

## Improving Productivity using IT - Level 2

### Scenario Assignment Sample Test 1

#### Version SampleMQTB/1.0/IP2/v1.0

This test is divided into two parts. You **MUST** complete the **Performance** part before the **Knowledge** part.

You must read through the whole scenario assignment before starting.

The time allowed for the Performance part and the Knowledge part is **one hour**.

In the **Performance** part of the test, you will carry out tasks based on a scenario using an application of your choice. It is recommended that you allow approximately 45 minutes to complete the Performance part of the test. The pass mark for this part of the test is 75%.

In the **Knowledge** part of the test, you will answer some questions, which relate to the work you did in the Performance part. There are 12 tasks in this section of the test. It is recommended that you allow approximately 15 minutes to complete the Knowledge part of the test. The pass mark for this part of the test is 75%.

### Part 1 – Performance

NOS Ref.	Tasks
B1.1 B1.5	<p>Employed as Examinations Administrator at Summerville Training, you have been asked by your manager to amend a letter, asking applicants for the role of Examination Invigilator to attend an interview. The names and addresses of the applicants exist in another file, to which you will need to refer during the assignment.</p> <p>The letters to the applicants should be produced as an electronic file <b>ONLY</b> and <b>NOT</b> printed.</p> <p>You have 45 minutes to complete the work.</p> <p>Whilst data is presented to you in different formats, you should choose the most suitable application for the task. The choice of application should also reflect the most productive use of IT.</p> <p>Consider the IT experience of the users who will view the files; not all employees who access the data have the same skills as yourself. Ensure that data is presented consistently.</p> <p>Read through the scenario assignment. Ensure that the correct application is used and that the intended data is used.</p> <p>Instructions are given to save the file but good practice dictates that you should save your work regularly during the assignment.</p>

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B1.5 During the assignment you will be expected to:

- Create a letter.
  - Insert a date that will update.
  - Insert a graphical illustration.
  - Insert, move and delete text.
  - Apply formatting to text.
  - Find and replace text.
  - Insert a page break.
  - Add mail merge fields to a document.
  - Send one document to many recipients.
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There are two files for the assignment:

- ***Interview Applicants.***
  - ***Interview Letter.***
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B1.3 Open the file ***Interview Applicants*** from your Learner Drive.

- Save the file to your Learner Drive as ***Interview Applicants***, adding your initials at the end of the filename – for example, ***Interview Applicants AZ.***
  - The table heading row should have bold formatting applied.
  - The **Applicant Number** column should be deleted.
  - The **Title** column should be moved so that it is the first column in the table.
  - The **Job Description** column should contain the text **Examination Invigilator** for **ALL** applicants.
  - In the **Interview Date** column, change the dates **ONLY** to display in uppercase.
  - Ensure that **ALL** columns are wide enough to display **ALL** the data.
  - Set the width of the **Interview Date** column to be **2.75cm** (1.08 inches).
  - Remove the title, name and address data from the record for Alan Lewis and replace it with your own title, name and address. Ensure you keep the interview information for this record.
  - Delete the rows that contain applicants' details but where interview information is missing.
  - Save and close your file using the same filename ***Interview Applicants AZ.***
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- B1.3 Open the file **Interview Letter** from your Learner Drive. You are required to make the following changes to this file:
- B2.5
- B1.7
- Save the letter to your Learner Drive, as **Applicants Letter**, adding your initials at the end of the filename - for example, **Applicants Letter AZ**.
  - The orientation of the letter should be portrait.
  - On a single line, centred horizontally, below the company logo, enter the address of the company as **12 The Calls, Leeds, West Yorkshire, LS1 5NP, 0113 247 4758**
  - Change the text colour of the address and telephone number to any shade of blue.
  - Insert and right-align the text **Our ref: PH/AC/27** below the company address details and before the body of the letter.
  - The letter should contain a date that will update automatically.
  - Underline the text **Re: Examination Invigilator**.
  - In the first paragraph, amend the text beginning **We would be grateful if you could attend an interview** to read **We would like you to attend an interview**.
  - Change the word **diplomas** to **certificates**.
  - The final paragraph should read: **I have attached a map overleaf for your information**.
  - At the end of the paragraph that refers to telephoning Sarah Lamb, add the text **on 0113 247 4759**.
  - Ensure that you insert a closing at the end of the letter that includes your name and the job description **Personnel Manager**.
  - At the end of page 1, insert a page break.
  - On page 2, insert the graphical illustration **Leeds Office Map.jpg**.
  - Insert mail merge fields for the name and address of the recipient and the interview date and time that will match to the fields in the data source file (**Interview Applicants AZ**).
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- B2.5 Before producing the interview letters, check the document for spelling mistakes using the most suitable tool from the application.

Make corrections where needed.

You can safely ignore proper names.

Ensure that the layout and the quality of the work is suitable for the intended audience.

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- B3.3 Save the letter using the same filename **Interview Applicants AZ**.
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B1.3 Complete the merge to a new document.

Save the new merged document to your Learner Drive, as ***Merged Letters***, adding your initials at the end of the filename – for example, ***Merged Letters AZ***.

Do **NOT** print the letters.

Close **ALL** files and the application.

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**This is the end of Part 1 – Performance.**

**Continue on to Part 2 – Knowledge.**

SAMPLE TEST

## Part 2 – Knowledge

NOS Ref.	Item Ref.	Tasks	Marks
		<p>Open the file called <b>Answerfile</b> from your Learner Drive.</p> <p>Enter your Learner Identification and Scenario Assignment Number in the cells provided.</p> <p>Use this file to record your answers to the relevant questions.</p>	
B1.2	1.	<p>Thinking about the resources needed for this assignment, which software application did you consider the most suitable?</p> <p>A. Spreadsheet.</p> <p>B. Email.</p> <p>C. Word processing.</p> <p>D. Presentation.</p> <p>Enter <b>A, B, C,</b> or <b>D</b> in <b>Answerfile</b> in the space for question 1.</p>	[1 Mark].
B1.2	2.	<p>What feature of the suitable software application allows the task to be completed?</p> <p>A. Performs calculations.</p> <p>B. Combines text and graphics.</p> <p>C. Presents text, graphics, sound, animation.</p> <p>D. Sends and receives emails and creates diary appointments.</p> <p>Enter <b>A, B, C,</b> or <b>D</b> in <b>Answerfile</b> in the space for question 2.</p>	[1 Mark].
B1.6	3.	<p>Which of the following represents the best reason why you chose this particular software application for the task?</p> <p>A. The application automatically numbers the pages as they are printed.</p> <p>B. Data can be quickly and cost effectively processed.</p> <p>C. Photographs are automatically displayed with a reference number.</p> <p>D. The application changes the footer of pages.</p> <p>Enter <b>A, B, C,</b> or <b>D</b> in <b>Answerfile</b> in the space for question 3.</p>	[1 Mark].

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B1.6      4.      Which of the following outcomes represents the best reason for choosing this particular software application for this task?      [1 Mark].

- A. The application uses related tables to store information.
- B. The files are automatically saved using the current date.
- C. The application is ideal for text but not photographs.
- D. The application can mix text documents with names and addresses for mailing purposes.

Enter **A, B, C, or D** in **Answerfile** in the space for question 4.

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B1.8      5.      Which of the following is a legal consideration when using IT?      [1 Mark].

- A. A single user license allows software to be installed on many computers.
- B. Copyright law allows users to copy and publish whatever data they wish.
- C. Ensuring that you use licensed software.
- D. Intellectual property rights affect only commercial properties.

Enter **A, B, C, or D** in **Answerfile** in the space for question 5.

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B2.2      6.      Which of the following tasks were carried out by the correct tool?      [1 Mark].

- A. Cartoons were inserted to illustrate paragraph text.
- B. Underlining was achieved by drawing a horizontal line.
- C. The data was sorted by cutting and pasting in the required order.
- D. A table was used to control the layout of the document.

Enter **A, B, C, or D** in **Answerfile** in the space for question 6.

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B2.3      7.      Which of the following would represent a strength in your final work?      [1 Mark].

- A. The document was saved as an unformatted text file.
- B. Additional photographs were added to replace text.
- C. The finished document is clear, well laid out, proof read and spell checked.
- D. The document was saved using the date instead of a filename.

Enter **A, B, C, or D** in **Answerfile** in the space for question 7.

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B2.3      8.      Which of the following would represent a weakness in your final work?      [1 Mark].

- A. Applying currency symbols to financial data.
- B. A chart or image hiding data beneath it.
- C. Spell checking before printing.
- D. All data can be seen.

Enter **A, B, C, or D** in **Answerfile** in the space for question 8.

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B2.4      9.      Which of the following would improve your work?      [1 Mark].

- A. Applying a different coloured border to each page.
- B. Correcting mistakes, spell checking and proof reading.
- C. Not saving files with clear logical filenames.
- D. Saving the document using all 255 characters allowed.

Enter **A, B, C, or D** in **Answerfile** in the space for question 9.

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B3.1      10.      In terms of business productivity, which of the following is a benefit of using IT tools and systems in the workplace?      [1 Mark].

- A. All data is saved as it is created so daily backups are no longer required.
- B. The printer is always switched on so printing emails is better than reading them on-screen.
- C. The 'Undo' button means that errors are no longer made.
- D. Storing and retrieving company information is fast and efficient.

Enter **A, B, C, or D** in **Answerfile** in the space for question 10.

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B3.1      11.      In terms of productivity, which of the following can be a drawback when using IT tools and systems in the workplace?      [1 Mark].

- A. Data never needs saving by the user as the computer saves files automatically.
- B. It is quicker to hand-write documents than produce them on the computer.
- C. Insufficient care taken when arranging text, photographs and illustrations may lead to work having to be re-done.
- D. A business needs to run a network of computers to be productive.

Enter **A, B, C, or D** in **Answerfile** in the space for question 11.

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B3.2 12. Which of the following are benefits of improving productivity? [1 Mark].

- A. There is no cost benefit to improving productivity.
- B. Emails can take the place of conversations with colleagues.
- C. If work is finished early employees can go home early.
- D. Profitability.

Enter **A, B, C,** or **D** in **Answerfile** in the space for question 12.

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Save and close your file keeping the same filename **Answerfile**.

Close **ALL** files and applications.

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<b>Total marks</b>	<b>12</b>
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**This is the end of the Assignment.**

**If you have time, check the work you have done.**