



Centre Number

--	--	--	--	--

Candidate Number

--	--	--	--

Surname

Other Names

Notice to Candidate. The work you submit must be your own. If you discuss the contents of this examination with other candidates you may be disqualified.

Candidate Declaration. I have read and understood the above and can confirm that I have no prior knowledge of the examination, nor will I discuss the contents of the examination with other candidates.

Candidate

Signature

Date

Functional Skills

INFORMATION AND COMMUNICATION TECHNOLOGY

Level 2 Functional ICT
January 2017

Candidate Booklet

Time allowed: 2 hours

Monday 16 January 2017 to Friday 20 January 2017

Instructions

- Use black ink or a black ball-point pen.
- Fill in the boxes at the top of this page.
- Attempt **all** activities and questions.
- You must answer the questions using software on your computer.
- Do all rough work in this book. Only **readable** printouts from your computer will be marked.
- Save your work **regularly** as you work through the activities.

For Examiner's Use	
Examiner's Initials	
Activity	Mark
A	
B	
C	
D	
TOTAL	

Warning

You must make sure that your name, candidate number and the printout number are on all printouts.

It may not be possible to issue a result for this unit unless your **name, candidate number and printout number** are on every page of the printouts.

- You must use the **AQA Web and email January 2017 simulation** to answer Activity B.

Warning

Do not close the AQA Web and email simulation until the end of the examination.

If you close and re-open the **AQA Web and email simulation**, your earlier work will not have been saved.

Information

- The marks for questions are shown in brackets.
- The maximum mark for this paper is 80.



J A N 1 7 4 5 2 8 0 1

G/TI/Jan17/E7

4528

QAN 500/9029/X

During this examination you must attempt **all** activities.

You may do Activities A, B, C and D in any order.

Make sure that your **name**, **candidate number** and the **printout number** are on all printouts.

You are advised to save your work as you do the activities.

By the end of the examination you should have produced the following printouts:

Printout 1: The Snips poster

Printout 2: The first email reply to Anya Hope

Printout 3: The second email reply to Anya Hope

Printout 4: The document containing screen prints of folders

Printout 5: The FixitFast graph

Printout 6: The FixitFast spreadsheet

Printout 7: The note to the manager of FixitFast

Printout 8: The Half Marathon document



Activity A

Snips is a unisex hair salon near where you live. The salon provides the full range of hairdressing services, such as washing, cutting and colouring for men and women.

You have a Saturday job at the salon.

The salon is planning a Hair Fashion Show. The show will include demonstrations of the latest hair styles by some of the staff from the salon.

Sam Chalk, the owner, has asked you to produce a poster to advertise the Hair Fashion Show and encourage people to attend.

To help you, Sam has written a note with details of the event. Some of this information is suitable to include on the poster. The note is saved as a file called **Snips Show**.

Sam has also given you a selection of pictures, some of which are relevant for the poster.

- 1 Produce a poster which will advertise the Hair Fashion Show at Snips and encourage people to attend. Use some of the files provided to do this.
- The poster must be single-sided A4, using portrait orientation. **[3 marks]**
 - Include only relevant information from the file called **Snips Show**. **[8 marks]**
 - Include just **one** suitable picture from the selection provided.
The picture should be an appropriate size and in an appropriate position. **[3 marks]**
 - Use software features to make the poster attract people's attention and encourage them to attend the show. **[4 marks]**
 - After you have produced your poster, check it carefully and ensure that there are no errors. **[2 marks]**

Print the poster. This is **Printout 1**.

Turn over for the next question

Turn over ►



Activity B

For this Activity, you will need to use the **AQA Web and email January 2017** icon, which is on your computer desktop.

Do not close this software until you have completed all of Activity B, otherwise your work will be lost.

Many of your friends know that you are studying an ICT course, and they often ask you for help with computer-related problems.

- 2 (a)** In your inbox there is an email from your friend Anya Hope, with the subject line 'What do you think?'.

Read this email.

Reply to Anya's email, giving her the advice she asks for.

[6 marks]

Add your name, candidate number and the printout number to the end of your reply and print it. This is **Printout 2**.

Send your reply.

- 2 (b)** You later receive a second email from Anya Hope, with the subject line 'Another one from me'.

Read this email.

Reply to Anya's second email, giving her the advice she asks for.

[7 marks]

Add your name, candidate number and the printout number to the end of your reply and print it. This is **Printout 3**.

Send your reply.



3 Your inbox is untidy. Start to sort out your emails.

3 (a) Put the emails from Anya Hope into a new folder within your inbox.

[3 marks]

3 (b) Some of your emails need to be in the 'Quarantine' folder. Move them there.

[2 marks]

3 (c) Some of your emails should be in the 'Junk' folder. Move them there.

[2 marks]

Create a document and insert screen prints that show all the emails in each of these three folders.

Print the document. This is **Printout 4**.

Turn over for the next question

Turn over ►



Activity C

FixitFast is a car repair garage near to where you live. The garage carries out a range of services including MOTs and the cleaning of cars. These are all called types of service.

The garage uses a computer to record how many of each type of service are sold on each day of the week. The information is contained in a file called **FixitFast services**.

You have an evening job at the garage.

One of your tasks is to help to keep the computer records up-to-date.

Open the file using suitable software.

- 4 (a)** It is important for the information to be accurate. There has been a mistake made with the content of one of the cells.

The number of Major services carried out on Wednesday was 5 not 15.

Change the information to make it accurate.

[1 mark]

- 4 (b)** The garage manager wants to know the total number of services sold each day.

- Make the spreadsheet calculate this information.
- Show the information in an appropriate place.
- Label the information appropriately.

[3 marks]

- 4 (c)** The garage manager wants to know how many of each type of service have been sold over the week.

- Insert a new column in an appropriate place with the heading 'Total weekly sales'.
- Make the spreadsheet calculate the number of each of the types of service sold over the week and show this in the new column.

[3 marks]

- 4 (d)** The garage manager wants to know the total income from each type of service.

Income is calculated by multiplying the price of each type of service by the total number of that service sold.

- Insert a new column in an appropriate place and give it an appropriate heading.
- Make the spreadsheet calculate the total income from the sales of each type of service and show these totals in the new column.

[2 marks]



4 (e) The garage manager wants to quickly see which types of service generate the most income.

Make the spreadsheet sort the types of service by total income. Show the type of service with the most income at the top of the list.

[2 marks]

4 (f) The garage manager wants to be able to identify which values are money.

Make the spreadsheet show all appropriate values as currency.

[1 mark]

4 (g) The garage manager wants the total income for each of the five types of service to be seen easily. Show the total income as a single-page graph.

Create a suitable graph showing the total income for each of the five items.

[4 marks]

Print the graph. This is **Printout 5**.

4 (h) The garage manager has asked you to make the information on the spreadsheet easier to read.

Use **two** formatting tools to improve the appearance of the information on the spreadsheet to make it easier to read.

[2 marks]

Print the spreadsheet. This is **Printout 6**.

4 (i) Open a new document and write a note to the garage manager explaining:

- what formatting tools you have used to improve the spreadsheet
- where you have used them
- how you think that each of the changes makes the information easier to read.

[2 marks]

Print the note to the garage manager. This is **Printout 7**.

Turn over for the next question

Turn over ►



Activity D

Your local council has recently organised a half-marathon race. Runners were sponsored to raise money for charity.

You have a work experience placement with the council.

The council has stored information about the runners in the race in a computer file called **Half Marathon**.

You have been asked to find information from the computer file.

Open the file using suitable software.

5 (a) The organiser wants to know which runners have not paid their entry fee yet.

- Use the computer to identify runners who still have not paid the entry fee.
- Show only First name, Surname, Category and Entry fee paid.
- Open a document and paste in your findings.

[5 marks]

5 (b) A local nature magazine is doing a feature on the race, and the magazine editor has asked for a list of runners who were sponsored in aid of environmental or animal charities.

- Use the computer to identify these runners.
- Show only First name, Surname, Category and Charity type.
- Arrange the list alphabetically by Surname.
- Paste your findings into the document that you started for **Question 5(a)**.

[7 marks]



5 (c) The organisers want to pick out the fastest runners, so that in the future they can take part in a special race against the elite runners.

- Use the computer to identify runners who achieved a time of less than 1:30:00 and are not elite runners.
- Show only First name, Surname, Time and Category.
- Arrange the list by Time, with the fastest runner at the top of the list.
- Paste your findings into the document that you started for **Question 5(a)**.

[6 marks]

5 (d) When you check the full list of runners, you notice that one piece of data is clearly wrong.

In the document that you started for **Question 5(a)**, write a note to the race organiser pointing out which runner has an error and what the error is.

[2 marks]

Print the document. This is **Printout 8**.

Turn over for the checklist

Turn over ►



When you have finished the examination, check that you have the following printouts:

- Printout 1: The Snips poster
- Printout 2: The first email reply to Anya Hope
- Printout 3: The second email reply to Anya Hope
- Printout 4: The document containing screen prints of folders
- Printout 5: The FixitFast graph
- Printout 6: The FixitFast spreadsheet
- Printout 7: The note to the manager of FixitFast
- Printout 8: The Half Marathon document

Make sure that your **name**, **candidate number** and the **printout number** are on all printouts.

Attach the printouts in the correct order to the back of this Candidate Booklet using a treasury tag.

END OF QUESTIONS



There are no questions printed on this page

**DO NOT WRITE ON THIS PAGE
ANSWER IN THE SPACES PROVIDED**



There are no questions printed on this page

**DO NOT WRITE ON THIS PAGE
ANSWER IN THE SPACES PROVIDED**

Copyright information

For confidentiality purposes, from the November 2015 examination series, acknowledgements of third party copyright material will be published in a separate booklet rather than including them on the examination paper or support materials. This booklet is published after each examination series and is available for free download from www.aqa.org.uk after the live examination series.

Permission to reproduce all copyright material has been applied for. In some cases, efforts to contact copyright-holders may have been unsuccessful and AQA will be happy to rectify any omissions of acknowledgements. If you have any queries please contact the Copyright Team, AQA, Stag Hill House, Guildford, GU2 7XJ.

Copyright © 2017 AQA and its licensors. All rights reserved.

