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ICT Skills For Business

Part of the Yodafone Project

Based on OCR Nationals (2010)



Learning outcomes

By completing this unit candidates will develop the ability to create files in different software packages, including word processing or DTP, spreadsheet, database and presentation software. They will communicate effectively using email and will search the internet efficiently for information. Candidates will be able to show that they understand:

- good working practices, including the organisation of files using appropriate file and directory/folder names and the regular backing up of files
- features of email software
- methods of searching for information on the internet
- methods of integrating different types of files into a document or presentation
- the appropriate software to use for different tasks
- methods of storing, retrieving and analysing data.

Scenario

- Yodafone International is a mobile phone company based in the Dagobah system. In their main office there are a number of employees who help with the day-to-day running. Dan needs your help...
- Dan has recently been promoted to area manager and needs a new assistant. After interview you have successfully got the job and will be required to do a number of jobs for Dan. The company have purchased you a new computer and have set you up with all the software you need.
- Dan has provided you with all his contact information in case you'll need it:
 - Email: dan@yodafone.com
 - Web: www.yodafone.com
 - Telephone: 01823 414143
 - Fax: 01823414144
 - Address: Yodafone House, Yodington, Yodaset, UK, YO1 DA2

Topics

- AO1 - Understand how safe working practices are applied in a business environment.
- AO2 - using appropriate software, select and use tools and facilities to download files/information and to understand how to use email in a business context.
- AO3 - Design and create a business presentation to accompany a talk, using presentation software
- AO4 - Design and create business documents using word processing or DTP software.
- AO5 - Design, create and use a business spreadsheet.
- AO6 - Select and use tools and facilities in database software to enter, sort and search for information for business purposes using a realistic database provided by the centre.

AO1 - Understand how safe working practices are applied in a business environment.

	Pass	Merit	Distinction
	Candidates will explain, with examples, some safe working practices when using ICT in a business environment. Their explanations will include the potential danger that each measure is designed to address. Explanations will include: - at least one measure to protect health - at least one measure to protect physical safety - at least one measure to protect files from loss - at least one measure to protect files from unauthorised access	Candidates will explain, with examples, a range of safe working practices when using ICT in a business environment. Their explanations will include the potential danger that each measure is designed to address. Explanations will include: - measures to protect health - measures to protect physical safety - different measures to protect files from loss - at least one measure to protect files from unauthorised access - at least one measure to protect files from modification.	Candidates will explain fully, with examples, a wide range of safe working practices when using ICT in a business environment. Their explanations will include the potential danger that each measure is designed to address. Explanations will include: - measures to protect health - measures to protect physical safety - measures to protect files from loss - at least one measure to protect files from unauthorised access - measures to protect files from modification - guidance on choosing a strong password
	Info: - In this task you will learn about safe working practices Task: - Complete Appendix 1a. - For this task you will be required to perform research on the internet and then create a presentation which will be used to explain safe working practices to new employees of Yodafone. - Explain the safe working practices (including the danger they are supposed to address) for: - at least 1 measure to protect health - at least 1 measure to protect physical safety - at least 1 measure to protect files from loss - at least 1 measure to protect files from unauthorised access	Info: - In this task you will learn about safe working practices Task: - Complete Appendix 1b. - For this task you will be required to perform research on the internet and then create a presentation which will be used to explain safe working practices to new employees of Yodafone. - Explain the safe working practices (including the danger they are supposed to address) for: - at least 2 measures to protect health - at least 2 measures to protect physical safety - at least 2 measures to protect files from loss - at least 1 measure to protect files from unauthorised access - at least 1 measure to protect files from modification	Info: - In this task you will learn about safe working practices Task: - Complete Appendix 1c. - For this task you will be required to perform research on the internet and then create a presentation which will be used to explain safe working practices to new employees of Yodafone. - Explain the safe working practices (including the danger they are supposed to address) for: - at least 2 measures to protect health - at least 2 measures to protect physical safety - at least 2 measures to protect files from loss - at least 1 measure to protect files from unauthorised access - at least 2 measures to protect files from modification - guidance on choosing a strong password

Task Guidance:

- **Measures to protect Health**
 - ergonomic designs of equipment and furniture
 - positioning of equipment
 - posture
 - taking regular breaks/ change of activity
 - eye sight checks
 - health and safety training
- **Measures to protect physical safety**
 - trip hazards eg trailing cables
 - electrical safety,
 - electrical checks (PAT)
 - no water by machines
 - not overloading sockets
 - safely positioning equipment to avoid falls
 - observing health and safety rules
 - health and safety training
- **Measures to protect files from loss**
 - organising files
 - folder structure
 - meaningful file and folder names
 - backup strategies
 - files to backup
 - frequency
 - destination/medium
 - storage
- **Measures to protect files against unauthorised access and modification**
 - setting a password to open
 - setting a password to modify
 - password protecting the contents of documents
 - choosing a strong password
- **Reasons for measures**
 - complying with health and safety legislation
 - ensuring safety of staff, equipment and data
 - specific reasons for different measures, matching the measure with the risk it is intended to protect from.

AO2 - using appropriate software, select and use tools and facilities to download files/information and to understand how to use email in a business context.

Pass	Merit	Distinction
Candidates will use a search engine to source information for a specific purpose using the Internet. They will store some information and will provide the website address(es) for the information found. Candidates will demonstrate an understanding of the use of email to communicate information for business purposes, including sending a message to more than one recipient, sending, receiving and saving/opening an attachment safely, the appropriate use of forward and reply, and the need for appropriate use of subject and message text in email. Candidates will make a brief comment about the risks of receiving and opening email attachments.	Candidates will use a search engine to source information for a specific purpose using the Internet, using effective search criteria, eg keywords. They will store some information and will provide the website address(es) for the information found commenting on the trustworthiness of the source(s). They will use bookmarks/favourites to store useful links. They will demonstrate an understanding of the implications of copyright for business use. Candidates will demonstrate an understanding of the use of email to communicate information for business purposes, including sending a message to more than one recipient, sending, receiving and saving/opening an attachment safely, the appropriate use of forward and reply, and the need for appropriate use of subject and message text in email. Candidates will summarise the risks of receiving and opening email attachments. They demonstrate an understanding of at least two of the extended email features as listed in the KUS: ▪ Setting priority (high & low importance) ▪ Use of an address book to store, retrieve and use email addresses and details of personal contacts	Candidates will use a search engine to source information for a specific purpose using the Internet, making effective use of advanced search criteria eg quotes, wildcards, advanced search pages. They will store some information. They will comment on the validity of their sources: provide details of their source website addresses, note trustworthiness of sources and date of information. They will use bookmarks/favourites to store useful links and will organise these bookmarks/favourites into folders. They will demonstrate an understanding of the implications of copyright for business use. Candidates will demonstrate an understanding of the use of email to communicate information for business purposes, including sending a message to more than one recipient, sending, receiving and saving/opening an attachment safely, the appropriate use of forward and reply, and the need for appropriate use of subject and message text in email. Candidates will summarise the risks of receiving and opening email attachments and suggest actions that could be taken to reduce these risks. They demonstrate an understanding of at least four of the extended email features as listed in the KUS: ▪ Setting priority (high & low importance) ▪ Use of an address book to store, retrieve and use email addresses and details of personal contacts ▪ Email signature ▪ Effective use of Cc and Bcc
Info: ▪ In this task you will use a search engine to find out about the risks of receiving and opening email attachments. Task: ▪ Complete Appendix 2a. ▪ Save this document in your Unit 1 AO2 folder as Internet-Pass.	Info: ▪ In this task you will use a search engine effectively to find out about the risks of receiving and opening email attachments. Task: ▪ Complete Appendix 2b. ▪ Save this document in your Unit 1 AO2 folder as Internet-Merit.	Info: ▪ In this task you will use a search engine effectively to find out about the risks of receiving and opening email attachments. Task: ▪ Complete Appendix 2c. ▪ Save this document in your Unit 1 AO2 folder as Internet-Distinction.
Info: ▪ This task checks you can send an email with an appropriate subject and message to multiple recipients. Task:	Info: ▪ This task checks you can store contacts in your address book. Task: ▪ Add the following addresses to your address book:	Info: ▪ This task checks you can store contacts in your address book. Task: ▪ Add the following addresses to your address book:

	- Create a new email addressed to eryl@iteachyou.co.uk and smackenzie@iteachyou.co.uk - Add an appropriate subject - Add a note to the message body explaining that you would like to say what the risks of opening an email attachment is. - In the message body copy and paste the research you did in the previous task about the risks of opening email attachments - Send the email - Find the message in your outbox, open it up and print-screen the email, - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task C.	- Mr E Ryan - eryl@iteachyou.co.uk - Mr S Mackenzie - smackenzie@iteachyou.co.uk - Print screen your contacts. - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task A	- Mr E Ryan - eryl@iteachyou.co.uk - smackenzie@iteachyou.co.uk Print screen your contacts. - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task A
Info: - This task checks you can receive an email with an attachment which you can safely save and open. Task: - In your inbox you will have received an email from your teacher. - Open the email you have received and print screen this as evidence and paste this evidence into a new word document - Save one of the attachments from the email into your unit 1 ao2 folder print screen this as evidence and paste this into the word document. - Open the attachment you have saved and print screen this as evidence and paste this into the word document. - Save this document in your Unit 1 AO2 folder as email task D.	Info: - This task checks you can send an email with an appropriate subject and message to multiple recipients. Task: - Create a new email addressed to Mr E Ryan and Mr S Mackenzie - Set the priority as high. - Add an appropriate subject - Add a note to the message body explaining that you would like to say what the risks of opening an email attachment is. - In the message body copy and paste the research you did in the previous task about the risks of opening email attachments - Send the email - Find the message in your outbox, open it up and print-screen the email, - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task C.	Info: - This task checks you can create and use an email signature. Task: - Create a formal email signature to be added to your outgoing emails. - Print screen your signature settings. - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task B	
Info: - This task checks you can forward an email. Task: - Open the email you have received from your teacher - Forward this message onto smackenzie@educ.somerset.gov.uk - Leave the subject as it is. - Add a message to the email body asking if the attachments you have received from your teacher are safe to open. - Send the email	Info: - This task checks you can receive an email with an attachment which you can safely save and open. Task: - In your inbox you will have received an email from your teacher. - Open the email you have received and print screen this as evidence and paste this evidence into a new word document - Save one of the attachments from the email into your unit 1 ao2 folder print screen this as evidence and paste this into the word document. - Open the attachment you have saved and print screen this as	Info: - This task checks you can send an email with an appropriate subject and message to multiple recipients. Task: - Create a new email addressed to Mr E Ryan and Mr S Mackenzie - Set the priority as high. - Add an appropriate subject - Add a note to the message body explaining that you would like to say what the risks of opening an email attachment is. - In the message body copy and paste the research you did in the previous	

	- Find the message in your outbox, open it up and print-screen the email. - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task E.	evidence and paste this into the word document. Save this document in your Unit 1 AO2 folder as email task D.	task about the risks of opening email attachments - Add your signature to the email - Send the email - Find the message in your outbox, open it up and print-screen the email, - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task C.
	Info: - This task checks you can reply to an email. Task: - Open the email you have received from your teacher - Reply to this message sending it to your teacher. - Leave the subject as it is. - Add a message to the email body thanking him for the attachments. - Send the email - Find the message in your outbox, open it up and print-screen the email. - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task F.	Info: - This task checks you can forward an email. Task: - Open the email you have received from your teacher - Forward this message onto smackenzie@educ.somerset.gov.uk - Leave the subject as it is. - Add a message to the email body asking if the attachments you have received from your teacher are safe to open. - Send the email - Find the message in your outbox, open it up and print-screen the email. - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task E.	Info: - This task checks you can receive an email with an attachment which you can safely save and open. Task: - In your inbox you will have received an email from your teacher. - Open the email you have received and print screen this as evidence and paste this evidence into a new word document - Save one of the attachments from the email into your unit 1 ao2 folder print screen this as evidence and paste this into the word document. - Open the attachment you have saved and print screen this as evidence and paste this into the word document. - Save this document in your Unit 1 AO2 folder as email task D.
		Info: - This task checks you can reply to an email. Task: - Open the email you have received from your teacher - Reply to this message sending it to your teacher. - Leave the subject as it is. - Set the priority as low. - Add a message to the email body thanking him for the attachments. - Send the email - Find the message in your outbox, open it up and print-screen the email. - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task F.	Info: - This task checks you can forward an email. Task: - Open the email you have received from your teacher - Forward this message onto smackenzie@educ.somerset.gov.uk - Leave the subject as it is. - Add a message to the email body asking if the attachments you have received from your teacher are safe to open. - Add your signature to the email. - Send the email. - Find the message in your outbox, open it up and print-screen the email. - Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task E.
			Info: This task checks you can reply to an email. Task:

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| | | <ul style="list-style-type: none">▪ Open the email you have received from your teacher▪ Reply to this message sending it to Mr Ryan, CC it to a friend and BCC it to Mr Mackenzie▪ Leave the subject as it is.▪ Set the priority as low.▪ Add a message to the email body thanking him for the attachments.▪ Add your signature to the email.▪ Send the email.▪ Find the message in your outbox, open it up and print-screen the email.▪ Paste the print screen into a new word document and save this document in your Unit 1 AO2 folder as email task F. |
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AO3 - Design and create a business presentation to accompany a talk, using presentation software

Pass	Merit	Distinction
Candidates will design and create a business presentation of at least five slides selecting and using text and graphics. There may not be a consistent style to the slides. There will be some evidence that the candidate has checked for errors and the presentation will be largely fit for purpose.	Candidates will design and create a business presentation of at least five slides selecting and using appropriate text and graphics. There will be some consistency of style used on the slides, although there may be some exceptions. Slide transitions will have been set, but these may not always be the most effective. The presentation will be checked and free from obvious errors. The candidate will print out the presentation in handout form.	Candidates will design and create a business presentation of at least five slides selecting and using appropriate text and graphics. A consistent house style will be used on all the slides. Slide transitions and animations will have been set and these will be appropriate for the purpose and audience. The final presentation will be checked and will be of near professional quality. Speaker notes will be added where appropriate. The candidate will print out the presentation in handout form, and showing the notes pages.
Info: - You are required to create a 5 slide presentation for Yodafone to advertise their new mobile phone collection for PAYG & contract. - The target audience for this presentation is teenagers so choose appropriate content to meet this. Task: - Create a new presentation - Add slides so the presentation has 5 in total - Add titles to the slides - Using mobile phone sites such as Carphone warehouse or Bing images to collect information (images & text) and add it to your slides. - Save this presentation in your Unit 1 AO3 folder as Yodafone presentation.	Info: - You are required to create a 5 slide presentation for Yodafone to advertise their new mobile phone collection for PAYG & contract. - The target audience for this presentation is teenagers so choose appropriate content to meet this. Task: - Create a new presentation - Add slides so the presentation has 5 in total - Add titles to the slides - Make sure the presentation has a common house style across most slides. - Using mobile phone sites such as Carphone warehouse or Bing images to collect appropriate information (images & text) and add it to your slides. - Add appropriate transitions to the slides. - Save this presentation in your Unit 1 AO3 folder as Yodafone presentation.	Info: - You are required to create a 5 slide presentation for Yodafone to advertise their new mobile phone collection for PAYG & contract. - The target audience for this presentation is teenagers so choose appropriate content to meet this. Task: - Create a new presentation - Add slides so the presentation has 5 in total - Add titles to the slides - Make sure the presentation has a common house style across all slides. - Using mobile phone sites such as Carphone warehouse or Bing images to collect appropriate information (images & text) and add it to your slides. - Add appropriate transitions to the slides. - Add slide animations and GIF animations. - Save this presentation in your Unit 1 AO3 folder as Yodafone presentation.
Info: - Before Yodafone lets the public see the presentation they need check it for errors. (spelling & grammar check) Task: - Spell check the presentation. - Print screen the spell check results. - Complete Appendix 3a.	Info: - Before Yodafone lets the public see the presentation they need check it for errors. (spelling & grammar check) Task: - Proof read the presentation to ensure it is free from obvious errors. - Spell check the presentation. - Print screen the spell check results.	Info: - Yodafone have asked that you add speaker notes to the slides (where appropriate) so that when the presentation is given the speaker knows what to say. Task: - Add speaker notes where appropriate

	Save the word document in your Unit 1 AO3 folder as presentation evidence.	- Complete Appendix 3a. - Save the word document in your Unit 1 AO3 folder as presentation evidence.	
		Info: - Yodafone will need a printed copy of the presentation to give to the speaker. Task: - Print the presentation in handout form.	Info: - Before Yodafone lets the public see the presentation they need check it for errors. (spelling & grammar check) Task: - Check the presentation is of near professional quality. - Proof read the presentation to ensure it is free from obvious errors. - Spell check the presentation. - Print screen the spell check results. - Complete Appendix 3a. - Save the word document in your Unit 1 AO3 folder as presentation evidence.
			Info: Yodafone will need a printed copy of the presentation to give to the speaker. Task: - Print the presentation as a handout. - Print the presentation as notes pages.

AO4 - Design and create business documents using word processing or DTP software.

Pass	Merit	Distinction
Candidates will design and create straightforward business documents. These will include a letter and at least two other documents such as a business card, flyer, newsletter, invoice, memo, agenda, report or minutes. At least one document will include graphics using more than one source, eg clip art, the World Wide Web, scanner, digital camera, drawing package, spreadsheet or database. All documents will have been checked using a spelling checker but some errors may remain. Some formatting features, eg font style and size and paragraph justification will have been used. The final documents will be largely fit for purpose	Candidates will design and create at least three types of business document, including a letter and a document of more than one page. They will include graphics from a range of sources. They will use spelling and grammar checks and will edit the documents to improve and correct them so that few errors remain. There will be some consistency to the layout of the documents, although there may be some exceptions. There will be evidence of the use of a range of software tools/facilities and these will have been used appropriately. The final documents will be fit for purpose.	Candidates will design and create at least three types of business document, including a mail merged letter and a document of several pages. They will include graphics from a wide range of sources. Candidates will design a house style and will use this in the production of all documents. They will insert fields, including date and document information. There will be evidence of the use of a wide range of software tools/facilities and these will have been used appropriately. All documents produced will have been thoroughly checked using spelling and grammar checks, and proof read, so that they are virtually error-free
Info: - In this task you will create a business letter. Task: - Open a new word document. - This document should be A4, include a company logo, date, address & message. - Create a letter which will be sent to existing customers explaining that Yodafone International will be running a buy one get one free offer on accessories next month. - Save this in your Unit 1 AO4 folder as business letter	Info: - In this task you will create a business letter. Task: - Open a new word document. - This document should be A4, include a company logo, date, address & message. - Create a letter which will be sent to existing customers explaining that Yodafone International will be running a buy one get one free offer on accessories next month. - Save this in your Unit 1 AO4 folder as business letter	Info: - In this task you will create a business letter. Task: - Open a new word document. - This document should be A4, include a company logo, address & message. - The date should be inserted using a date field. - Create a letter which will be sent to existing customers explaining that Yodafone International will be running a buy one get one free offer on accessories next month. - Mail merge the letter to customers in this database and then print screen the letter showing merge fields. - Paste the print screen into a new word document called mail merge evidence and save this into your Unit 1 AO4 folder. - Save the letter in your Unit 1 AO4 folder as business letter
Info: - In this task you will create a business card. Task: - Open a new publisher document. - This document should be business card size (8.5cm*5.5cm), include a company logo, title, position & contact details. - Using your design plan to help you, create a business card for Dan which he can use to hand out when he is at conferences.	Info: - In this task you will create a business card. Task: - Open a new publisher document. - This document should be business card size (8.5cm*5.5cm), include a company logo, title, position & contact details. - Using your design plan to help you, create a business card for Dan which he can use to hand out when he is at conferences.	Info: - In this task you will create a business card. Task: - Open a new publisher document. - This document should be business card size (8.5cm*5.5cm), include a company logo, title, position & contact details. - Using your design plan to help you, create a business card for Dan which he can use to hand out when he is at conferences.

Save this in your Unit 1 AO4 folder as business card	Save this in your Unit 1 AO4 folder as business card	Save this in your Unit 1 AO4 folder as business card
Info: - In this task you will create a business memo. Task: - Open a new word document. - This document should be A4, include a company logo, to, from, subject, date & message. - Using your design plan to help you, create a memo which will be sent to employees of Yodafone International from the CEO which will inform them that this Christmas they will all receive a bonus of 10%. - Save this in your Unit 1 AO4 folder as business memo	Info: - In this task you will create a business memo. Task: - Open a new word document. - This document should be A4, include a company logo, to, from, subject, date & message. - Using your design plan to help you, create a memo which will be sent to employees of Yodafone International from the CEO which will inform them that this Christmas they will all receive a bonus of 10%. - Save this in your Unit 1 AO4 folder as business memo	Info: - In this task you will create a business memo. Task: - Open a new word document. - This document should be A4, include a company logo, to, from, subject, date & message. - Using your design plan to help you, create a memo which will be sent to employees of Yodafone International from the CEO which will inform them that this Christmas they will all receive a bonus of 10%. - Save this in your Unit 1 AO4 folder as business memo
Info: - In this task you will produce evidence that you have checked the documents using a spelling checker. Task: - Complete Appendix 3a. - For each of the documents you have created use a spelling checker and print screen the results and paste them in to Appendix 3a. - Save this in your Unit 1 AO4 folder as document checks	Info: - In this task you will create a double sided newsletter that will be given out to employees of yodafone. - This newsletter must include: - top 5 phones (using images from the WWW) - sales figures over the past 12 months (using a chart from a spreadsheet package) - business person of the year (using a picture taken from a digital camera or scanner) Task: - Open a new publisher document. - This document should be A4, be 4 pages, have page numbers and include a company logo. - Save this in your Unit 1 AO4 folder as newsletter	Info: - In this task you will create a double sided newsletter that will be given out to employees of yodafone. - This newsletter must include: - top 5 phones (using images from the WWW) - sales figures over the past 12 months (using a chart from a spreadsheet package) - business person of the year (using a picture taken from a digital camera or scanner) Task: - Open a new publisher document. - This document should be A4, be 4 pages, have page numbers and include a company logo. - This document must also include a piece of clipart and an image from a drawing package. - Save this in your Unit 1 AO4 folder as newsletter
	Info: - In this task you will produce evidence that you have checked the documents using a spelling & grammar checker and made improvements. Task: - Complete Appendix 3a. - For each of the documents you have created use a spelling & grammar checker and print screen the results and paste them in to Appendix 3a. - Make changes to spelling and grammar and then print screen the spelling & grammar checks again so that it shows an improvement. - Save this in your Unit 1 AO4 folder as document checks	Info: - In this task you will produce evidence that you have checked the documents using a spelling & grammar checker, had the document proof read and made improvements. Task: - Complete Appendix 3a. - For each of the documents you have created use a spelling & grammar checker and print screen the results and paste them in to Appendix 3a. - Make changes to spelling and grammar and then print screen the spelling & grammar checks again so that it shows an improvement. - Get others to proof read your documents then fill in Appendix 3a to show that they agree the documents are virtually error free.

		▪ Save this in your Unit 1 AO4 folder as document checks
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AO5 - Design, create and use a business spreadsheet.

Pass	Merit	Distinction
Candidates will design and create a business spreadsheet for a given purpose using at least two different calculations. The functions/formulas may not be efficient, but will work. There will be sufficient row/column headings to make the spreadsheet reasonably easy to understand. Some formatting will be applied to improve the appearance of the spreadsheet. Candidates will change some of the numeric data in the spreadsheet to model the expected outcome of at least two different scenarios. They will note the results. Candidates will print out their spreadsheet.	Candidates will design and create an effective business spreadsheet for a given purpose displaying accurate figures. Several different formulas, including at least one function and at least one arithmetic operator will have been used. The spreadsheet will contain a title and appropriate row/column headings. A range of formatting will be applied to improve the appearance of the spreadsheet. Candidates will change some of the numeric data in the spreadsheet to model the expected outcome of at least two different scenarios. They will note and explain the results. Candidates will preview and print out their spreadsheet using appropriate page orientation and number of pages. Formula printout(s) will be included.	Candidates will design and create an effective business spreadsheet for a given purpose displaying accurate figures. Several different formulas will be used efficiently and will include the appropriate use of more than one function and at least two different arithmetic operators. The spreadsheet will contain a title and appropriate row/column headings. The spreadsheet will be formatted effectively using a range of format options to improve the appearance of the spreadsheet. Candidates will change some of the numeric data in the spreadsheet to model the expected outcome of at least two different scenarios. They will note and explain the results. Candidates will preview and print out their spreadsheet using appropriate page orientation and number of pages. They will use appropriate headers and/or footers and will set at least one further print layout feature appropriately. Formula printout(s) will be included.
Info: - In this task you will design your spreadsheet - The spreadsheet must be suitable for the purpose listed below. Purpose - The spreadsheet needs to be an invoice sent from Yodafone to one of its customers for a recent order from their website. Task: - Use Appendix 5a to help you create a design plan. - Save this in your Unit 1 AO5 folder as design plan	Info: - In this task you will design your spreadsheet - The spreadsheet must be suitable and effective for the purpose listed below. The spreadsheet must also display accurate figures. Purpose - The spreadsheet needs to be an invoice sent from Yodafone to one of its customers for a recent order from their website. Task: - Use Appendix 5a to help you create a design plan. - Save this in your Unit 1 AO5 folder as design plan	Info: - In this task you will design your spreadsheet - The spreadsheet must be suitable and effective for the purpose listed below. The spreadsheet must also display accurate figures. Purpose - The spreadsheet needs to be an invoice sent from Yodafone to one of its customers for a recent order from their website. Task: - Use Appendix 5a to help you create a design plan. - Save this in your Unit 1 AO5 folder as design plan
Info: - In this task you will create the spreadsheet Task: - Open a new Excel document - Make sure your spreadsheet has a company title, company logo, date at the top of the sheet. - In the main section of the sheet you need to set column or row titles then list items names, quantities, cost and line cost.	Info: - In this task you will create the spreadsheet Task: - Open a new Excel document - Make sure your spreadsheet has a company title, company logo, date at the top of the sheet. - In the main section of the sheet you need to set a document title, column or row titles then list items	Info: - In this task you will create the spreadsheet Task: - Open a new Excel document - Make sure your spreadsheet has a company title, company logo, date at the top of the sheet. - In the main section of the sheet you need to set a document title, column or row titles then list items

	- Underneath the main section you need to have titles and calculations that display the sub total, delivery charge, VAT percentage and grand total. - You will need to specify line total, sub total and grand total using formulas. (note the line total and grand total will require the use of arithmetic operators) - Set some cell formatting - Set borders and background colours - Rename the sheet as original - Save this in your Unit 1 AO5 folder as Invoice	names, quantities, cost and line cost. - Underneath the main section you need to have titles and calculations that display the sub total, delivery charge, VAT percentage and grand total. - You will need to specify the date using a function, the line total, sub total and grand total using formulas. (note the line total and grand total will require the use of arithmetic operators) - Set a range cell formatting so that improves the appearance of the sheet - Set borders and background colours - Rename the sheet as original - Save this in your Unit 1 AO5 folder as Invoice	names, quantities, cost and line cost. - Underneath the main section you need to have titles and calculations that display the sub total, delivery charge, VAT percentage and grand total. - You will need to specify the date and delivery using functions, the line total, sub total and grand total using formulas. (note the line total and grand total will require the use of arithmetic operators) - Set a range of effective cell formatting so that improves the appearance of the sheet - Set borders and background colours - Rename the sheet as original - Save this in your Unit 1 AO5 folder as Invoice
	Info: - In this task you will edit the spreadsheet Task: - Open the excel sheet from the previous task - Copy the sheet within Excel and rename it as changed - Change the VAT rate so it increases by 2.5% - Save this in your Unit 1 AO5 folder as Invoice	Info: - In this task you will edit the spreadsheet Task: - Open the excel sheet from the previous task - Copy the sheet within Excel and rename it as changed - Change the VAT rate so it increases by 2.5% - Save this in your Unit 1 AO5 folder as Invoice	Info: - In this task you will edit the spreadsheet Task: - Open the excel sheet from the previous task - Copy the sheet within Excel and rename it as changed - Change the VAT rate so it increases by 2.5% - Save this in your Unit 1 AO5 folder as Invoice
	Info: - In this task you will print the spreadsheet Task: - Open the excel sheet from the previous task - Print the original sheet - Print the changed sheet	Info: - In this task you will print the spreadsheet Task: - Open the excel sheet from the previous task - Print the original sheet making sure it fits onto one piece of paper - Print the changed sheet making sure it fits onto one piece of paper - Print the original formula sheet making sure it fits onto one piece of paper - Print the changed formula sheet making sure it fits onto one piece of paper	Info: - In this task you will print the spreadsheet Task: - Open the excel sheet from the previous task - Set a footer on both the original and changed sheet that displays the page number and date. - Print the original sheet making sure it fits onto one piece of paper - Print the changed sheet making sure it fits onto one piece of paper - Print the original formula sheet making sure it fits onto one piece of paper - Print the changed formula sheet making sure it fits onto one piece of paper
	Info: In this task you will collect print screen evidence from the spreadsheet Task:	Info: In this task you will collect print screen evidence from the spreadsheet Task:	Info: In this task you will collect print screen evidence from the spreadsheet Task:

	▪ Open the excel sheet from the previous task ▪ Open a new word document ▪ Print screen the original sheet and paste it into the word document (set an appropriate title). ▪ Print screen the changed sheet and paste it into the word document (set an appropriate title). ▪ Note the results ▪ Save the word document in your Unit 1 AO5 folder as Invoice results	▪ Open the excel sheet from the previous task ▪ Open a new word document ▪ Print screen the original sheet and paste it into the word document (set an appropriate title). ▪ Print screen the changed sheet and paste it into the word document (set an appropriate title). ▪ Note and explain the results ▪ Save the word document in your Unit 1 AO5 folder as Invoice results	▪ Open the excel sheet from the previous task ▪ Open a new word document ▪ Print screen the original sheet and paste it into the word document (set an appropriate title). ▪ Print screen the changed sheet and paste it into the word document (set an appropriate title). ▪ Note and explain the results ▪ Save the word document in your Unit 1 AO5 folder as Invoice results
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AO6 - Select and use tools and facilities in database software to enter, sort and search for information for business purposes using a realistic database provided by the centre.

Pass	Merit	Distinction
Candidates will enter, edit and delete data in a database. These changes will be largely accurate. They will select data for a specified purpose by creating and using at least one query with at least one search criterion.	Candidates will enter, edit and delete data in a database. These changes will be made accurately. They will select data for a specified purpose by creating and using at least one query with at least one search criterion, sorting on at least one field. They will present the results of the query in an appropriate report.	Candidates will enter, edit and delete data in a database. These changes will be made accurately. They will select data for a specified purpose by creating and using at least one query with more than one search criterion, sorting on at least one field. They will present the results of query(s) using at least two different reports. The two reports will display data in different formats, eg address labels, table format, list. The reports will display the selected data well.
Info: - In this task you will add a record into a database - You will need use the data from Appendix 6a to create a database named mobile for the task Purpose - A new customer has joined the Yodafone mailing list. Task: - Open the database - Open a new word document - A new customer has joined Yodafone, open the database and enter the following customer details into the database - Initial: M - Surname: Khan - Address1: 31 - Address2: Haystings Close - Address3: York - Postcode: YO4 2TT - Age: 15 - Print screen the database table and paste it into the word document. - Save the word document in your Unit 1 AO6 folder as Database Evidence	Info: - In this task you will add a record into a database - You will need use the data from Appendix 6a to create a database named mobile for the task Purpose - A new customer has joined the Yodafone mailing list. Task: - Open the database - Open a new word document - A new customer has joined Yodafone, open the database and enter the following customer details into the database - Initial: M - Surname: Khan - Address1: 31 - Address2: Haystings Close - Address3: York - Postcode: YO4 2TT - Age: 15 - Print screen the database table and paste it into the word document. - Save the word document in your Unit 1 AO6 folder as Database Evidence	Info: - In this task you will add a record into a database - You will need use the data from Appendix 6a to create a database named mobile for the task Purpose - A new customer has joined the Yodafone mailing list. Task: - Open the database - Open a new word document - A new customer has joined Yodafone, open the database and enter the following customer details into the database - Initial: M - Surname: Khan - Address1: 31 - Address2: Haystings Close - Address3: York - Postcode: YO4 2TT - Age: 15 - Print screen the database table and paste it into the word document. - Save the word document in your Unit 1 AO6 folder as Database Evidence
Info: - In this task you will delete a record in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose	Info: - In this task you will delete a record in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose	Info: - In this task you will delete a record in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose

- A customer has requested that they no longer on the Yodafone mailing list Task: - Open the database - Open the word document - Print screen the database table during the delete and paste it into the word document. - A Smith has asked to be removed from the database. Delete this record. - Resave the word document in your Unit 1 AO6 folder as Database Evidence	- A customer has requested that they no longer on the Yodafone mailing list Task: - Open the database - Open the word document - Print screen the database table during the delete and paste it into the word document. - A Smith has asked to be removed from the database. Delete this record. - Resave the word document in your Unit 1 AO6 folder as Database Evidence	- A customer has requested that they no longer on the Yodafone mailing list Task: - Open the database - Open the word document - Print screen the database table during the delete and paste it into the word document. - A Smith has asked to be removed from the database. Delete this record. - Resave the word document in your Unit 1 AO6 folder as Database Evidence
Info: - In this task you will edit a record in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose - A customer has got married and wishes to update her details Task: - Open the database - Open the word document - Print screen the database table during the edit and paste it into the word document. - T Park has recently married and is now T Forrest. edit this record, to reflect this change. - Resave the word document in your Unit 1 AO6 folder as Database Evidence	Info: - In this task you will edit a record in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose - A customer has got married and wishes to update her details Task: - Open the database - Open the word document - Print screen the database table during the edit and paste it into the word document. - T Park has recently married and is now T Forrest. edit this record, to reflect this change. - Resave the word document in your Unit 1 AO6 folder as Database Evidence	Info: - In this task you will edit a record in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose - A customer has got married and wishes to update her details Task: - Open the database - Open the word document - Print screen the database table during the edit and paste it into the word document. - T Park has recently married and is now T Forrest. edit this record, to reflect this change. - Resave the word document in your Unit 1 AO6 folder as Database Evidence
Info: - In this task you will create a simple query in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose - Yodafone are going to write to customers that live in Leeds and need to form a list. Task: - Open the database - Open the word document - Create a query showing all of the customers that live in Leeds.	Info: - In this task you will create a query in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose - Yodafone are going to write to customers that live in Leeds and need to form a list. Task: - Open the database - Open the word document - Create a query called Leeds showing all of the customers that	Info: - In this task you will create an advanced query in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose - Yodafone are going to write to customers that live in Leeds and need to form a list. Task: - Open the database - Open the word document - Create a query called Leeds showing all of the customers aged between 16 and 25 that live in

Resave the word document in your Unit 1 AO6 folder as Database Evidence	live in Leeds and is sorted alphabetically by surname. - Print screen the design view and table once it has been queried and paste into the word document. - Resave the word document in your Unit 1 AO6 folder as Database Evidence	Leeds and is sorted alphabetically by surname. - Print screen the design view and table once it has been queried and paste into the word document. - Resave the word document in your Unit 1 AO6 folder as Database Evidence
	Info: - In this task you will create a report based on a query in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose - Yodafone need the printed copy of the list that looks neat. Task: - Open the database - Open the word document - Create a report called Leeds showing based on the query called Leeds. - Print screen the query and paste into the word document. - Resave the word document in your Unit 1 AO6 folder as Database Evidence1	Info: - In this task you will create a report based on a query in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose - Yodafone need the printed copy of the list that looks neat. Task: - Open the database - Open the word document - Create a report called Leeds showing based on the query called Leeds. - Print screen the report and paste into the word document. - Resave the word document in your Unit 1 AO6 folder as Database Evidence1
		Info: - In this task you will create an address label report based on a query in a database - You will need to use the database downloaded previously called mobile and the word document created previously called Database evidence Purpose - Yodafone need the addresses printed onto sticky labels for the envelopes. Task: - Open the database - Open the word document - Create a label report called LeedsLabel showing based on the query called Leeds. - Print screen the report and paste into the word document. - Resave the word document in your Unit 1 AO6 folder as Database Evidence2

Appendix 1a

	Risk	Safety measure	Example of safety measure (explained)	Give an example of where this has been applied (e.g. where at school)
<u>Explain one measure to protect health</u> (e.g. ergonomic designs of equipment and furniture, positioning of equipment, posture, taking regular breaks/ change of activity, eye sight checks, health and safety training)				
<u>Explain one measure to protect physical safety</u> (e.g. trip hazards, trailing cables, electrical safety: electrical checks (PAT); no water by machines; not overloading sockets, safely positioning equipment to avoid falls, observing health and safety rules, health and safety training)				
<u>Explain one measure to protect files from loss</u> (e.g. organising files: folder structure; meaningful file and folder names, backup strategies: files to backup; frequency; destination/medium; storage)				
<u>Explain one measure to protect files from unauthorised access.</u> (e.g. setting a password to open, setting a password to modify, password protecting the contents of documents, choosing a strong password)				

Appendix 1b

	Risk	Safety measure	Example of safety measure (explained)	Give an example of where this has been applied (e.g. where at school)
<u>Explain measures to protect health</u> <i>(e.g. ergonomic designs of equipment and furniture, positioning of equipment, posture, taking regular breaks/ change of activity, eye sight checks, health and safety training)</i>				
<u>Explain measures to protect physical safety</u> <i>(e.g. trip hazards, trailing cables, electrical safety: electrical checks (PAT); no water by machines; not overloading sockets, safely positioning equipment to avoid falls, observing health and safety rules, health and safety training)</i>				
<u>Explain measures to protect files from loss</u> <i>(e.g. organising files: folder structure; meaningful file and folder names, backup strategies: files to backup; frequency; destination/medium; storage)</i>				
<u>Explain one measure to protect files from unauthorised access.</u> <i>(e.g. setting a password to open, password protecting the contents of documents)</i>				
<u>Explain one measure to protect files from modification.</u> <i>(e.g. setting a password to modify, password protecting the contents of documents)</i>				

Appendix 1c

	Risk	Safety measure	Example of safety measure (fully explained)	Give an example of where this has been applied (e.g. where at school)
<u>Explain measures to protect health</u> <i>(e.g. ergonomic designs of equipment and furniture, positioning of equipment, posture, taking regular breaks/ change of activity, eye sight checks, health and safety training)</i>				
<u>Explain measures to protect physical safety</u> <i>(e.g. trip hazards, trailing cables, electrical safety: electrical checks (PAT); no water by machines; not overloading sockets, safely positioning equipment to avoid falls, observing health and safety rules, health and safety training)</i>				
<u>Explain measures to protect files from loss</u> <i>(e.g. organising files: folder structure; meaningful file and folder names, backup strategies: files to backup; frequency; destination/medium; storage)</i>				
<u>Explain one measure to protect files from unauthorised access.</u> <i>(e.g. setting a password to open, password protecting the contents of documents)</i>				
<u>Explain measures to protect files from modification.</u> <i>(e.g. setting a password to modify, password protecting the contents of documents)</i>				
<u>Give guidance on choosing a strong password.</u> <i>(e.g. complexity of password, length of password)</i>				

Appendix 2a

This worksheet provides evidence for Unit 1 AO2

- Candidates will use a search engine to source information for a specific purpose using the Internet. They will store some information and will provide the website address(es) for the information found.
- Candidates will make a brief comment about the risks of receiving and opening email attachments.

Task:

1. Use a search engine such as Google to find out about the risks of receiving and opening email attachments. Print screen the search engines results and paste it in section 1 below
2. Load one of the pages that google has found and make sure it has found the correct answer. Copy and paste the answer from the website into section 2 below
3. Copy the web address from the website where you got your answer from and paste it into section 3 below
4. Read the answer carefully and then in your own words comment on the risks of receiving and opening email attachments.

1 - Provide a print-screen showing you have used a search engine for a specific purpose

2 - Copy and paste an answer from the website.

3 - Give the address (the URL) you got your internet answer from.

4 - In your own words give a brief comment on the risks of receiving and opening email attachments.

Appendix 2b

This worksheet provides evidence for Unit 1 AO2

- Candidates will use a search engine to source information for a specific purpose using the Internet, using effective search criteria, eg keywords.
- They will store some information and will provide the website address(es) for the information found commenting on the trustworthiness of the source(s).
- They will use bookmarks/favourites to store useful links.
- They will demonstrate an understanding of the implications of copyright for business use.
- Candidates will summarise the risks of receiving and opening email attachments.

Task:

1. Once you have added Google to your favourites use the search to find out about the risks of receiving and opening email attachments. Make sure you use effective search criteria such as keywords. Print screen the search engines results and paste it in section 1 below.
2. Load one of the pages that Google has found and make sure it has found the correct answer. Copy and paste the answer from the website into section 2 below
3. Add the website to your favourites and the copy the web address from the website where you got your answer from and paste it into section 3 below
4. Read the answer carefully and then in your own words summarise the risks of receiving and opening email attachments into section 4 below.
5. Comment on the trustworthiness of the website you got your answer from. (Is the website reputable?) Put your answer into section 5 below.
6. Explain the usage rights of the information you copied from the website – did it have any copyright? Put your answer into section 6 below.
7. Open your favourites within the web-browser and take a print-screen and then paste into section 7 below.

1 - Provide a print-screen showing you have used a search engine for a specific purpose

2 - Copy and paste an answer from the website.

3 - Give the address (the URL) you got your internet answer from.

4 - In your own words summarise the risks of receiving and opening email attachments.

5 - Comment on the trustworthiness of the source you got your internet answer from.

6 – Explain the usage rights/ copyright implications of the site you got information from.

7 - Show evidence that you have added the websites used (search engine and answer site) to your favourites.

Appendix 2c

This worksheet provides evidence for Unit 1 AO2

- Candidates will use a search engine to source information for a specific purpose using the Internet, making effective use of advanced search criteria eg quotes, wildcards, advanced search pages. They will store some information. They will comment on the validity of their sources: provide details of their source website addresses, note trustworthiness of sources and date of information.
- They will use bookmarks/favourites to store useful links and will organise these bookmarks/favourites into folders.
- They will demonstrate an understanding of the implications of copyright for business use.
- Candidates will summarise the risks of receiving and opening email attachments and suggest actions that could be taken to reduce these risks.

Task:

1. Once you have added Google to your favourites use the search to find out about the risks of receiving and opening email attachments. Make sure you use effective search criteria such as quotes, wildcards, and advanced search pages. Print screen the search engines results and paste it in section 1 below.
2. Load one of the pages that Google has found and make sure it has found the correct answer. Copy and paste the answer from the website into section 2 below
3. Add the website to your favourites and the copy the web address from the website where you got your answer from and paste it into section 3 below
4. Read the answer carefully and then in your own words summarise the risks of receiving and opening email attachments and suggest actions that could be taken to reduce these risks into section 4 below.
5. Comment on the trustworthiness of the website you got your answer from. (Is the website reputable? How old is the information?) Put your answer into section 5 below.
6. Explain the usage rights of the information you copied from the website – did it have any copyright? Put your answer into section 6 below.
7. Open your favourites within the web-browser and organise them into folders and then take a print-screen and then paste into section 7 below.

1 - Provide a print-screen showing you have used a search engine for a specific purpose

2 - Copy and paste an answer from the website.

3 - Give the address (the URL) you got your internet answer from.

4 - In your own words summarise the risks of receiving and opening email attachments and suggest actions that could be taken to reduce these risks.

5 - Comment on the trustworthiness of the source and the age of the information.

6 - Explain the usage rights/ copyright implications of the site you got information from.

7 - Show evidence that you have added the websites used (search engine and answer site) to your favourites and organised them into folders.

Appendix 3a

Pass	Print-screen showing: Spelling and grammar Check
Merit	Print-screen showing: Transitions
Distinction	Print-screen showing: Animation effects (at least 2)
	Print-screen showing an animated GIF
	Print-screen showing use of notes

Appendix 4a

Document	Font <i>(e.g. size, type, colour, alignment, style, direction etc)</i>	House Style <i>(e.g. logo, positioning, font, page numbers, background colour etc.)</i>
<u>Letter</u>		
<u>Business Card</u>		
<u>Memo</u>		
<u>Newsletter</u> <i>(Merit+ only)</i>		

Appendix 4b

Document	Print screen evidence of error checking <i>(Pass = spelling check, Merit/Distinction = spelling & grammar check)</i>	Print screen evidence of improvement <i>(Distinction only)</i>	Signature of person proof reading document <i>(Distinction only)</i>
<u>Letter</u>			
<u>Business Card</u>			
<u>Memo</u>			
<u>Newsletter</u> <i>(Merit+ only)</i>			

Appendix 5a

	<u>Design</u>
Font <i>(e.g. size, type, colour, alignment, style, direction etc)</i>	
House Style <i>(e.g. logo, positioning, font, page numbers, background colour etc.)</i>	
Formulas <i>(SUM, +, -, *, /)</i>	
Functions <i>(Merit+)</i> <i>(IF, TODAY)</i>	

Appendix 6a (should be put into database table)

custdetails						
Initial	Surname	Address1	Address2	Address3	Postcode	Age
A	Clarkson	67 Canal Street	Newton Hall	Durham	DH12BB	23
C	Beaumont	42 Cathedral Street	Belmont	Durham	DH12FR	44
T	Manson	43 Hylton Road	Belmont	Durham	DH12PT	43
K	Harris	Dene View		Durham	DH13PZ	25
A	Tindale	3 Elvet Bridge	Newton Hall	Durham	DH13PZ	35
T	Jones	14 Market Place	Newton Hall	Durham	DH14NQ	37
J	Bloggs	1 Finchdale Avenue		Durham	DH15NT	15
B	Hall	4 Richmond Close		Durham	DH21QQ	17
P	Jolly	13 Howling Lane	Chester le Street	Durham	DH23PB	45
H	Marley	21 Garforth Road		Durham	DH58QN	17
M	Bond	1 The Croft		Durham	DH59NN	17
C	Smithwon	4 Mill Lane		Durham	DH95QT	16
A	Chisholm	121a Richmond Court		Leeds	LS12QQ	23
A	Smith	45 The Parks		Leeds	LS13BQ	15
K	Bates	21 York Road		Leeds	LS18NB	39
K	Edmonson	44 The Links		Leeds	LS24BN	20
B	Singh	66 The Bronx	Garforth	Leeds	LS24BN	16
T	Park	43 Haydon Bridge Road	Garforth	Leeds	LS418RQ	30
J	Booth	99 Mill Way	Belmont	York	YO32QT	26
C	Hogg	31 Haystings		York	YO42TT	14