borders, shading, fonts, currency and date format.</p> <p>Evidence of inserting and deleting rows is shown on pages 93 and 94.</p> <p>Page 92 shows where the candidate has edited some of the data to obtain different results.</p> <p>Pages 88-91 show that the candidate has printed out the spreadsheet using appropriate page orientation and number of pages.</p>

The candidate has printed out the spreadsheet on pages 41-42 although these could have been presented in a better way, showing less white space.

All Pass requirements have been met, with some Merit requirements (use of a function, a range of formatting and insert/delete rows) but there is no formula printout and no evidence of using print preview and adjusting print options to fit the whole sheet onto one side. Pass is therefore the best fit here..

Some use of headers and footers are included and other print layout features have been used appropriately, such as printing row and column headings.

All Distinction criteria are evidenced here.

**Unit 1**  
**Level 2**  
**AO4**

**Candidate B**  
**Pass**





Q04.

434 Queen's Road  
Gateshead  
DE15 HEG  
067 46 253376

Downloadable tunes  
1 Coventry square  
CV1 3HQ  
024 76 470033

Friday, 14 December 2007

Dear .

I am writing on behalf of the downloadable tunes company to let you no that downloadable tunes have a new offer on store today. And wondered if you would be interested. The offer that we have today is a buy one get one free offer.

Yours sincerely

# formatting my letter 904.

The screenshot displays a Microsoft Word document titled "letter - Microsoft Word". The document is a letter template with the following content:

Downloadable tunes  
Company square  
CV1 3HQ  
024 76 270033

Friday, 14 December 2007

Dear Mr Potter

I am writing on behalf of the downloadable tunes company to let you so that downloadable tunes have a new offer on store today and considered if you would be interested. The offer that we have today is a buy one get one free offer.

Yours sincerely  
Rebecca DeGroot

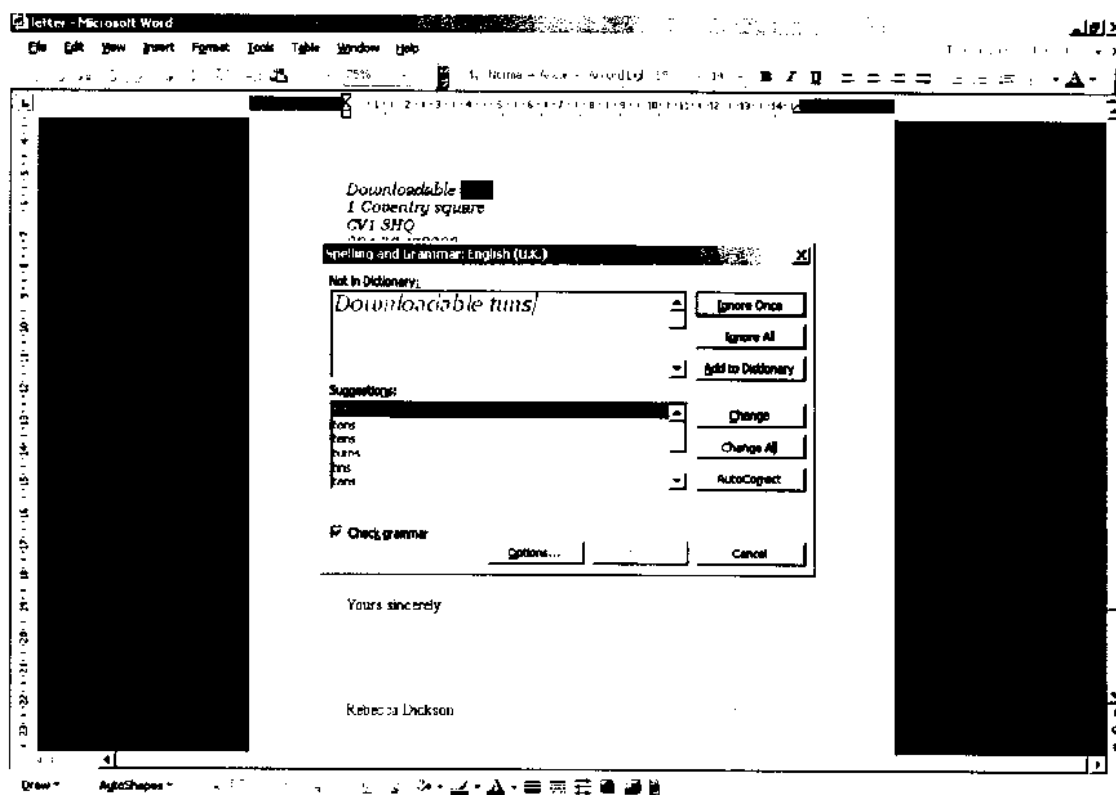
Annotations and Callouts:

- "I have aligned this to the left" points to the company address.
- "I have aligned this to the right" points to the recipient's address: "17 Queen's Road, Greenhead, DE15 2EG, 01474 253376".
- "I have justified for this" points to the date "Friday, 14 December 2007".
- "I have used justified for this" points to the main body of the letter text.

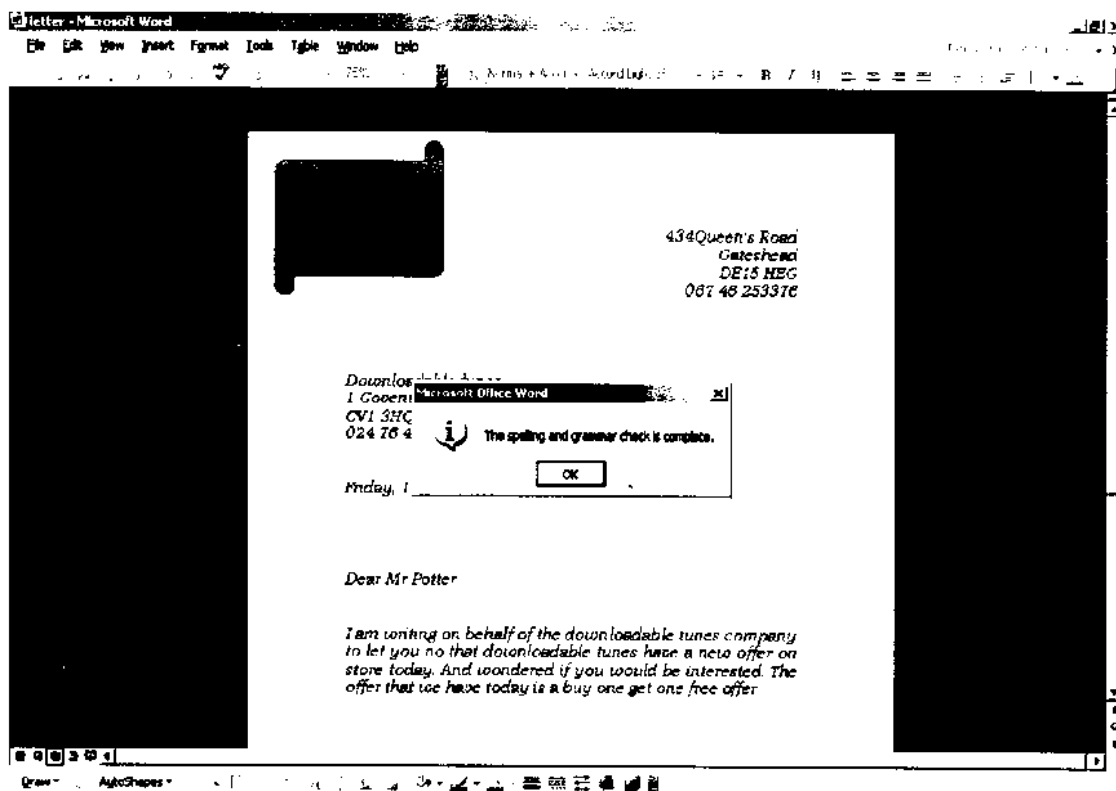
The status bar at the bottom shows "Page 1", "Sec 1", "1/1", "At 7.2cm", "Ln 9", "Col 1". The taskbar at the bottom shows "Start", "letter - Microsoft Word", "task 6 business documents", and "logo - Microsoft Publisher...". The system clock shows "10:46".

# Spell checking my letter

904.



This show I am spell checking my letter.



This shows I have spell checked my letter and is completed.

24

G04.

**Downloadable tunes**

# Memo

**To:**  
**From:** I  
**CC:** Assistant Manage.  
**Date:** January 11, 2008  
**Re:** Changes made to spreadsheet and data base

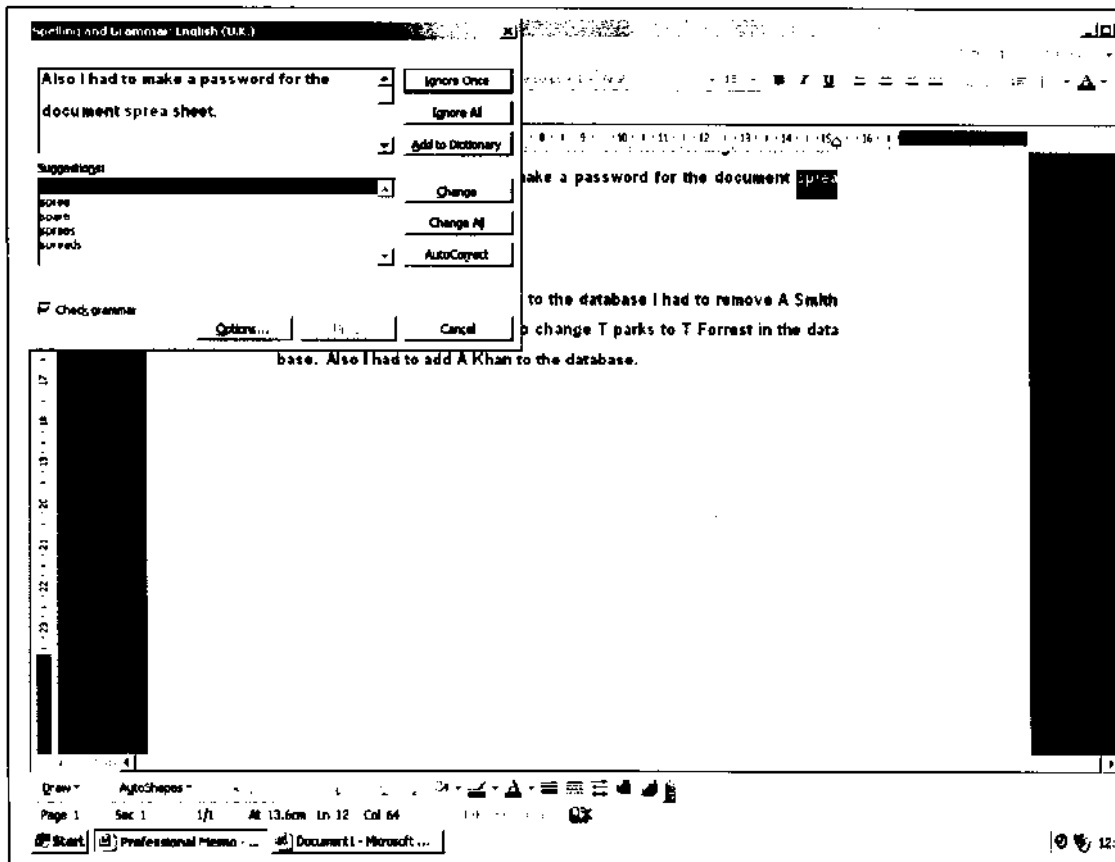
---

I had to make some changes to the spread sheet and the database. The changes I have made to the spreadsheet is I have changed the order number 1001 that was entered incorrectly and changed the amount \$15 to £18 and the vat should have been £3.15 so I have changed this to the correct amount. Also I had to make a password for the document spread sheet.

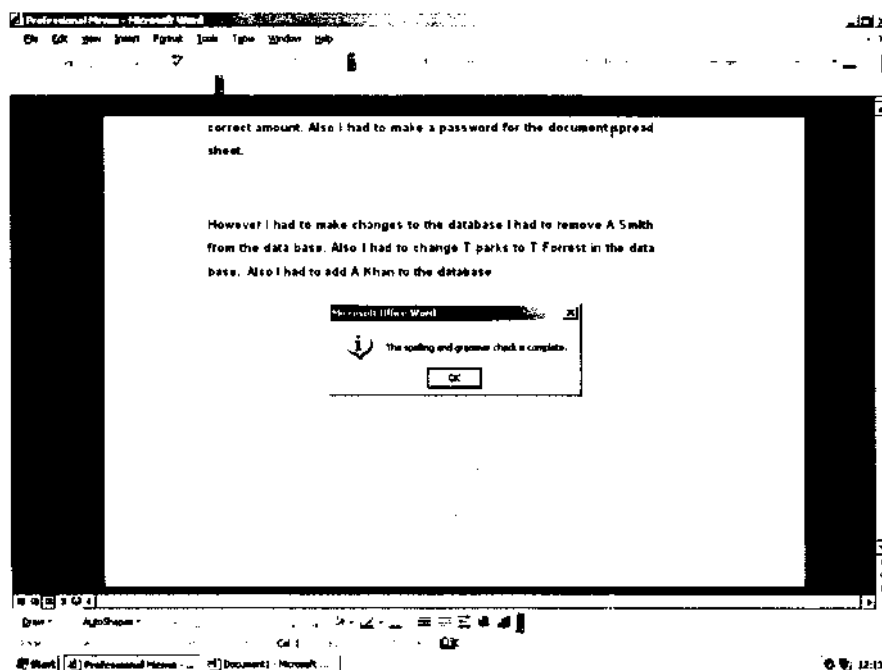
However I had to make changes to the database I had to remove A Smith from the data base. Also I had to change T parks to T Forrest in the data base. Also I had to add A Khan to the database.

Regards

# memo spell check

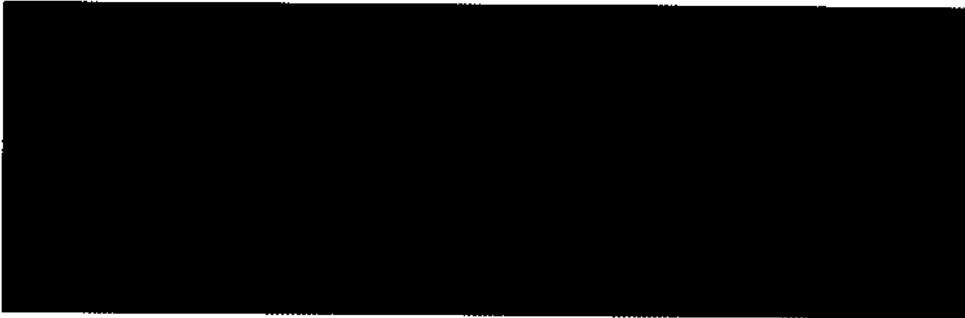


This show I have a spelling error

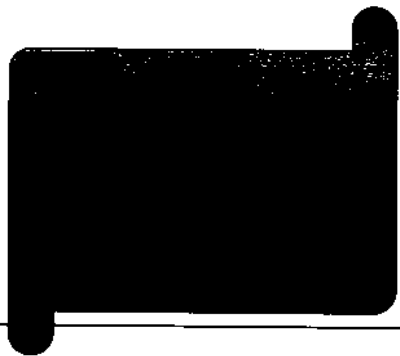


This show I have corrected it

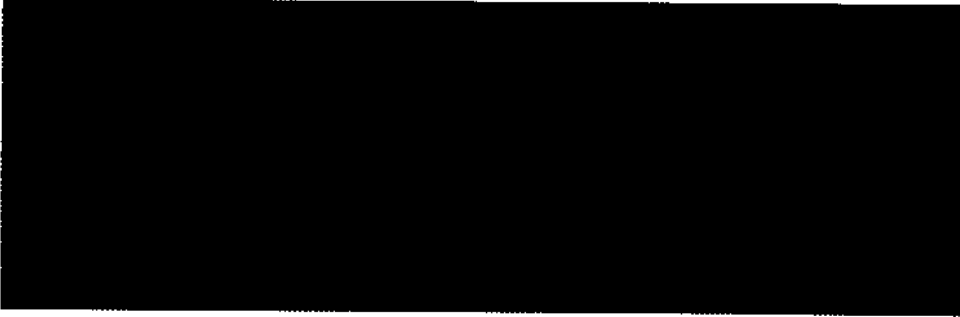




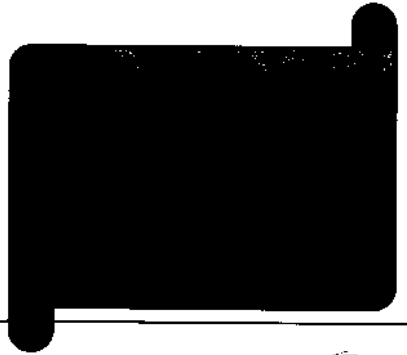
204.



From downloadable tunes



I have made a spelling  
mistake  
it  
should  
say  
January





G04.

Downloadable tunes

# Memo

**To:** Manage

I have made a spelling mistake it  
should say

**From:**

**CC:** Assistant Manager- Joanne Jill

**Date:** January 17, 2008

**Re:** Changes made to spreadsheet and data base

---

I had to make some changes to the spread sheet and the database. The changes I have made to the spreadsheet is I have changed the order number 1001 that was entered incorrectly and changed the amount \$15 to £18 and the vat should have been £3.15 so I have changed this to the correct amount. Also I had to make a password for the document spread sheet.

However I had to make changes to the database I had to remove A Smith from the data base. Also I had to change T parks to T Forrest in the data base. Also I had to add A Khan to the database.

Regards

204.

Downloadable tune ⑤ I have made a spelling  
1 Coventry square mistake it should say tunes  
CV1 3HQ  
024 76 470033

Friday, 14 December 2007

Dear ,

I am writing on behalf of the downloadable tunes company to let you no that downloadable tunes have a new offer on store today. And wondered if you would be interested. The offer that we have today is a buy one get one free offer.

Yours sincerely

③

# Downloadable tunes

## 4 pop singers autobiography inside downloadable tunes.

Downloadable tunes  
1 Coventry square  
Cv1 3hq  
024 76 470033

### Britney spears

Britney Jean Spears (born December 2, 1981) is an American pop music singer, songwriter, dancer, actress, and author. Spears has sold over 76 million records worldwide according to TIME magazine.[1] The Recording Industry Association of America (RIAA) ranks her as the eighth best-selling female artist in American music history, having sold 31 million albums in the U.S.[2]

Spears is best known for her studio albums, music videos, and songs, such as "...Baby One More Time", "Oops!... I Did It Again", "I'm a Slave 4 U", "Toxic", for which she won a Grammy Award,[3] and "Game More". In January 1999, Spears released her first studio album ...Baby One More Time, followed closely by the 2000 studio album Oops!... I Did It Again. Her third album Britney was released in November 2001,

followed by a fourth album In The Zone in November 2003. The collection Greatest Hits: My Prerogative was released in November 2004. Her fifth album is scheduled to be released worldwide on November 12 and in the U.S. on November 13, 2007.[4]

Spears' fame in the music industry has led her to experiment with other forms of media, including film and reality television. As an actress, she is most noted for her starring role in the 2002 movie Crossroads.[5] Spears has also made guest appearances in various other movies and television programs. Her success as a singer led her to several high-profile advertising deals and endorsements

Spears' marriage to back-up dancer Kevin Federline and the birth of their two children, Sean Preston and Jayden James, put

her music career on hold.[6][7] The couple's divorce in November 2006 was highly publicized and followed by an on-going legal battle for custody of the boys.[8][9][10]

Britney Spears was born in McComb, Mississippi,[11][12] and raised in Kentwood, Louisiana as a Southern Baptist. Her parents are James Parnell Spears, a building contractor, and Lynne Irene Bridges, a former grade school teacher. Spears's brother Bryan works as a manager for the Spears family interests[13] and her sister Jamie Lynn is an actress and singer



Volume 1, Issue 1  
27th of September  
07

#### Special points of interest:

Birth name Britney Jean Spears  
Born December 2, 1981 (1981-12-02) (age 25)  
Origin McComb, Mississippi, United States  
Genre(s) Pop, dance, urban pop  
Occupation(s) singer, dancer, recording artist, performer, songwriter, actress  
Years active 1998 – present  
Label(s) Jive  
Website www.britneyspears.com

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### Amy Wine house

Amy Jade Winehouse (born 14 September 1983) is an English singer and songwriter of soul, jazz, and rhythm and blues. Her debut album, Frank (released in 2003) was nominated for the Mercury Prize. She won the Ivor Novello Award in 2004 for her debut single "Stronger than Me"

and again in May 2007 for the first single "Rehab" from her 2006 album Back to Black. On 14 February 2007, she won a BRIT Award for Best British Female Artist; she had also been nominated for Best British Album. On 17 July, Back to Black was announced as one of the 12

the Ivor Novello Award in 2004 for her debut single.



According to the United World Chart, Shakira is as of 2007 the fourth most successful artist so far from the 2000s. She is also the only artist to have two songs in the top ten of the most successful singles since 1999.[6]

## Shakira page

Shakira Isabel Mebarak Ripoll (born February 2, 1977), known simply as Shakira (IPA pronunciation: [ʃaˈkiˈra][2]), is a Colombian-Lebanese singer, songwriter, instrumentalist, record producer, dancer and occasional actress who has been a major figure in the pop music scene of Latin America since the mid-1990s. In 2001, she broke through into the English-speaking world with the release of *Laundry Service*, which sold over fifteen million copies worldwide.[3] A two-time Grammy Award-winning and eight-time Latin Grammy Award-winning artist, Shakira is the highest-selling Colombian artist of all time, having sold more than 50 million albums worldwide.[4] She is also the only artist from South America to reach the number-one spot on the *Billboard* Hot 100, the Australian ARIA chart, the United World Chart and the UK Singles Chart. Shakira is also known for having an IQ of 140.[5]



## Avril lavin page

Avril Lavigne Whibley,[8] better known by her birth name of Avril Lavigne, (born September 27, 1984) is a Canadian rock/punk-pop singer, musician and actress. In 2006, Canadian Business Magazine ranked her the seventh most powerful Canadian in Hollywood,[9] and in 2007 she won ninth place in the Jabra Music Contest for the Best Band in the World, based on fan votes from around the world.[10]

Lavigne's birth surname is usually pronounced in an anglicized way as /ˈævrɪl ˈlɒːviːn/ "La-Veen" (in French it is commonly pronounced /aˈvʁil laˈviːn/ (help·info)). Avril is French for "April", while la vigne means "the vine" or "the vineyard".

Lavigne's debut album, *Let Go*, was released in 2002, and went on to sell over 18 million

copies worldwide.[11] and was certified six times platinum in the United States[12] Her second and third albums, *Under My Skin* (2004) and *The Best Damn Thing* (2007), respectively, reached number one on the U.S. *Billboard* 200. Lavigne has scored five number one songs worldwide to date and a total of eleven top ten hits, including "Complicated", "Sk8er Boi", "I'm with You", "My Happy Ending", and "Girlfriend". She ranked #50 on VH1's "50 Greatest Women Of The Video Era

Avril Lavigne was born in Belleville, Ontario[13][14] to a devout Christian family. [15][16] Lavigne's musical talent was first spotted at the age of two when her mother says Lavigne began singing along with her on church songs. The family moved to Napanee, Ontario, when Lavigne was five years old.

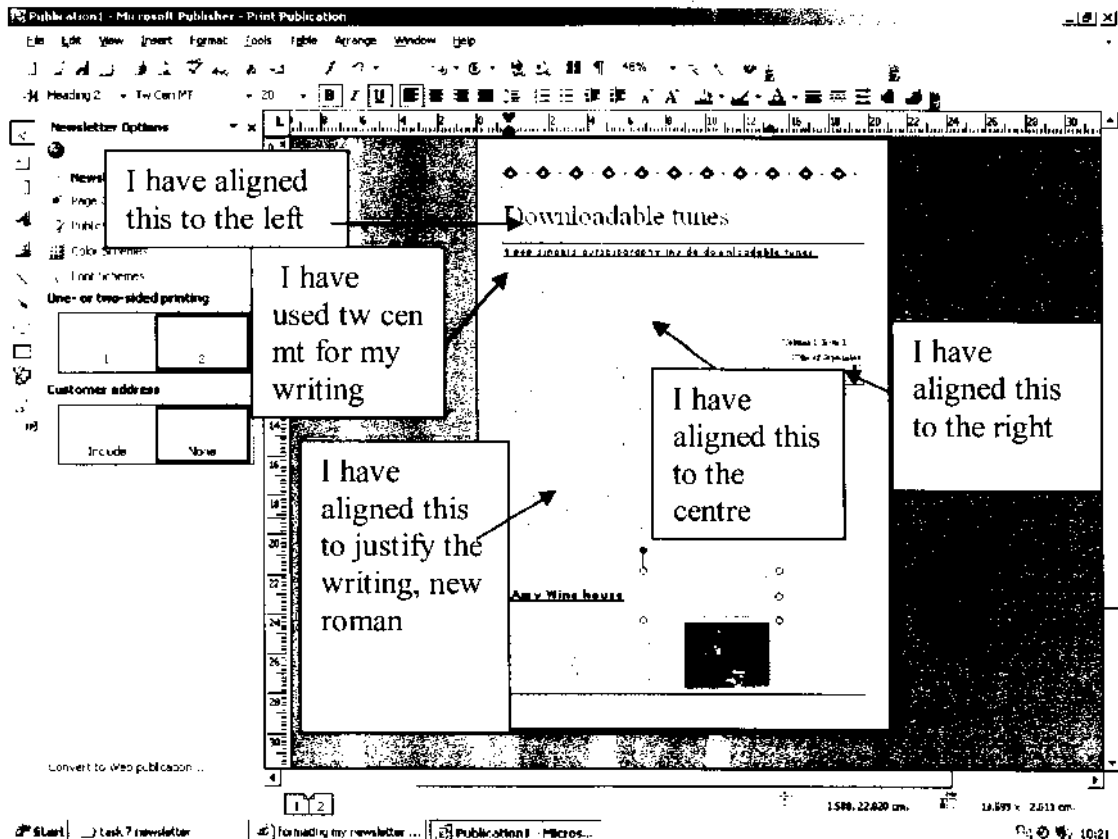
In 1998, Lavigne won a competition to sing with fellow Canadian singer Shania Twain

on her first major concert tour. She appeared alongside Twain at her concert in Ottawa, appearing on stage to sing "What Made You Say That

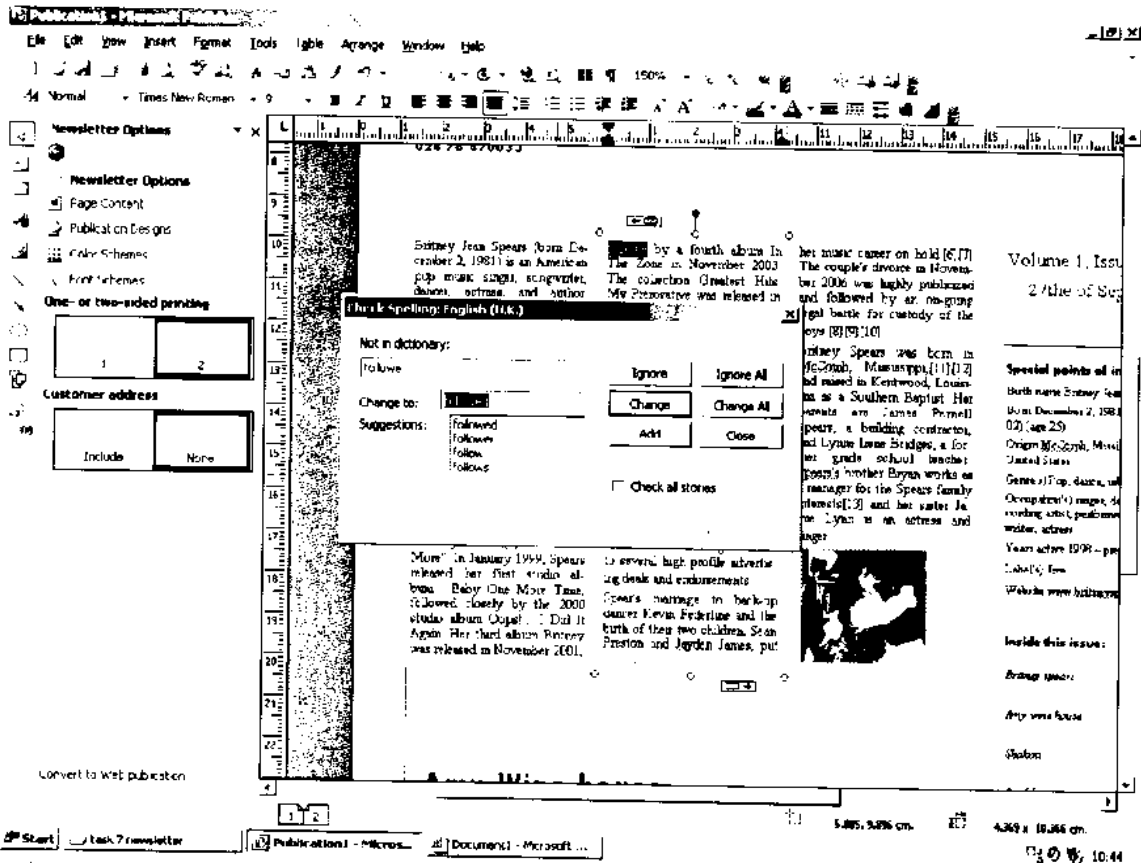
She was discovered by her first professional manager, Cliff Fabri, while singing country covers at a Chapters bookstore in Kingston, Ontario



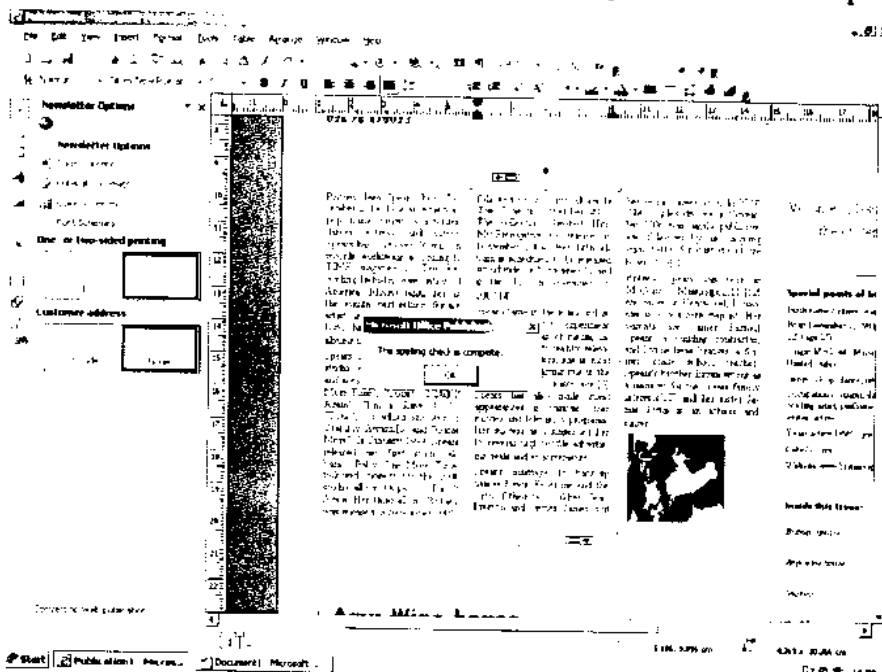
# Formating my letter 204.



# Spell Checking



This shows that I am correcting my letter with spell check.

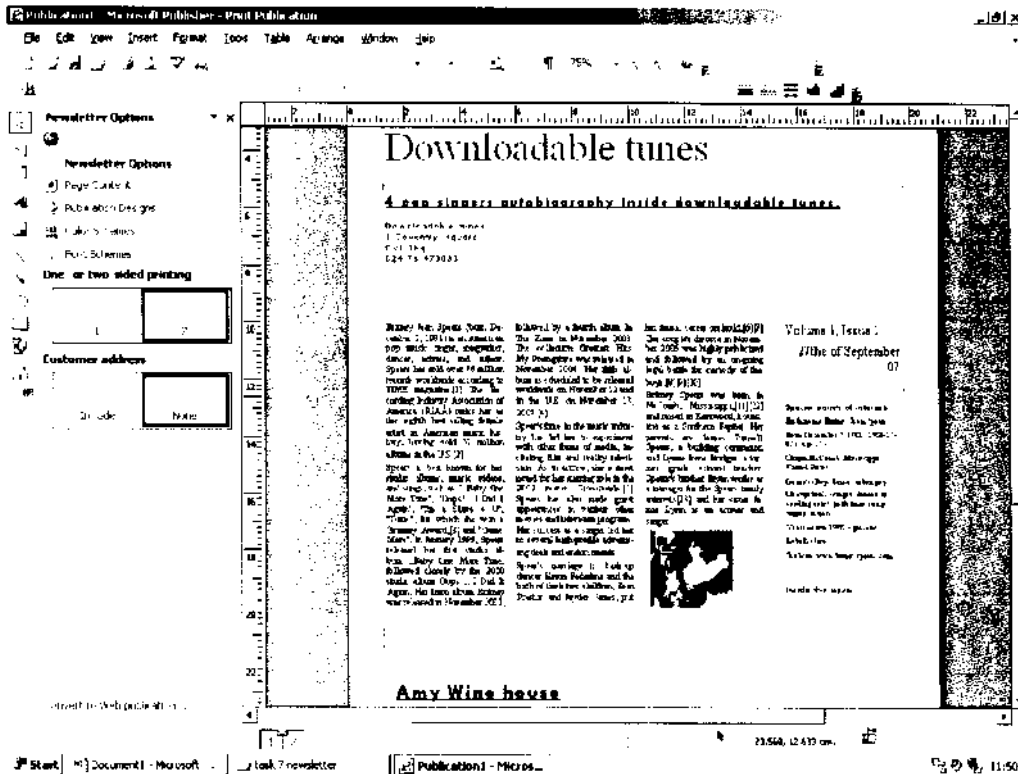


This shows that the spell check is completed.

Ady.

33

# House Style



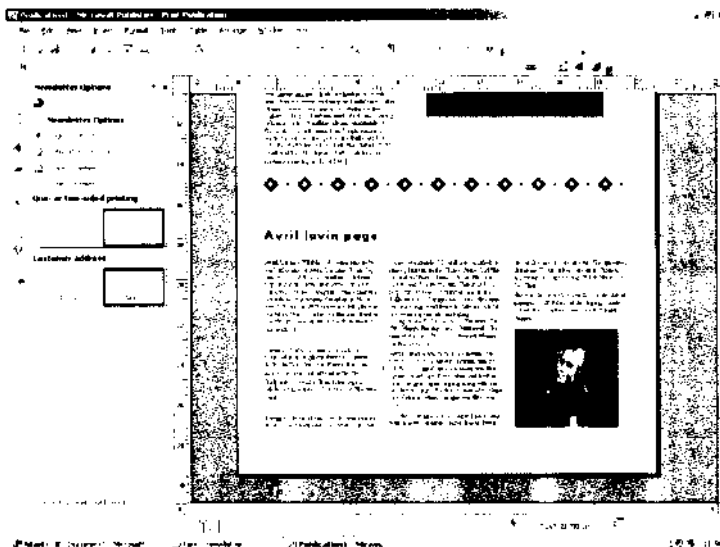
To

make this presentation house style, I used the same...

. Writing

. colours

. the columns are the same and the size and the way the pictures are lay out are the same.-



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# Downloadable tunes

2004.

## 4 pop singers autobiography inside downloadable tunes.

Downloadable tunes  
1 Coventry square  
Cv1 3hq  
024 76 470033

### Britney Spears

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Years active 1998 – present

Label(s) Jive

Website www.britneyspears.com

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## Amy Wine house

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## 4 pop singers autobiography inside downloadable tunes.

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Also

### Avril lavin page

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Lavigne's debut album, *Let Go*, was released in 2002, and went on to sell over 18 million

copies worldwide.[11] and was certified six times platinum in the United States[12] Her second and third albums, *Under My Skin* (2004) and *The Best Damn Thing* (2007), respectively, reached number one on the U.S. Billboard 200. Lavigne has scored five number one songs worldwide to date and a total of eleven top ten hits, including "Complicated", "Sk8er Boi", "I'm with You", "My Happy Ending", and "Girlfriend". She ranked #50 on VH1's "50 Greatest Women Of The Video Era

Avril Lavigne was born in Belleville, Ontario[13][14] to a devout Christian family. [15][16] Lavigne's musical talent was first spotted at the age of two when her mother says Lavigne began singing along with her on church songs. The family moved to Napanee, Ontario, when Lavigne was five years old.

In 1998, Lavigne won a competition to sing with fellow Canadian singer Shania Twain

on her first major concert tour. She appeared alongside Twain at her concert in Ottawa, appearing on stage to sing "What Made You Say That

She was discovered by her first professional manager, Cliff Fabri, while singing country covers at a Chapters bookstore in Kingston, Ontario



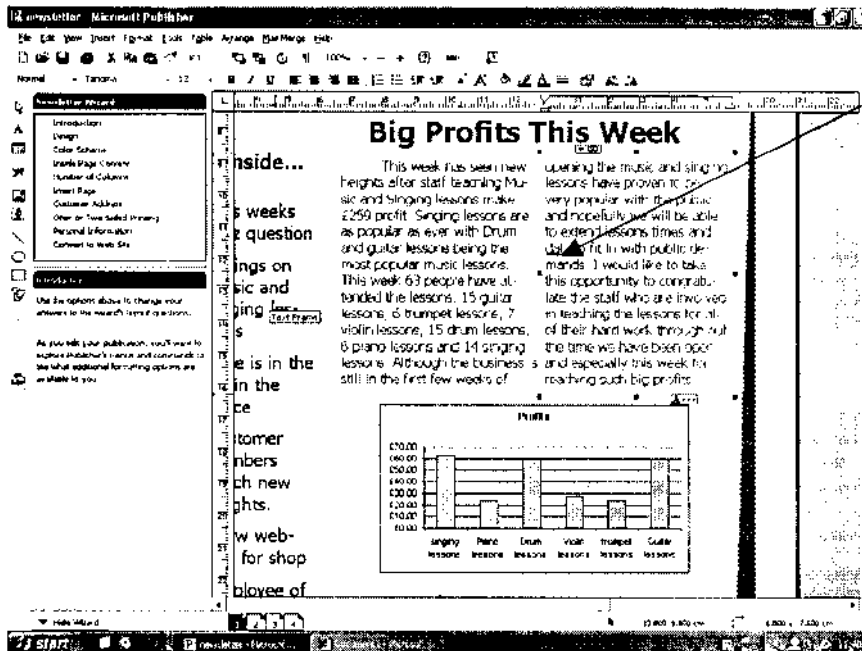
49

**Unit 1**  
**Level 2**  
**AO4**

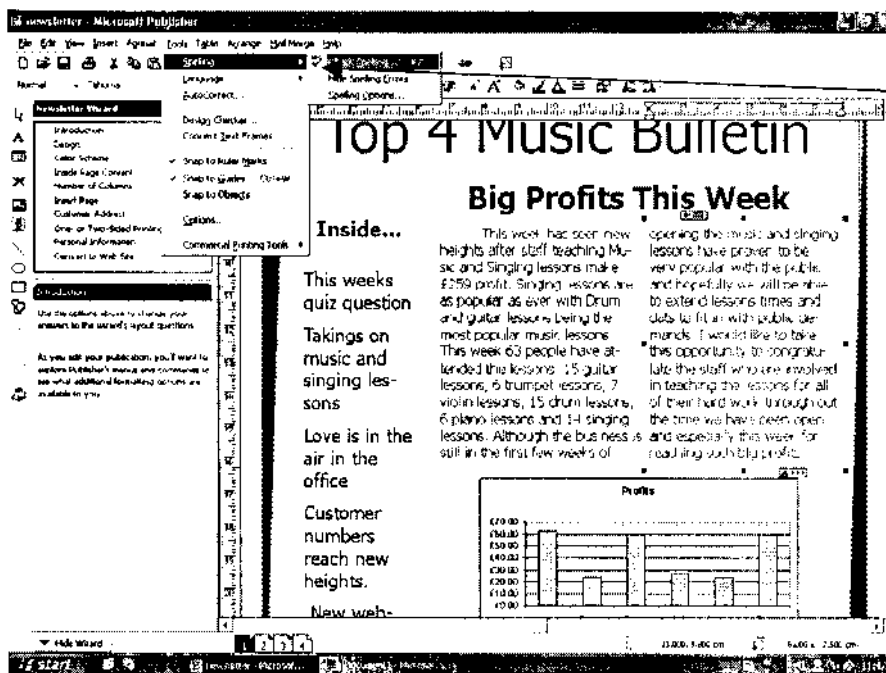
**Candidate A**  
**Distinction**

Koleb

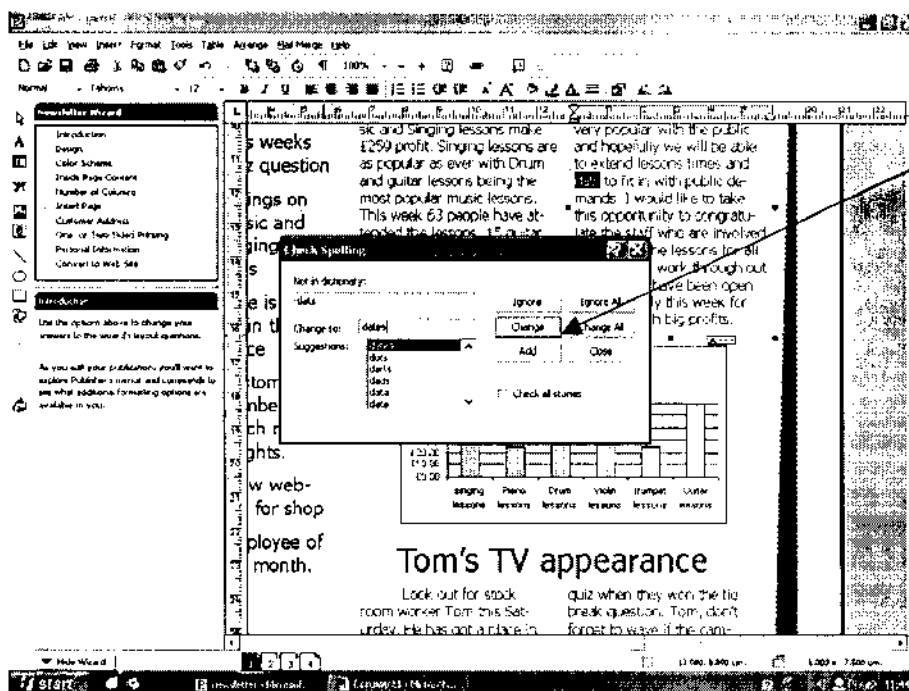
## Spell checking Newsletter.



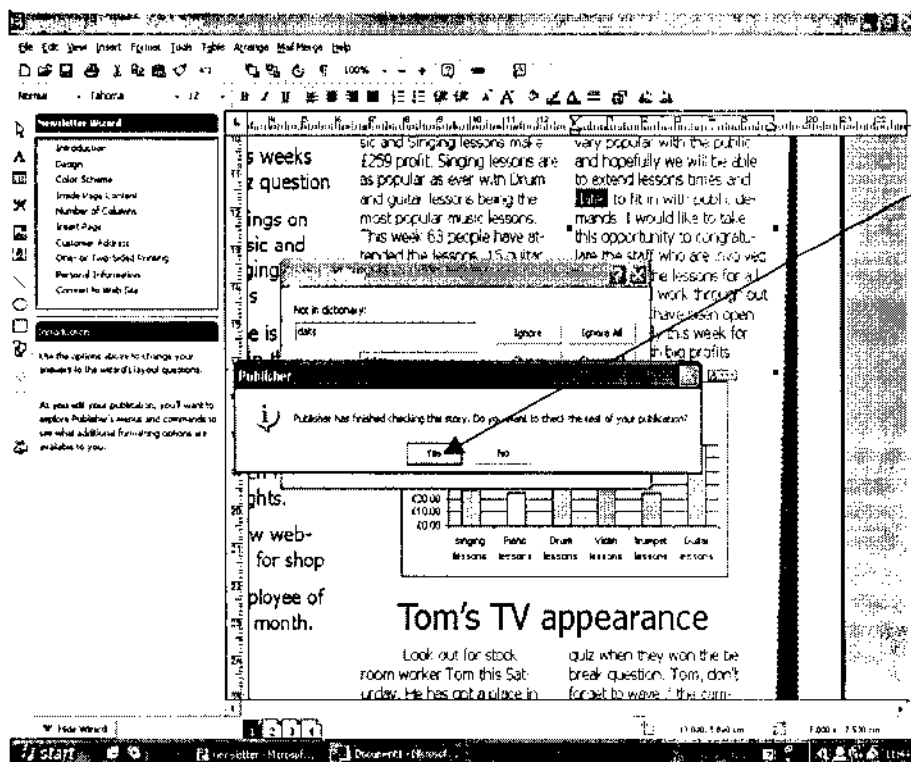
I made a spelling mistake here.



I clicked tools, spelling then check spelling.

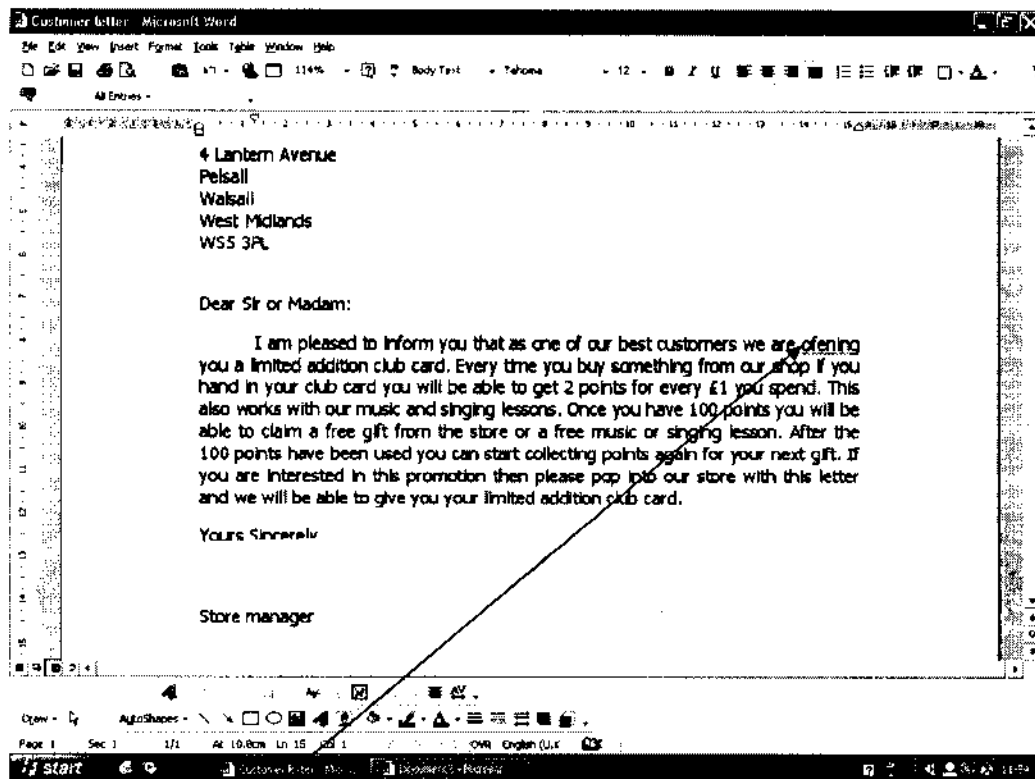


When on spell check click on the correct spelling and click change.

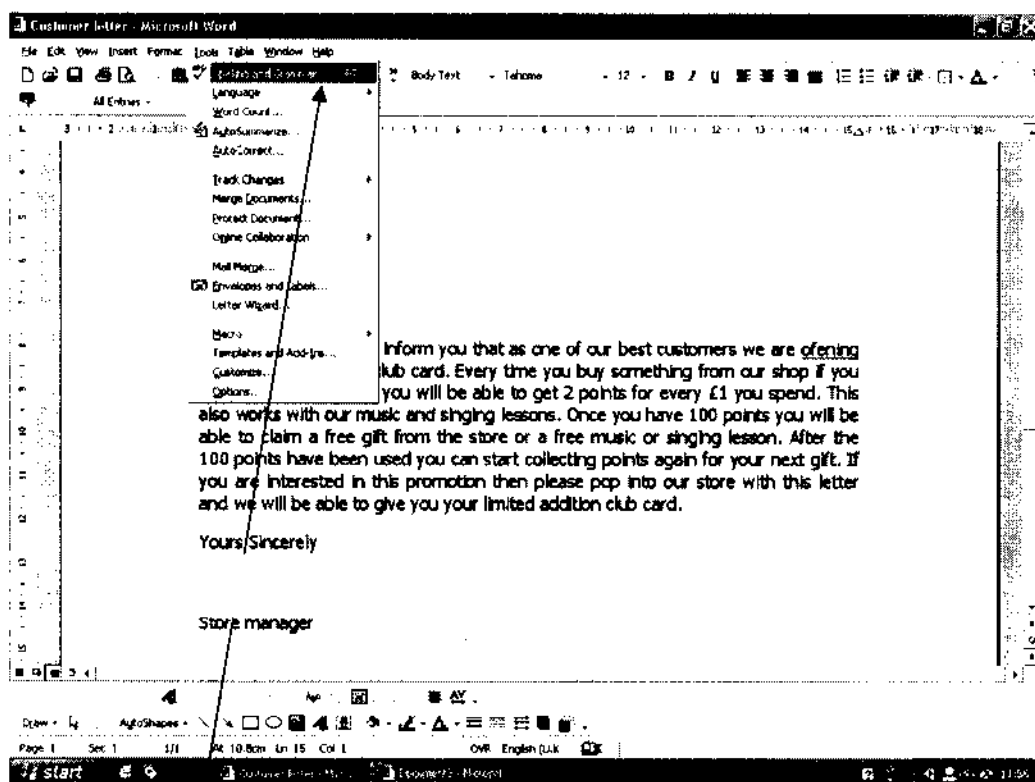


Then click yes to change other spelling mistakes.

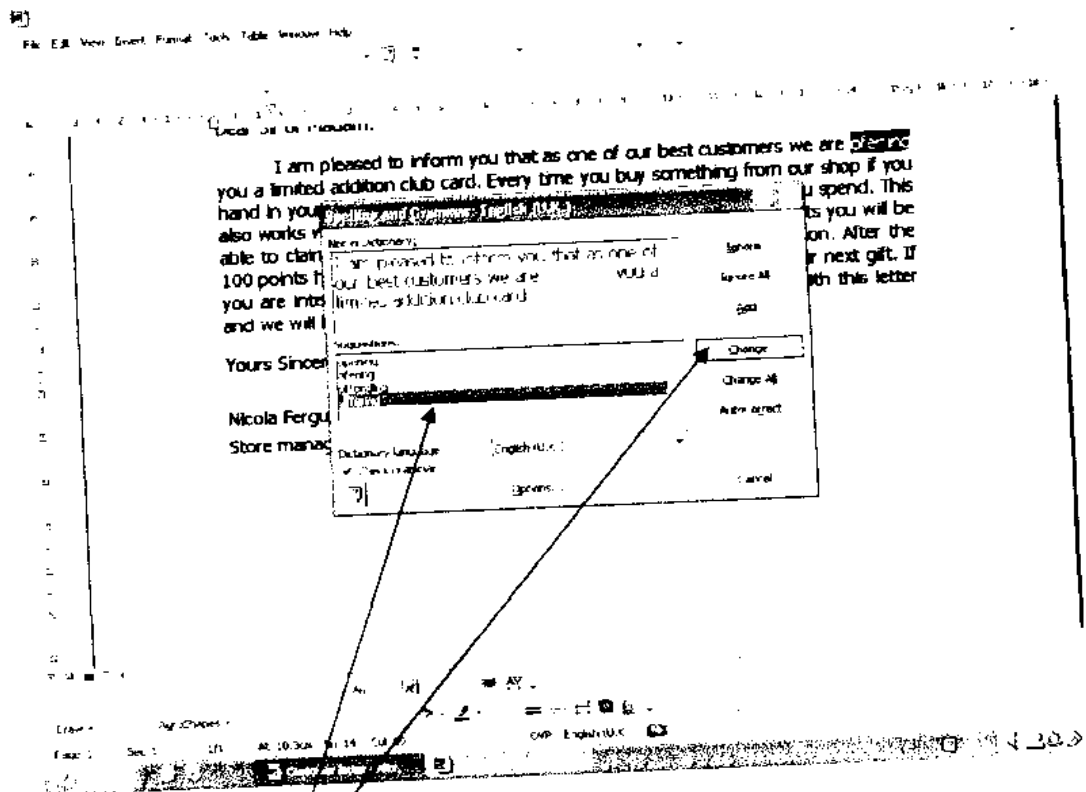
## Spell Checking a word document



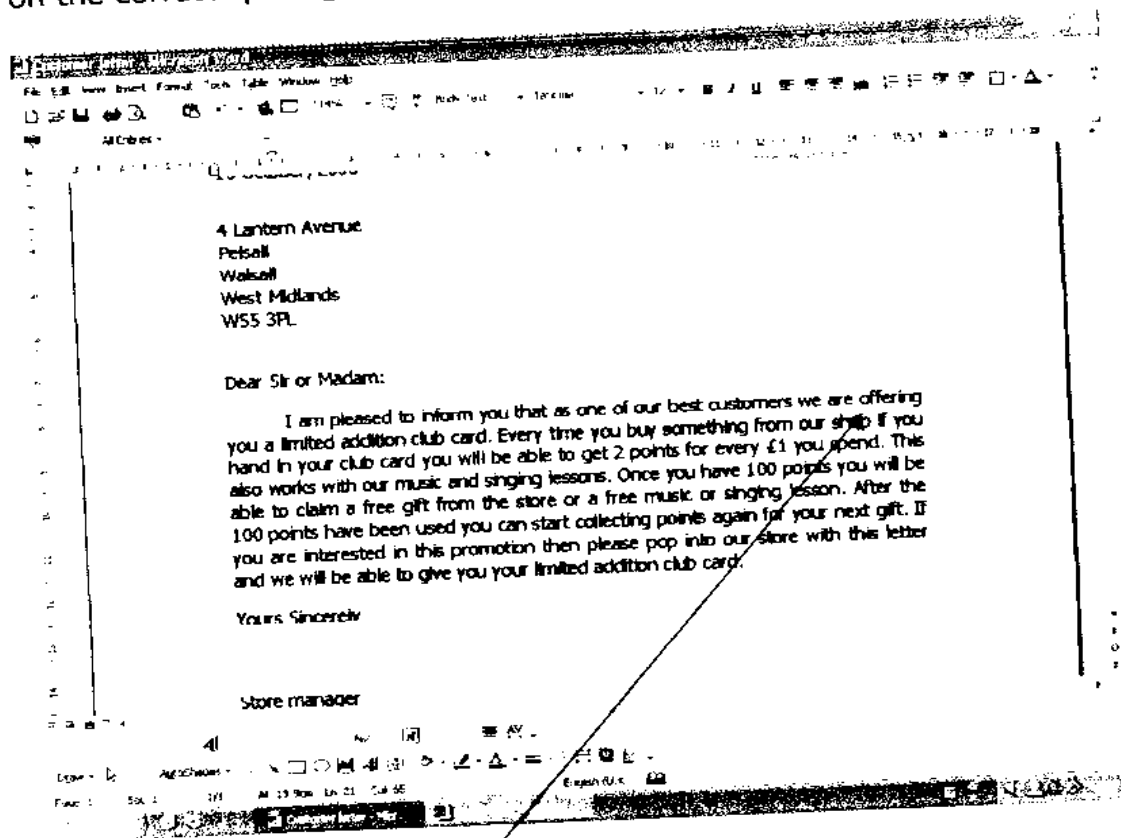
This is the spelling mistake.



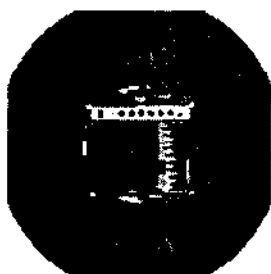
To change the spelling I went to tools then spelling and grammar.



Click on the correct spelling then change.



This is the letter with the correct spelling



Top 4 Music  
Park Street  
Walsall  
West Midlands

Dear Staff,

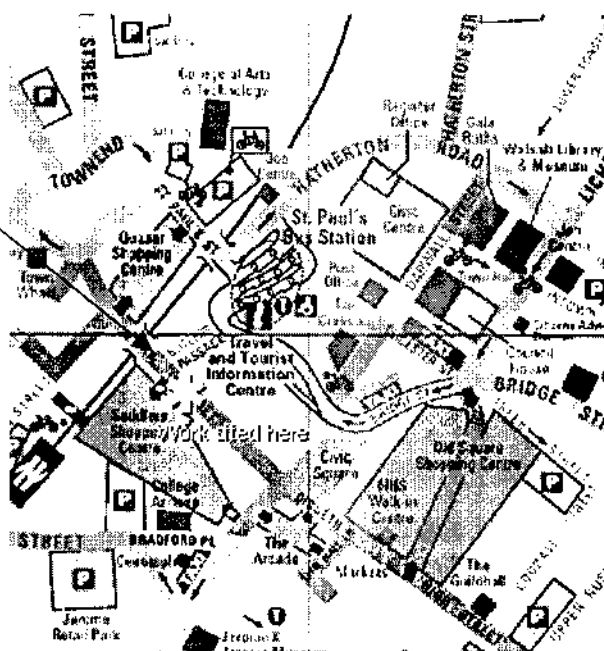
I am writing to inform you of the opening day of the Walsall store on the 10<sup>th</sup> of July 2006. You will need to arrive at the store at 9am where you will be given a uniform and instructions for your job for the day. The press will arrive at 10:30am and the opening will begin at 11am. You will only need to attend up until 3pm so you will have the rest of the day off. Please make sure that you can make it as your job may be at risk if you don't turn up. You are welcome to bring along any family or friends to the grand opening. I hope to see you all there.

Yours sincerely

Manager of Top 4 Music

P.S – Please see the map below if you aren't sure of the location.

The shop is sited on the right hand side of Park Street in Walsall Town Centre





Dear Staff,

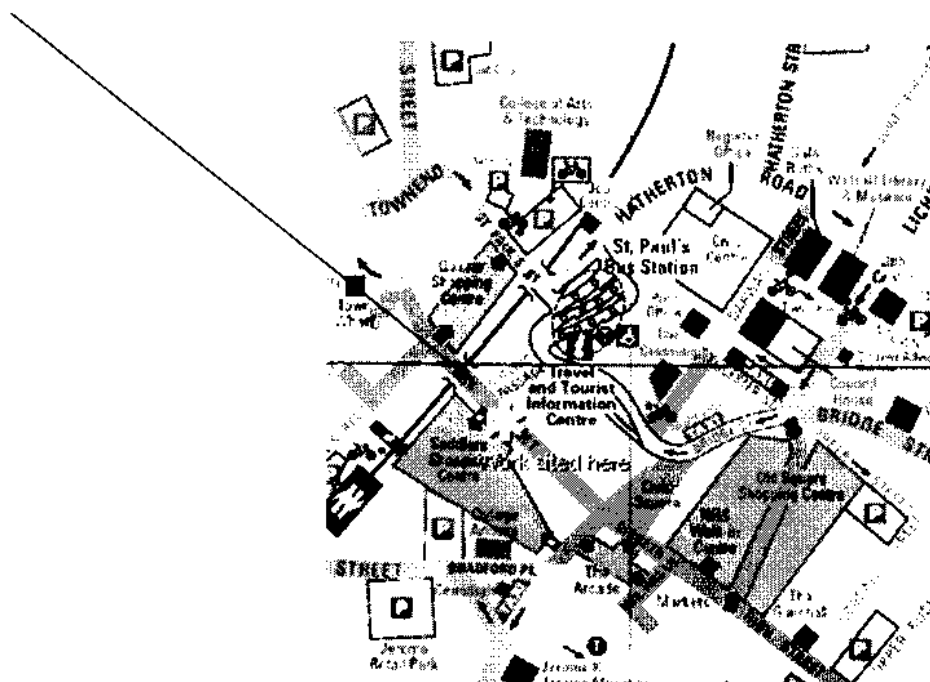
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Manager of *Top 4 Music*

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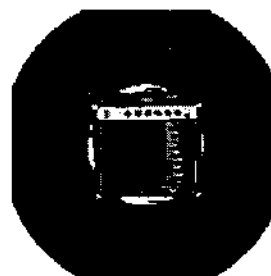
The shop is sited on the right hand side of Park Street in Walsall Town Centre





**Top 4 Music**

Top 4 Music  
Park Street  
Walsall  
West Midlands.



1 November, 2006

Ms Helen Emerson  
12, Leighs Road,  
Walsall,  
WS1 4FG.

Dear M

I am pleased to inform you that as one of our best customers we are offering you a limited addition club card. Every time you buy something from our shop if you hand in your club card you will be able to get 2 points for every £1 you spend. This also works with our music and singing lessons. Once you have 100 points you will be able to claim a free gift from the store or a free music or singing lesson. After the 100 points have been used you can start collecting points again for your next gift. If you are interested in this promotion then please pop into our store with this letter and we will be able to give you your limited addition club card.

Yours Sincerely

Store manager

**Top 4 Music**

Top 4 Music  
Park Street  
Walsall  
West Midlands.



1 November, 2006

«Title» «First\_Name» «Family\_Name»  
«House\_Number», «Road»,  
«Town»,  
«Post\_Code».

Dear

I am pleased to inform you that as one of our best customers we are offering you a limited addition club card. Every time you buy something from our shop if you hand in your club card you will be able to get 2 points for every £1 you spend. This also works with our music and singing lessons. Once you have 100 points you will be able to claim a free gift from the store or a free music or singing lesson. After the 100 points have been used you can start collecting points again for your next gift. If you are interested in this promotion then please pop into our store with this letter and we will be able to give you your limited addition club card.

Yours Sincerely

Store manager

# Top 4 Music

Top 4 Music  
Park Street  
Walsall  
West Midlands.



25 April, 2007

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Store manager

03-Fergusson-N

## Top 4 Music

Top 4 Music  
Park Street  
Walsall  
West Midlands.



25 April, 2007

«Title» «First\_Name» «Family\_Name»  
«House\_Number», «Road»,  
«Town»,  
«Post\_Code».

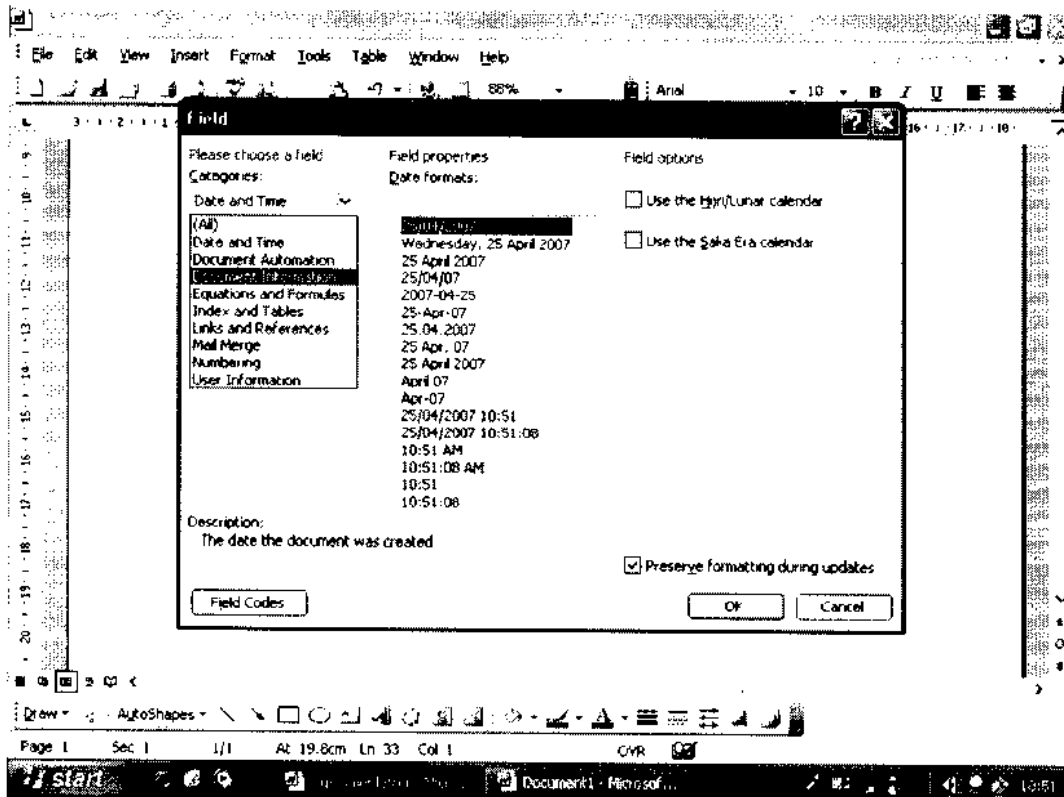
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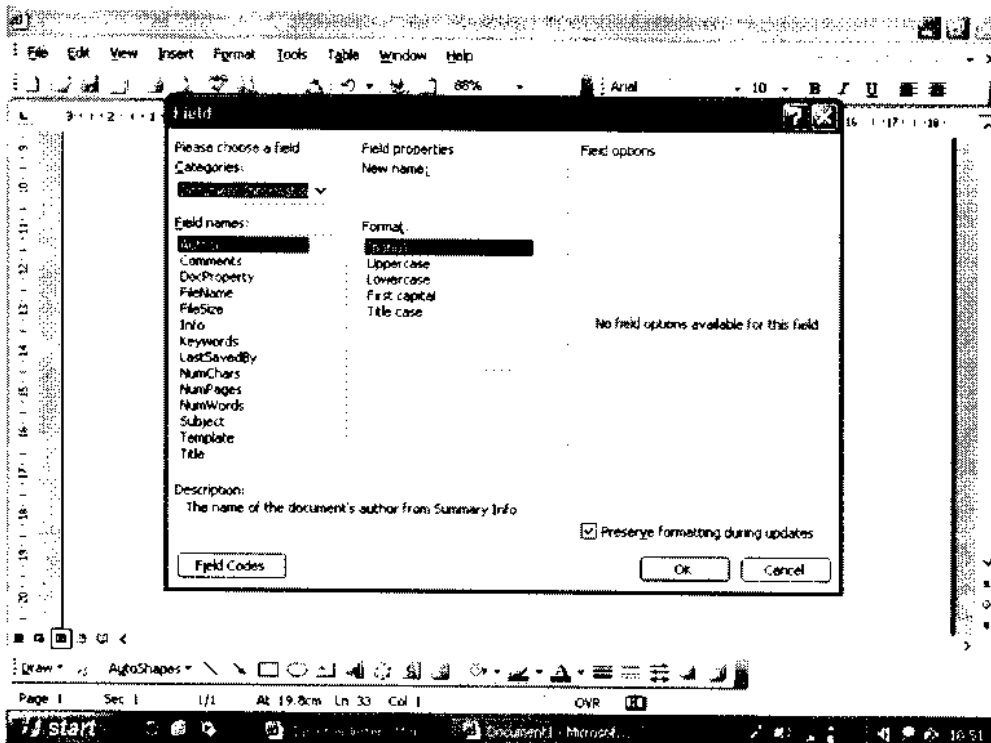
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03-Fergusson-N

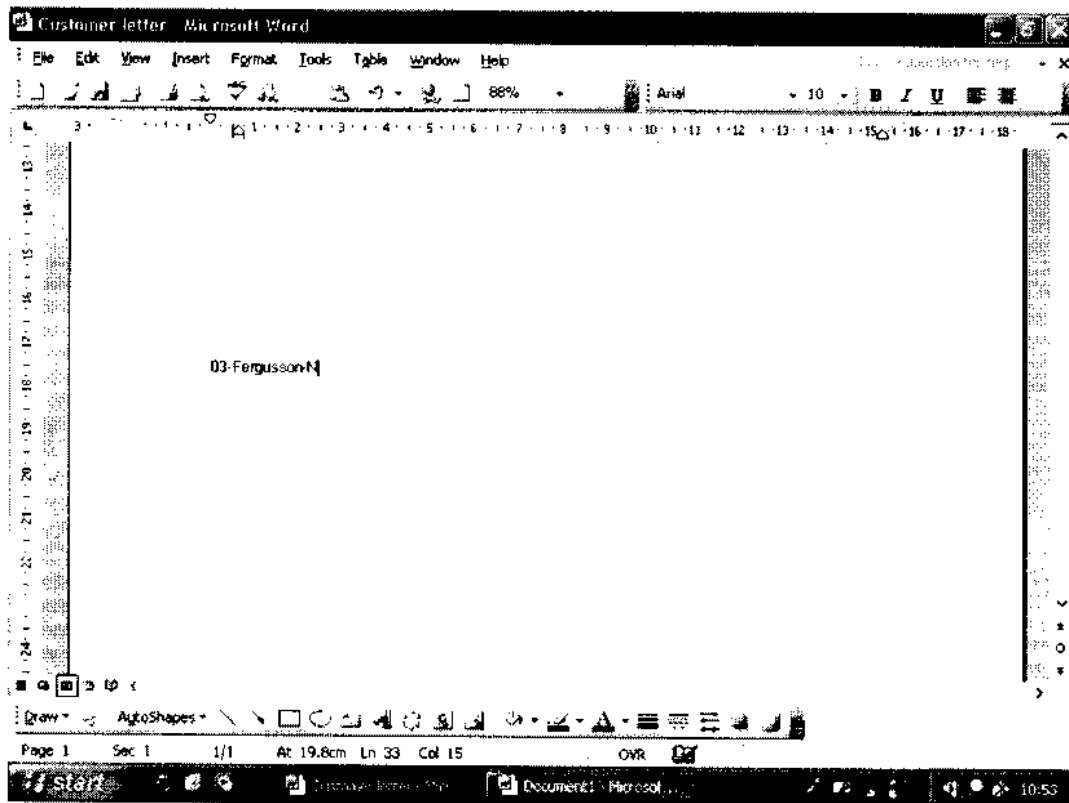


Go to categories and select document information.

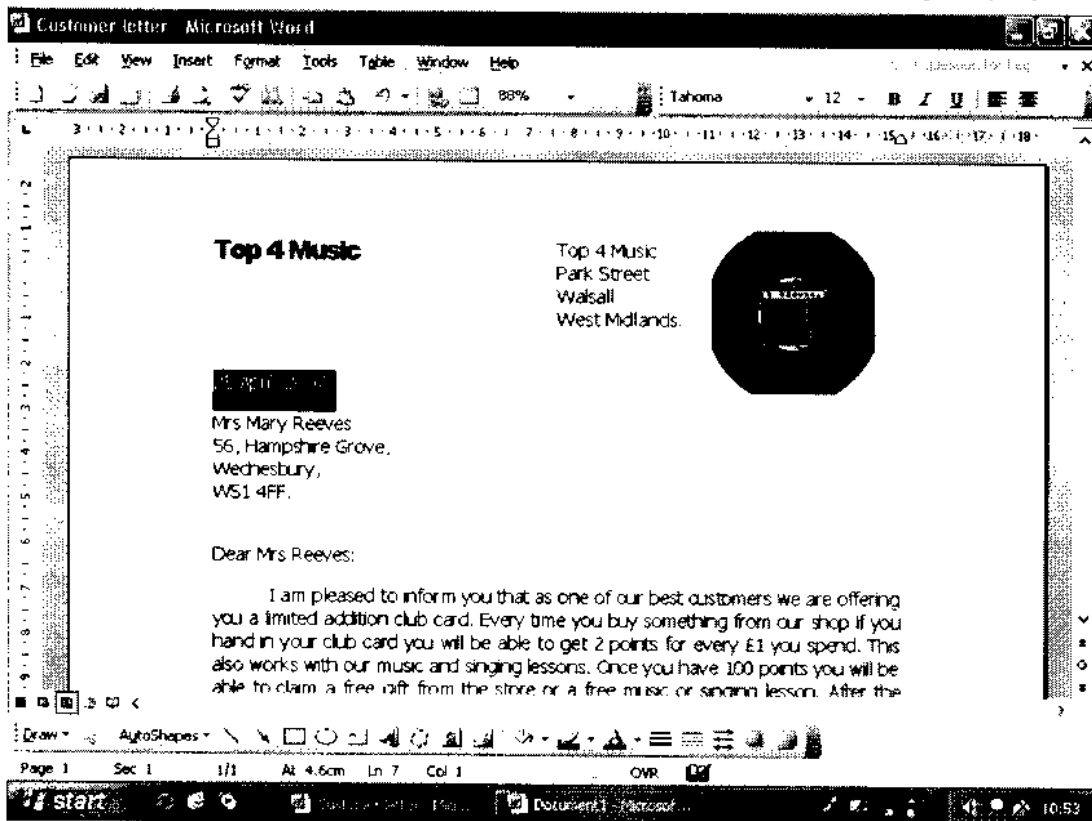


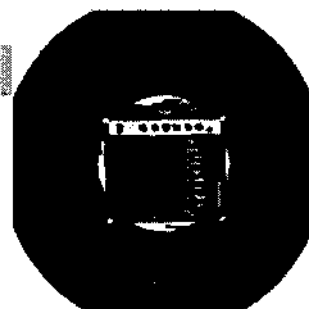
Then select the type of information you wish to be displayed which in this case is the author and then click ok.

130



The authors name is now displayed and below shows the date being displayed.





# Top 4 Music Bulletin

## Big Profits This Week

### Inside...

This weeks  
quiz question

Takings on  
music and  
singing les-  
sons

Love is in the  
air in the  
office

Customer  
numbers  
reach new  
heights.

New web-  
site for shop

Employee of  
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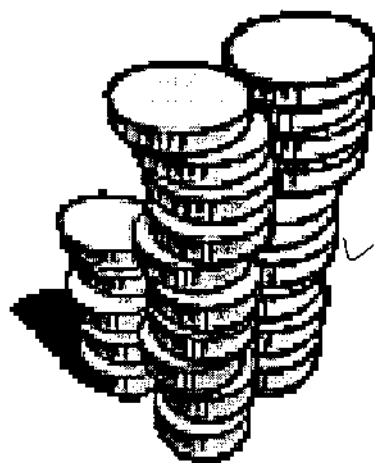
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This week 63 people have attended the lessons. 15 guitar lessons, 6 trumpet lessons, 7 violin lessons, 15 drum lessons, 6 piano lessons and 14 singing lessons.

Although the business is still in the first few weeks of opening the music and singing lessons have proven to be very popular with the public and hopefully we will be able to extend lessons times and dates to fit in with

public demands.

I would like to take this opportunity to congratulate the staff who are involved in teaching the lessons for all of their hard work through out the time we have been open and especially this week for reaching such big profits.



## Tom's TV appearance

Look out for stock room worker Tom this Saturday. He has got a place in the audience on 'Ant and Dec's Saturday night take away'. Tom and his wife won their tickets in a pub

quiz when they won the tie break question. Tom, don't forget to wave if the camera focuses on you. We would all like to wish you a great time on Saturday night.

# Love is in the air

Dave and Chloe who both work in the office announced yesterday that they were getting married on January 14th.

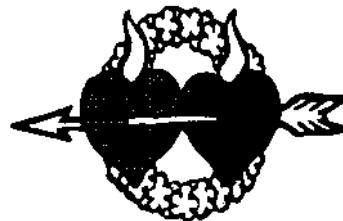
Dave proposed to Chloe on the 10th of September and Chloe said yes straight away. Dave and Chloe have been a couple for a year and when they both applied for a job at '**Top 4 Music**' decided it was true love.

They are now busy planning the wedding. Chloe wants a traditional church wedding with a big white dress. For the reception they are planning a disco at the local village hall with a buffet and the all important three tier wedding cake.

Chloe also had some other important new to announce that came as a shock to everyone. Dave was the most shocked. In case you missed the moment it was announced the important news was that Chloe was 2 months pregnant.

Everyone was very happy for the couple. As everyone hugged Chloe, Dave stood there in total silence with a shocked look on his face. It was hard to make out whether he was happy or angry but sources say afterwards that he was delighted by the fact he was going to be a dad. The baby is due in April just 3 months after the couple are due to marry.

A big congratulations from everyone at '**Top 4 Music**' on the exciting news.



## Weekly Quiz Questions

Do you know the answer to these questions?  
Then enter this week's staff quiz.

The rules are quite simple. All you have to do is write the answers to both questions on one piece of paper with your name on. Then hand in your paper to me, the manager, with your 50p entrance fee.

- 1) Which of our music lessons are most popular?
- 2) How many planes crashed in America on 11th September 2001?

The winner will be announced in next week's issue of '**Top 4 Music Bulletin**'. The winner will receive £10 prize money. If there is more than one person who gets both answers right then the names will be put in a hat and one name will be drawn out.



# Customer Numbers Reach New Heights.

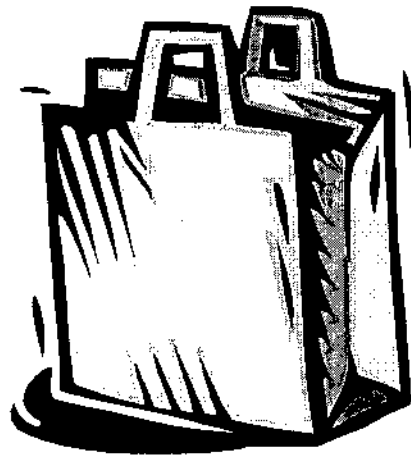
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Don't forget that the more friendly you are towards customers the more likely you are to make a sale. For next weeks employee of

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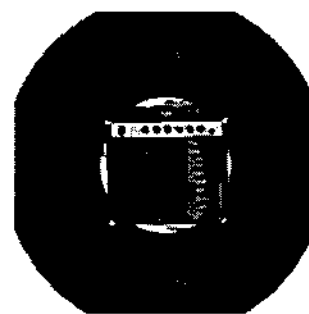
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Who works as a singing teacher for our company at the Walsall branch. Stephanie known at 'Steph' to other members of staff is hard working, always happy to help and has proved to be a very popular member of the team to both her colleagues and Customers. Steph being our first employee of the month has won herself a certificate and £20. Steph will still be able to win employee of the month next time. So keep up the hard work and you could have your name in the **'Top 4 Music bulletin'**.



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Call us on .

You can send us a fax at .

Send us an email at

Don't forget that you can find us in the office where you can tell us any announcements that you have.



# Top 4 Music Bulletin

## Big Profits This Week

This weeks quiz question

Takings on music and singing lessons

Love is in the air in the office

Customer numbers reach new heights.

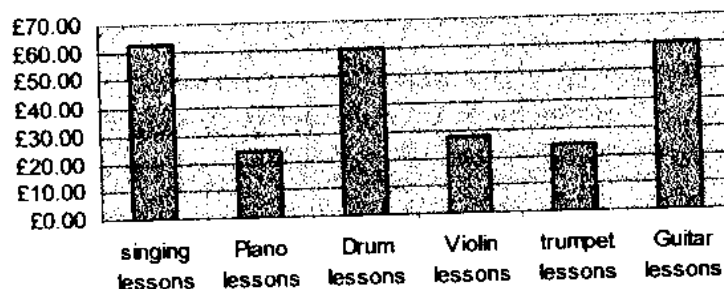
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Profits



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Source: [tife.org.uk.htm](http://tife.org.uk.htm)

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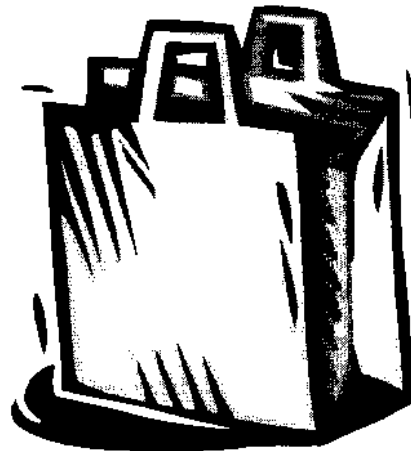
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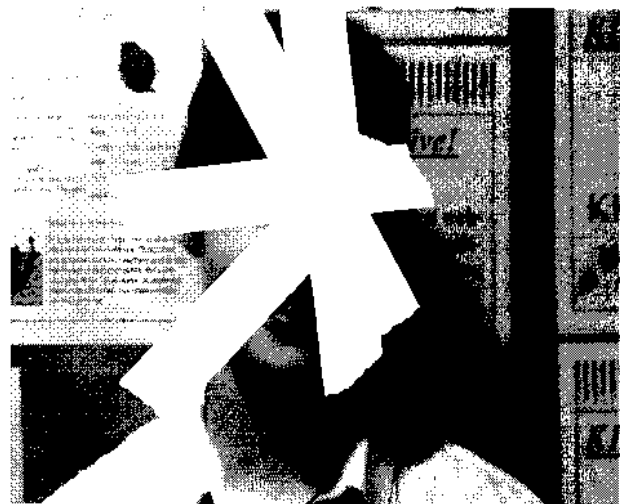
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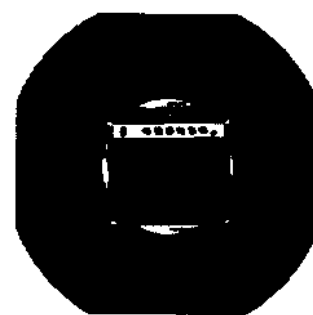
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## Competition Winners

Here are the names of our lucky winners for the 'best customer award that have been chosen at random form our database. Each lucky winner will receive a £10 gift voucher in the post

Mrs     ✓  
Ms  
Mr     C

## Contact Us...

If you have an announcement to make such as a birthday, wedding, birth or special occasion. If you have some important news. Then make sure it is published in **'Top 4 Music Bulletin'**.

Call us on 01223 312345 or 01223 312346

You can send us a fax at 01223 312347

Send us an email at [info@top4music.co.uk](mailto:info@top4music.co.uk)

Don't forget that you can find us in the office where you can tell

# My Business Report



My business is a music shop called 'Top 4 Music'. We buy from factories and then sell the products on to the public. The business can be found at the top of Park Street in Walsall town centre next to Wilkinson's. In the shop we sell the latest singles, albums, play station games and DVD's as well as older music. We also offer a range of singing and music lessons, which include learning to play most instruments.

The main shop has 8 full time workers and 4 part time workers that work on the weekends. The full time staff are: \_\_\_\_\_ who work on the shop floor. \_\_\_\_\_ who work in the stock room. \_\_\_\_\_ work in the office. The four part time workers are \_\_\_\_\_. These four haven't got individual jobs and just go where they are needed. We also employ one cleaner and 3 people who come in and do the singing and music lessons.

My staff use I.T on a day to day bases. They use I.T to advertise the shop. I.T is also used when staff are doing stock takes, ordering stock and selling things on the tills. I use I.T in the business using spreadsheets for staff databases, staff wages and to keep track of the stock that we keep in the warehouse.

Monday-Saturday we open at 9:00am and close at 5:00pm. On a Sunday we open at a later time of 10:00am and close at an earlier time of 4:00pm. The times on a Sunday are different because there is less trade on a Sunday. Our lessons take place Monday-Friday 5:00pm to 7:00pm and Saturday 10am-3pm.

# MANAGEMENT MEETING



September 6, 2006  
3:30 PM  
Head Office

## Agenda

- I. Call to Order
- II. Register
- III. Approval of Last Meeting's Minutes
- IV. Discussion of Budgets for the Coming Year
- V. Final Budget Setting
- VI. Sales Growth
- VII. New Stock
- VIII. Staffing Levels



Post 1



business manager

Address-  
Top 4 music  
Park street  
Walsall  
West Midlands

Phone-07781456776  
Email-Top4music@shop.com

TOP 4 MUSIC

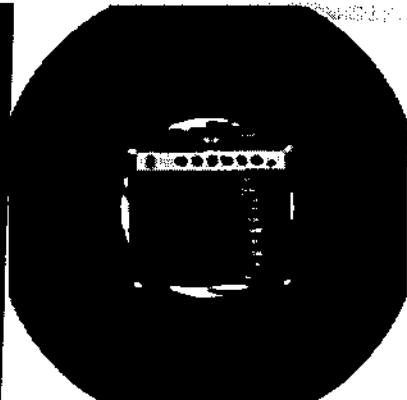


**TOP 4 MUSIC**

**Business Manager**

**Address-**  
Top 4 Music  
Park Street  
Walsall  
West Midlands

**Phone-07781456776**  
**Email-Top4music@shop.com**



Are you looking to learn to play a musical instrument? Do you want to learn to sing? Then look no further... Top 4 Music offers a wide range on music and singing lessons.

## Music Lessons

You can learn to play:  
Piano, Drums, Violin, Trumpet and Guitar.  
£5 per hour lesson  
Call 07781456776 for more info

## Singing Lessons

Book up to 4 lessons in advance.  
£5 per 1-hour lesson  
Call 07781456776 for more information.

## Special Offers

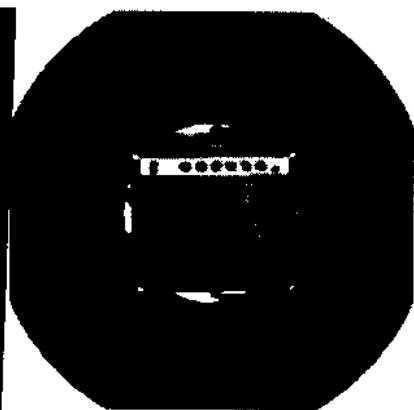
- 2 for 1 on all DVD's and games
- Buy any 2 albums for just £10

For 2 weeks only: Offers ends soon so come quick while stock lasts !!!

## Where to find us

You can find us at the top of park street in Walsall town centre next to Wilkinson's.

Opening times: Monday-Saturday 9am-5pm Sunday 10am-4pm  
Lessons available: Monday-Friday 5pm-7pm



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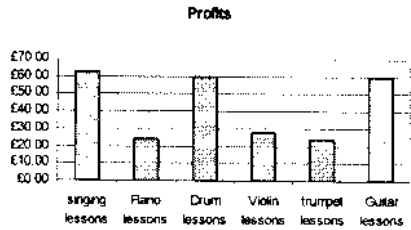

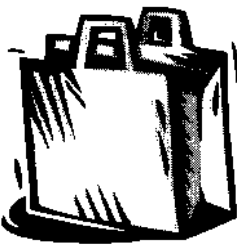
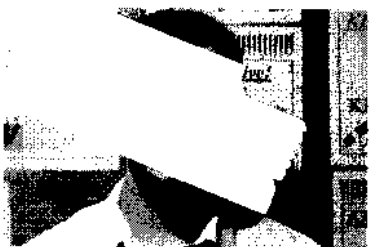
Opening times: Monday-Saturday 9am-5pm Sunday 10am-4pm



Lessons available: Monday-Friday 5pm-7pm

Ac4f - dist

Unit 1 Name: Nicola Fergusson

AO4 Evidence – Examples of Images Used

Image	Used In	Type	Source
	Newsletter Business Card Flyer Letter Agenda  Ac4f	Logo for business	Created in Fireworks graphics software
	Newsletter	Graph	Created in MS Excel
	Newsletter	Clip art image	Found at <a href="http://www.clipart.co.uk">www.clipart.co.uk</a>
	Newsletter	Clip art	Inserted through publisher software via clipart online <a href="http://office.microsoft.com/en-gb/clipart/default.aspx">http://office.microsoft.com/en-gb/clipart/default.aspx</a>
	Newsletter	Photo	Digital Camera

<table><tr><td>Mrs</td><td>Victoria</td><td>Campbell</td></tr><tr><td>Ms</td><td>Ravinder</td><td>Ahmed</td></tr><tr><td>Mr</td><td>George</td><td>Campbell</td></tr></table>	Mrs	Victoria	Campbell	Ms	Ravinder	Ahmed	Mr	George	Campbell	Newsletter	Information created in database query and inserted into a word table then pasted into publisher	Database query table Word table
Mrs	Victoria	Campbell										
Ms	Ravinder	Ahmed										
Mr	George	Campbell										
	Business card	Design template	Publisher template									
	Newsletter	Image from Internet	<a href="http://tife.org.uk/clipart.htm">tife.org.uk/clipart.htm</a>									
<b>Special Offers</b>	Flyer	Word art saved as image	Word art									