



OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 2 FUNCTIONAL SKILLS

**INFORMATION AND COMMUNICATION TECHNOLOGY
ON DEMAND PAPER – B1 TASK AND ANSWER BOOKLET**

09877/02

TIME: 2 HOURS

INSTRUCTIONS

Fill in all the boxes below. Use BLOCK LETTERS.

Your surname or family name

Your first forename (if any)

Your second forename (if any)

Date of birth

Centre name

Centre number

Your OCR candidate number

This TASK AND ANSWER BOOKLET consists of:

- Resource Documents (perforated)
- Part A
- Part B (you must not start Part B until you are told to do so by your supervisor).

YOU NEED

- This task and answer booklet.
- Access to a computer and a printer.
- Access to the internet (**for Part A only**).
- Access to the data files listed below. Your supervisor will tell you where these are stored.
burglary data
customer newsletter text
- A pen with black ink.

YOU HAVE 15 MINUTES TO COMPLETE THE TASK

- Where a question requires a written response, space has been provided for your answer. You may word process your answer if you prefer and provide a printout.
- Printing may be carried out after the time allocated for this assessment.

FOR EXAMINER USE ONLY	
Task No.	Mark
1	/8
2a	/19
2b	/11
2c	/23
2d	/4
2e	/5
Total	/70

Ofqual Qualification Reference Number – 500/8509/8

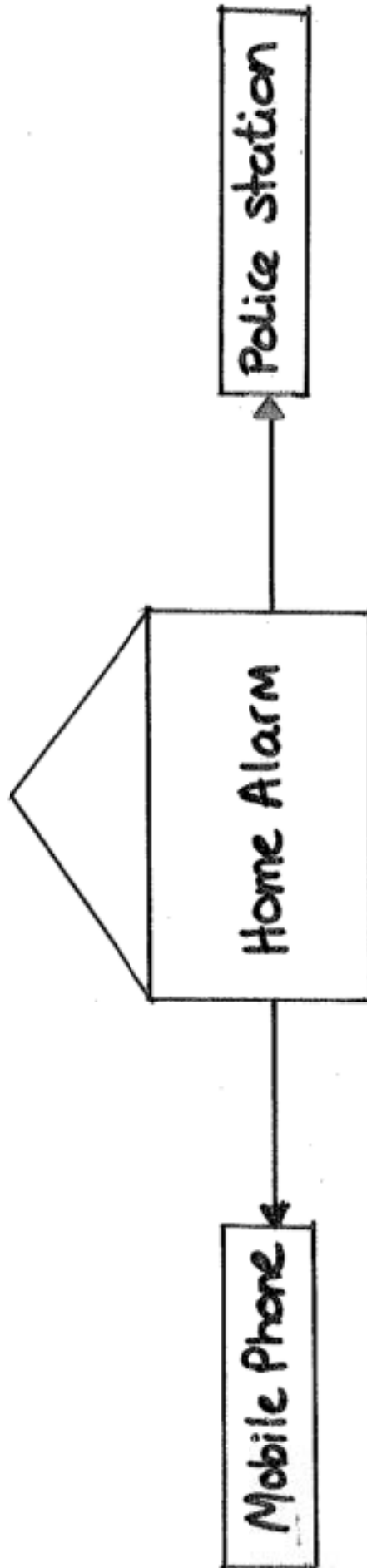
This document consists of 16 pages. Any blank pages are indicated.

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RESOURCE DOCUMENTS

- This resource documentation (pages 5, 6 and 7) contains information needed to answer Part B of the OCR Functional Skills ICT for B1.
- The resource documentation is perforated along the left hand side, so it can be removed from the task and answer booklet.
- Please fold the page(s) along the perforated strip(s) before removing from the task and answer booklet.

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Progress House Security

January 2011

What means most to you in the world - your family, your home, your business, your independence or your treasured memories?

By installing a Progress House Security alarm you can help protect those things most precious to you. We use the latest proven wireless technology and you are fully monitored by our security professionals day and night 365 days a year.

Peace of Mind

With a Progress House Security monitored burglar alarm you can relax knowing that when an intruder sets the alarm off, your alarm won't be ignored. That's because Progress House Security alarms are continuously monitored and we will respond fast; contacting you or your nominated key holders or even the emergency services depending on the system installed.

Police Advice

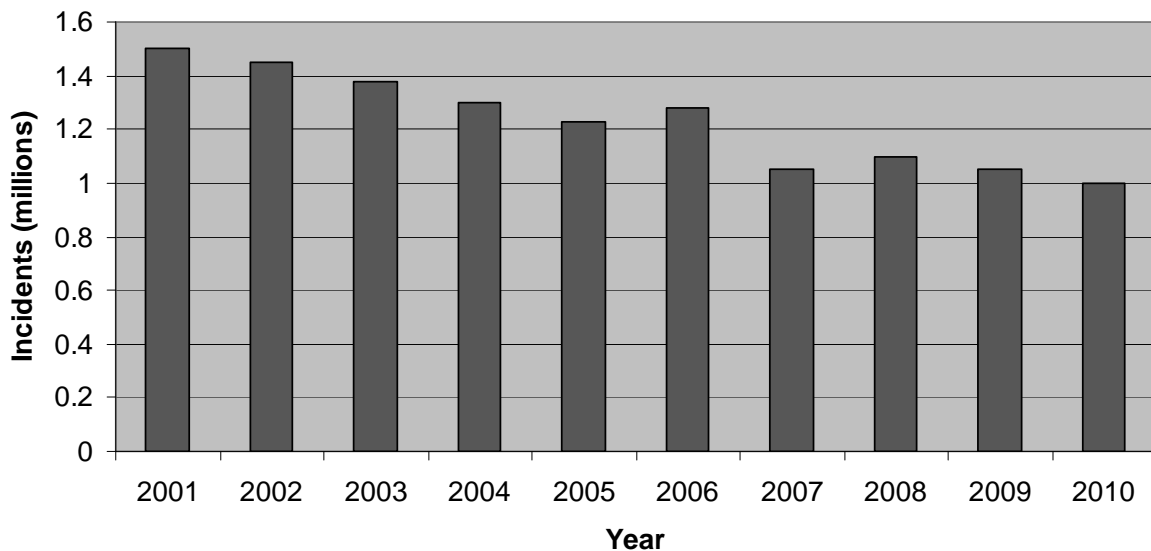
The police publish a number of information sheets that can help you protect your property. The following are some of the main points from those information sheets.

- Make it as hard as possible for the burglar to get into your property.
- If you're away or on holiday, make the house look like you're still living in it.
- Mark valuable possessions with an ultra-violet pen so they can be traced back to you if police recover them.

Burglary Statistics

Burglaries have fallen over the last decade. The chart below shows the UK burglary statistics between 2001 and 2010.

UK Burglary Statistics



Progress House Security

April 2011

We have moved!

Welcome to the latest update of Progress House Security. We have now moved to our new premises and are open for business as usual.

The new address is:

Progress House Security
 Progress Way
 Coventry
 West Midlands
 CV4 8JQ
 Tel: 01247 470033



Special Offers

Our first 100 customers will all receive a discount off one of our top selling alarms. Look at the prices below; if you find a better deal, we will refund the difference.

If you find a better deal, contact Jo at jokelly@progress-media.co.uk.

Alarm type	Discount price
Dummy mock system	£9.99
Door contact	£17.99
Window alarm	£23.10
Mini alarm	£28.31
Mini kit	£99.00
Wirefree easifit	£99.00
Home monitor	£99.00

Insurance Companies Send Out Warning

Insurance companies have warned homeowners that unless they have their homes alarmed, then their insurance premiums could go up by a massive 200%. Danielle Howard, an spokesperson for the Institute of Insurers stated; "We are currently seeing a rise in burglaries. Homes without adequate protection will pay large premiums."

Progress House Security has negotiated a 10% discount off all home insurance products for customers who have installed one of our systems within the last 12 months. Contact Daphne for more information at daphneshort@progress-media.co.uk.

[Turn over

Part A starts on page 9

- Do not turn over this page until you are told to do so by your supervisor.

PART A

Jo is the manager of a security firm. You need to do the following task for Jo.

TASK 1

Jo's firm is planning to take part in a home security exhibition at the National Motorcycle Museum, West Midlands.

- (i) Use the internet to find a map or diagram that clearly shows where the National Motorcycle Museum is.
- (ii) Use the internet to find the admission price for adults to the museum.
- (iii) Save the information you find. You will need the information you save to complete Task 2c) in Part B of this test.

Evidence you must provide

Screen dump(s) showing the search/searches you did.

Screen dump(s) or printout(s) of the information you selected.

(8 marks)

END OF PART A

Make sure that you have put your name on EVERY printout. **Printouts without your name will be awarded no marks.**

When you have completed both Part A and Part B of this test, insert your printouts into this booklet in the correct order and hand it to the supervisor.

[Turn over

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Part B starts on page 12

- You must not use the internet for Part B
- Do not turn over this page until you are told to do so by your supervisor.

PART B

Jo is the manager of a security firm. You need to do the following tasks for Jo.

Save your work regularly. You should save any files you create so it is clear to Jo what is in them.

Jo has provided you with the files listed below.

burglary data
customer newsletter text

TASK 2

Jo needs a newsletter for customers of the security firm.

Jo has provided the text she wants in the newsletter in a file. You need to prepare other information required for the newsletter. You will do this in steps a) and b).

a) Jo has provided a file containing the burglary data.

Jo needs a chart that shows the percentage of houses burgled for those regions where the percentage is 1.5% or over.

(For each region, the percentage of houses burgled is the houses burgled divided by the total houses.)

Evidence you must provide

A printout of the burglary data showing the percentage of houses burgled values.

A printout of how you used ICT to do your calculations (eg a formula printout).

A printout of the chart you created.

(19 marks)

b) Jo has provided you with a sketch of a graphic that she needs for the newsletter.

A copy of the sketch can be found in the Resource Booklet.

Use ICT to create the graphic Jo needs.

Evidence you must provide

A printout of the graphic you created.

(11 marks)

c) Produce the newsletter for Jo. You must include the:

- text Jo has provided in a file
- map or diagram of the National Motorcycle Museum you found in Task 1
- admission price you found in Task 1
- chart you created in Task 2a)
- graphic you created in Task 2b)

Jo has provided copies of newsletters she has used previously. These are in your Resource Booklet.

Evidence you must provide

A printout of the newsletter you created.

(23 marks)

d) Create a folder to store all the newsletter files. Move all the files provided and those you created into the folder.

Evidence you must provide

Screen dump(s) showing the folder you created and the files it contains.

(4 marks)

[Turn over

- e) Produce an email to Jo. She needs you to send her the folder you created. Jo wants you to include Daphne, her business partner, in this email.

Jo's email address is

jokelly@progress-media.co.uk

Daphne's email address is

daphneshort@progress-media.co.uk

(You just have to prepare the email. You do not have to send it.)

Evidence you must provide

Screen dump(s) showing the email you prepared.

(5 marks)

END OF TEST

Make sure that you have put your name on EVERY printout. **Printouts without your name will be awarded no marks.**

When you have completed both Part A and Part B of this test, insert your printouts into this booklet in the correct order and hand it to the supervisor.

Evidence Checklist:

Part A

- Task 1** Screen dump(s) showing the search/searches you did
Screen dump(s) or printout(s) of the information you selected.

Part B

- Task 2** A printout of the burglary data showing the percentage of houses burgled values.
A printout of how you used ICT to do your calculations (eg a formula printout).
A printout of the chart you created.
A printout of the graphic you created.
A printout of the newsletter you created.
Screen dump(s) showing the folder you created and the files it contains.
Screen dump(s) showing the email you prepared.

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