



**Cambridge International Examinations**  
Cambridge International General Certificate of Secondary Education



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**INFORMATION AND COMMUNICATION TECHNOLOGY**

**0417/21**

Paper 2 Practical Test A

**May/June 2016**

MARK SCHEME

Maximum Mark: 80

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**Published**

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### Task 1 – Evidence Document

This mark scheme includes the screenshots of the printed evidence that candidates should have included and screen shots from the Evidence Document.

### Task 2 – Document

*You are going to edit a newsletter for Tawara Adventures. The company uses a corporate house style for all their documents. Paragraph styles should be created and applied as instructed. All imported data should have the News-body text style applied unless otherwise instructed.*

<b>No.</b>	<b>Steps</b>	<b>Mark</b>
<b>1</b>	<p><b>Using a suitable software package, open the file J216NEWSDRAFT.RTF</b></p> <p><b>Set the:</b></p> <ul style="list-style-type: none"> <li>• <b>page size to A4</b></li> <li>• <b>orientation to portrait</b></li> <li>• <b>top and bottom margins to 2.5 centimetres</b></li> <li>• <b>left and right margins to 1.5 centimetres.</b></li> </ul> <p>– page size A4 and page orientation portrait (1 mark)</p> <p>– top and bottom margins set to 2.5 cm, left and right margins set to 1.5 centimetres (1 mark)</p>	[2]
<b>2</b>	<p><b>Save the document in your work area with the file name NEWSLETTER. Make sure it is saved in the format of the software you are using.</b></p> <p>– document saved in work area with file name NEWSLETTER and evidence of file type (1 mark)</p>	[1]

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No.	Steps	Mark																																																								
3	<p><b>Place in the header:</b></p> <ul style="list-style-type: none"> <li>• your name, Centre number and candidate number left aligned</li> <li>• automated page numbers right aligned.</li> </ul> <p><b>Place in the footer the automated file name and path centre aligned.</b></p> <p><b>Make sure that:</b></p> <ul style="list-style-type: none"> <li>• all the alignments match the page margins</li> <li>• no other text is included in the header and footer area</li> <li>• headers and footers are displayed on all pages.</li> </ul> <p>– header: Name, Centre number and candidate number left aligned, automated page numbers right aligned matching the page margins; and displayed on each page (1 mark)</p> <p>– footer: automated file name and path centre aligned and displayed on each page (1 mark)</p>	[2]																																																								
4	<p><b>Create the following paragraph styles:</b></p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th colspan="8">House style specifications</th> </tr> <tr> <th></th> <th>Font Style</th> <th>Font Size (points)</th> <th>Alignment</th> <th>Enhancement</th> <th>Line spacing</th> <th>Space before (points)</th> <th>Space after (points)</th> </tr> </thead> <tbody> <tr> <td>News-title</td> <td>san-serif</td> <td>26</td> <td>centre</td> <td>bold</td> <td>single</td> <td>0</td> <td>0</td> </tr> <tr> <td>News-subtitle</td> <td>san-serif</td> <td>16</td> <td>right</td> <td>italic</td> <td>single</td> <td>0</td> <td>0</td> </tr> <tr> <td>News-subheading</td> <td>san-serif</td> <td>16</td> <td>centre</td> <td>bold, underlined</td> <td>single</td> <td>0</td> <td>12</td> </tr> <tr> <td>News-body</td> <td>serif</td> <td>12</td> <td>justified</td> <td>none</td> <td>single</td> <td>0</td> <td>12</td> </tr> <tr> <td>News-table</td> <td>serif</td> <td>12</td> <td>left</td> <td>none</td> <td>single</td> <td>0</td> <td>0</td> </tr> </tbody> </table> <p><b>Place in your Evidence Document screenshot(s) to show all the settings for the News-subheading style.</b></p> <p>News-subheading style:</p> <ul style="list-style-type: none"> <li>– News-subheading style created (1 mark)</li> <li>– sans-serif, 16pt, centre aligned, bold and underlined (1 mark)</li> <li>– 12 point spacing after (1 mark)</li> </ul>	House style specifications									Font Style	Font Size (points)	Alignment	Enhancement	Line spacing	Space before (points)	Space after (points)	News-title	san-serif	26	centre	bold	single	0	0	News-subtitle	san-serif	16	right	italic	single	0	0	News-subheading	san-serif	16	centre	bold, underlined	single	0	12	News-body	serif	12	justified	none	single	0	12	News-table	serif	12	left	none	single	0	0	[3]
House style specifications																																																										
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News-subheading	san-serif	16	centre	bold, underlined	single	0	12																																																			
News-body	serif	12	justified	none	single	0	12																																																			
News-table	serif	12	left	none	single	0	0																																																			

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<b>No.</b>	<b>Steps</b>	<b>Mark</b>
<b>5</b>	<p><b>At the start of the document enter the title Tawara Adventures Newsletter</b></p> <p>– correct insertion of title (1 mark)</p>	[1]
<b>6</b>	<p><b>Apply the <i>News-title</i> style to this text.</b></p> <p>– correct News-title style applied (1 mark)</p>	[1]
<b>7</b>	<p><b>Below the title, add the subtitle</b></p> <p><b>First draft by: and add your name.</b></p> <p>– correct insertion of subtitle (1 mark)</p>	[1]
<b>8</b>	<p><b>Apply the <i>News-subtitle</i> style to this text.</b></p> <p>– correct News-subtitle style applied(1 mark)</p>	[1]
<b>9</b>	<p><b>Apply the <i>News-body</i> style to the rest of the document.</b></p> <p>– correct News-body style applied to all text consistently – serif, 12pt, single line, fully justified, 12pt space after (1 mark)</p>	[1]
<b>10</b>	<p><b>Change the page layout so that all the text after the first paragraph is in two columns of equal width with 1.5 centimetre spacing between them.</b></p> <p>– section break in correct place (1 mark)</p> <p>– two equally spaced columns 1.5 cm space between (1 mark)</p>	[2]
<b>11</b>	<p><b>Identify the 7 subheadings in the document and apply the <i>News-subheading</i> style to each one.</b></p> <p>– correct News-subheading style to all subheadings (1 mark)</p>	[1]

No.	Steps	Mark															
12	<p>Open the file J216NEWSPOINTS.CSV and insert the contents as a table within the column width after the text <i>...activities to our centres:</i></p> <p>– table inserted correctly and within the column width (1 mark)</p>	[1]															
13	<p>Delete the third column with the heading <i>Rating</i> from the table.</p> <p>– correct column deleted (1 mark)</p>	[1]															
14	<p>Make sure that:</p> <ul style="list-style-type: none"> <li>the <i>News-table</i> style is applied to columns 2 and 3</li> <li>text in columns 2 and 3 displays on one line</li> <li>all borders and gridlines are displayed when printed.</li> </ul> <p>– News-table style applied to columns 2 and 3, data displayed on one line and all borders displayed (1 mark)</p>	[1]															
15	<p>Format the table so that the left column looks like this:</p> <div style="text-align: center;"> <table border="1"> <tr> <td rowspan="7" style="background-color: #e0e0e0; text-align: center; vertical-align: middle;"><b>NEW ACTIVITIES</b></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> <tr> <td></td> <td></td> </tr> </table> </div> <p>– rows 1–7 merged (1 mark)  – light grey shading applied to first column (1 mark)  – text rotated, wrapped over two lines (1 mark)  – serif font, bold, centred within cell (1 mark)</p>	<b>NEW ACTIVITIES</b>															[4]
<b>NEW ACTIVITIES</b>																	

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No.	Steps	Mark
16	<p><b>Import the image J216CABIN.jpg and place this below the subheading <i>ACCOMMODATION</i></b></p> <p>– image inserted in correct position (1 mark)</p>	[1]
17	<p><b>Reflect the image so the tree is on the right, like this:</b></p>  <p>– Image reflected so the tree is on the right (1 mark)</p>	[1]
18	<p><b>Resize the image so that:</b></p> <ul style="list-style-type: none"> <li>• it is 4 centimetres wide</li> <li>• the aspect ratio is maintained.</li> </ul> <p><b>Align the image to the:</b></p> <ul style="list-style-type: none"> <li>• top of the paragraph starting <i>Self-catering accommodation...</i></li> <li>• right margin within the column.</li> </ul> <p><b>Make sure the text wraps round the image.</b></p> <p><b>It may look like this:</b></p>  <p>– Image aligned to top of text and right margin with text wrapped (1 mark)</p> <p>– Image is resized to 4cm wide with aspect ratio maintained (1 mark)</p>	[2]

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No.	Steps	Mark
19	<p>Change the list from:  <i>Free Wi-Fi...</i>  to  <i>...Climbing wall</i>  to a bulleted list with square bullets.  Make sure that:</p> <ul style="list-style-type: none"> <li>• the bullets are positioned 2.5 centimetres from the left margin</li> <li>• the list is in single line spacing with no space before or after.</li> </ul> <p>– numbered list changed to square shaped bullets (1 mark)  – bullets indented 2.5 cm from left margin, single line spacing with no space between (1 mark)</p>	[2]
		<b>[Total: 29]</b>

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### Task 3 – Database

You are now going to prepare some reports for the company. Make sure all currency values display the € sign and are to two decimal places.

No.	Steps	Mark																								
20	<p>Using a suitable database package, import the file J216ADSPORTS.csv Use these field names and data types:</p> <table border="1"> <tr> <td><i>Course_Code</i></td> <td><b>Text</b></td> <td></td> </tr> <tr> <td><i>Activity</i></td> <td><b>Text</b></td> <td></td> </tr> <tr> <td><i>Type</i></td> <td><b>Text</b></td> <td></td> </tr> <tr> <td><i>Rating</i></td> <td><b>Number</b></td> <td>Integer</td> </tr> <tr> <td><i>Location</i></td> <td><b>Text</b></td> <td></td> </tr> <tr> <td><i>Residential</i></td> <td><b>Boolean/Logical</b></td> <td>To display as Yes/No</td> </tr> <tr> <td><i>Course_Cost</i></td> <td><b>Number</b></td> <td>Numeric/Currency</td> </tr> <tr> <td><i>Duration</i></td> <td><b>Number</b></td> <td>Integer</td> </tr> </table> <p>Set the <i>Course_Code</i> field as a Primary field.</p> <ul style="list-style-type: none"> <li>– <i>Course_Code, Activity, Type, Rating, Location, Duration</i> field names and data types correct (1 mark)</li> <li>– <i>Residential</i> as boolean/logic/Yes/No in design, displays Yes/No on report (1 mark)</li> <li>– <i>Course_Cost</i> set as currency, displays currency symbol 2dp on NEWSLETTER extract (1 mark)</li> <li>– <i>Course_Code</i> set as Primary key (1 mark)</li> </ul>	<i>Course_Code</i>	<b>Text</b>		<i>Activity</i>	<b>Text</b>		<i>Type</i>	<b>Text</b>		<i>Rating</i>	<b>Number</b>	Integer	<i>Location</i>	<b>Text</b>		<i>Residential</i>	<b>Boolean/Logical</b>	To display as Yes/No	<i>Course_Cost</i>	<b>Number</b>	Numeric/Currency	<i>Duration</i>	<b>Number</b>	Integer	[4]
<i>Course_Code</i>	<b>Text</b>																									
<i>Activity</i>	<b>Text</b>																									
<i>Type</i>	<b>Text</b>																									
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<i>Duration</i>	<b>Number</b>	Integer																								



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No.	Steps	Mark																
21	<p><b>Create a data entry form which will:</b></p> <ul style="list-style-type: none"> <li>include all fields from the <i>Adsports</i> table</li> <li>use a drop down menu in the <i>Location</i> field to accept only: <ul style="list-style-type: none"> <li>Cornwall</li> <li>Ireland</li> <li>Scotland</li> <li>Wales</li> <li>France</li> </ul> </li> </ul> <p>– form created, includes all fields from database, evidence of drop down menu created (1 mark)</p> <p>– evidence of limit to list (1 mark)</p> <p>– Cornwall, Ireland, Scotland, Wales and Ireland entered correctly (1 mark)</p>	[3]																
22	<p><b>Add the following record to the <i>Adsports</i> table using your form:</b></p> <table border="1" data-bbox="302 790 1706 890"> <thead> <tr> <th><i>Course_Code</i></th> <th><i>Activity</i></th> <th><i>Type</i></th> <th><i>Rating</i></th> <th><i>Location</i></th> <th><i>Residential</i></th> <th><i>Course_Cost</i></th> <th><i>Duration</i></th> </tr> </thead> <tbody> <tr> <td>CO029</td> <td>Zap Cat</td> <td>Water</td> <td>4</td> <td>Cornwall</td> <td>Yes</td> <td>471</td> <td>6</td> </tr> </tbody> </table> <p><b>Check your data entry for errors. Save the data.</b></p> <p>– form used to add new record (1 mark)</p> <p>– new record entered accurately (1 mark)</p>	<i>Course_Code</i>	<i>Activity</i>	<i>Type</i>	<i>Rating</i>	<i>Location</i>	<i>Residential</i>	<i>Course_Cost</i>	<i>Duration</i>	CO029	Zap Cat	Water	4	Cornwall	Yes	471	6	[2]
<i>Course_Code</i>	<i>Activity</i>	<i>Type</i>	<i>Rating</i>	<i>Location</i>	<i>Residential</i>	<i>Course_Cost</i>	<i>Duration</i>											
CO029	Zap Cat	Water	4	Cornwall	Yes	471	6											
23	<p><b>Evaluate the design of your data entry form.</b></p> <p>- Evaluation of entry form design (2 marks)</p>	[2]																
24	<p><b>Import the file J216RATINGS.CSV as a new table in your database.</b></p> <p><b>Set the <i>Activity_Rating</i> field as a Primary key.</b></p> <p><b>Create a one-to-many relationship as a link between the <i>Rating</i> field in the <i>J216ADSPORTS</i> table and the <i>Activity_Rating</i> field in the <i>J216RATINGS</i> table.</b></p> <p>– one to many relationship created between Rating and Activity_Rating fields (1 mark)</p>	[1]																

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No.	Steps	Mark
25	<p>Using fields from both the <i>J216ADSPORTS</i> and the <i>J216RATINGS</i> tables, produce a report which:</p> <ul style="list-style-type: none"> <li>contains a new field called <i>Daily_Cost</i> which is calculated at run-time and displayed as currency. This field will calculate the <i>Course_Cost</i> divided by <i>Duration</i></li> <li>shows only the records where the <i>Type</i> is <i>Water</i>, <i>Residential</i> is <i>Yes</i>, <i>Duration</i> is 12 days or less and excludes those activities located in Scotland</li> <li>shows only the fields <i>Course_Code</i>, <i>Location</i>, <i>Activity</i>, <i>Level</i>, <i>Duration</i>, <i>Residential</i> and <i>Daily_Cost</i> in this order with data and labels displayed in full</li> <li>sorts the data into ascending order of <i>Activity</i> within ascending order of <i>Location</i></li> <li>has a page orientation of landscape</li> <li>fits on a single page wide</li> <li>calculates the total number of <i>Course_Codes</i> in this selection and positions this number under the <i>Course_Code</i> column</li> <li>has the label <i>Total water codes</i> to the right of this number</li> <li>includes the report title <i>Residential Water Activities</i> at the top of the page</li> <li>has your name, Centre number and candidate number at the bottom of the report.</li> </ul> <p>Save and print your report.</p> <p>Place in your Evidence Document screenshots(s) showing the formula used to calculate the total number of activities</p> <ul style="list-style-type: none"> <li>– title: <i>Residential Water Activities</i> at the top of the page (1 mark)</li> <li>– new field called <i>Daily_Cost</i> created (1 mark)</li> <li>– calculates <i>Course_Cost</i> divided by <i>Duration</i> (1 mark)</li> <li>– <i>Daily_Cost</i> displayed as currency and 2dp (1 mark)</li> <li>– displays only the records where <i>Type</i> = <i>Water</i>, <i>Residential</i> = <i>Yes</i> (1 mark)</li> <li>– displays only the records where <i>Duration</i> &lt;=12, excludes Scotland (1 mark)</li> <li>– shows only the fields <i>Course_Code</i>, <i>Location</i>, <i>Activity</i>, <i>Level</i>, <i>Duration</i>, <i>Residential</i> and <i>Daily_Cost</i> in the correct order (1 mark)</li> <li>– has landscape orientation, fits on a single page wide, data and labels fully visible (1 mark)</li> <li>– sorts the data into ascending order of <i>Location</i> then ascending <i>Activity</i> (1 mark)</li> <li>– calculates the total number of records and positioned under the <i>Course_Code</i> column (2 marks)</li> <li>– label to the right of this number: <i>Total water codes</i> (1 mark)</li> </ul>	[12]

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No.	Steps	Mark
26	<p>Produce an extract from all the data which:</p> <ul style="list-style-type: none"> <li>• selects only those activities: <ul style="list-style-type: none"> <li>– which include Ski or Snow</li> <li>– located in France</li> <li>– where the <i>Rating</i> is 5</li> </ul> </li> <li>• shows only the fields <i>Activity</i>, <i>Course_Code</i>, <i>Course_Cost</i> in this order</li> <li>• sorts the <i>Course_Cost</i> in descending order.</li> </ul> <p>Place in your Evidence Document screenshot(s) showing the criteria used to select the required records. Save this data so that it can be imported into the document that you saved in Step 19.</p> <ul style="list-style-type: none"> <li>– displays only the records where Activity contains Ski or Snow (1 mark)</li> <li>– displays only the records located in France and Rating is 5 (1 mark)</li> <li>– sorts the <i>Course_Cost</i> in descending order (1 mark)</li> <li>– shows only the fields <i>Activity</i>, <i>Course_Code</i> and <i>Course_Cost</i> in the correct order (1 mark)</li> </ul>	[4]
		<b>[Total: 28]</b>

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**Task 4 – Document 2**

No.	Steps	Mark
27	<p><b>Import this data into your document as a table after the paragraph which ends <i>activities to choose from...</i></b></p> <p><b>Make sure that:</b></p> <ul style="list-style-type: none"> <li>• the table fits within the column width</li> <li>• all required fields and their labels are fully visible</li> <li>• data is displayed on one line except the field headings which can wrap</li> <li>• the <i>News-table</i> style is applied to the extract.</li> </ul> <p>– database extract inserted in correct place, within column width, data displayed on one line, fully visible, News-table style applied to contents (1 mark)</p>	[1]
28	<p><b>Spell check and proofread the document.</b></p> <p><b>Make sure that:</b></p> <ul style="list-style-type: none"> <li>• tables and lists are not split over two columns or pages</li> <li>• there are no widows or orphans</li> <li>• there are no blank pages</li> <li>• the house style specification has been followed and the correct styles applied as instructed</li> <li>• spacing between all items is consistent.</li> </ul> <p><b>Save the document using the same file name and format used in Step 2.</b></p> <p><b>Print the document.</b></p> <p>– document complete (e.g. no missing or misplaced paragraphs), margins consistent, spacing consistent, no widows/orphans, split lists or tables, blank pages (1 mark)</p>	[1]
		<b>[Total: 2]</b>

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### Task 5 – Mail Merge document

Tawara Adventures are recruiting staff for their new activity centre in France. You are required to carry out a mail merge to invite successful applicants for interview.

No.	Steps	Mark
29	<p>Use the file J216INTERVIEW.RTF as the master letter for the mail merge and the file J216APPLICANTS.CSV as the data source file.</p> <p>In the master letter:</p> <ul style="list-style-type: none"> <li>replace &lt;Date&gt; with a field to display today's date in the format DD MMMM YYYY</li> <li>insert relevant merge fields from the data source file to replace the text in chevrons i.e. &lt;field&gt;</li> <li>replace the text <i>Candidate Name</i> with your name</li> <li>include your Centre number and candidate number in the footer of the document.</li> </ul> <p>Spell check and proofread the letter. Save the master letter. Display the field codes.</p> <p>Place in your Evidence Document screenshot(s) showing evidence of the format for the date field.</p> <p>Print your master letter with the merge fields displayed.</p> <ul style="list-style-type: none"> <li>placeholder replaced with date field displayed in correct format dd MMMM yyyy (12 April 2016) (2 mark)</li> <li>placeholders replaced with «Title» «First_Name» «Last_Name» fields with correct spacing (1 mark)</li> <li>placeholders replaced with Add_1»,«Add_2»,«Add_3»,«Post_Code» fields with correct spacing and each on a new line (1 mark)</li> <li>placeholders replaced with «Title» «Last_Name» fields with correct spacing (1 mark)</li> <li>placeholders replaced with «Job_Role» and «Interview_Time» fields with correct spacing (1 mark)</li> <li>spellings corrected (1 mark)</li> <li>name replaces Candidate Name, Centre no and candidate no in the footer (1 mark)</li> </ul>	[8]

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<b>No.</b>	<b>Steps</b>	<b>Mark</b>
<b>30</b>	<p><b>Merge the letters selecting only those applicants who have applied for the job of Ski Instructor.</b></p> <p><b>Place in your Evidence Document screenshot(s) showing your selection method.</b></p> <p>– evidence of Ski Instructor selected (1 mark)</p>	[1]
<b>31</b>	<p><b>Print only the merged letters for the selected applicants.</b></p> <p><b>Save and close the documents.</b></p> <p>– letters printed to Victoria Griffiths, Ian Delbridge, Anka Ploski only</p>	[1]
		<b>[Total: 10]</b>

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### Task 6 – Presentation

You are required to create a short presentation on the subject of spam delivered by email. This presentation will be used by Tawara Adventures in face-to-face staff training.

No.	Steps	Mark
32	<p><b>Import the file J216SPAM.RTF placing the text as 5 slides in your presentation software.</b></p> <ul style="list-style-type: none"> <li>– 5 slides imported with contents of J216SPAM.rtf (1 mark)</li> </ul>	[1]
33	<p><b>The presentation should be based on a master slide that you will design. Your slides must have a consistent layout and formatting, with the following features included on all slides:</b></p> <ul style="list-style-type: none"> <li>• <b>company logo which is stored as J216LOGO.JPG</b></li> <li>• <b>your name, Centre number and candidate number</b></li> <li>• <b>automatic slide numbering</b></li> </ul> <ul style="list-style-type: none"> <li>– logo appears on all slides, same position and size (1 mark)</li> <li>– name, Centre number and candidate number appears on all slides, same position and size (1 mark)</li> <li>– automated slide numbers on all slides, same position and size (1 mark)</li> </ul>	[3]
34	<p><b>Slide 4 with the title <i>How to recognise spam mail</i> is incomplete. Identify two ways of recognising spam sent by email and enter your answers as separate bullets on slide 4.</b></p> <p>2 valid methods of recognising spam mail e.g.</p> <ul style="list-style-type: none"> <li>– incorrect grammar/spelling</li> <li>– plain text/absence of logos</li> <li>– request for personal information</li> <li>– suspicious attachments</li> <li>– urgent/too good to be true</li> <li>– links within the body of the message</li> <li>– generic greetings</li> <li>– mismatch of domain name</li> </ul> <p style="text-align: right;">(2 marks)</p>	[2]

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No.	Steps	Mark
35	<p>Slide 5 with the title <i>Methods to help prevent spam</i> is incomplete. Identify two methods to help protect yourself from spam sent by email and enter your answers as separate bullets on slide 5.</p> <p>2 valid methods of preventing spam email e.g.</p> <ul style="list-style-type: none"> <li>– use of spam/junk email filters</li> <li>– block spam/black list</li> <li>– use of spam/junk email folders</li> <li>– only give email address to trusted sources</li> <li>– safe senders list/white list</li> <li>– delete or ignore message, never reply</li> <li>– don't click links</li> <li>– don't open attachments from suspicious sources</li> </ul> <p style="text-align: right;">(2 marks)</p>	[2]
36	<p>Evaluate the features of your presentation that meet the needs of your audience.</p> <ul style="list-style-type: none"> <li>– evaluation of features used which match staff training remit (2 marks)</li> </ul>	[2]
37	<p>Spell check and proofread the presentation. Save the presentation. Print the presentation with 2 slides to the page.</p> <ul style="list-style-type: none"> <li>– print handouts 2 slides to the page 1 mark)</li> </ul>	[1]
		<b>[Total: 11]</b>



Name, Centre number and candidate number

1

# Tawara Adventure

## Header

Name, Centre number and candidate number left, page numbers right aligned 1 mark

Date Name

We are a leading specialist in adventure. Based in the UK, we have over 20 years experiences to meet all needs. Whether

## Title

Data entry 100% accurate, centred 1 mark  
News-title style applied – sans-serif, 26pt, bold, no space after 1 mark

offer a range of activities for all levels. If you want to try something different and exhilarating, we have experiences to challenge mind and body each day, then our holidays may be just right.

## UK CENTRES

## Subtitle

Data entry 100% accurate, right aligned 1 mark  
News-subtitle style applied – sans-serif, 16pt, italic, no space after 1 mark

All our centres are situated in areas of outstanding natural beauty and provide the perfect settings for adventure. We have 10 UK centres located in Cornwall, Ireland, Scotland and Wales. Depending on the location you can enjoy thrilling activities such as canoeing, kayaking, white-water rafting, canyoning, rock climbing, kite buggying, windsurfing, mountain biking, horse riding,

the centre offers the following advanced level activities to choose from:

## Columns

Section break correct position 1 mark  
2 columns, 1.5cm column spacing 1 mark

## Subheadings (7)

News-subheading style applied – sans-serif, 16pt, centred, bold, underlined, 12pt after 1 mark

Activity	Course Code	Price
Snowmobiling	FR016	€36.00
Snowkiting	FR014	€64.00
Snowboarding	FR013	€64.00
Kite Skiing	FR015	€62.50
Alpine Snow Skiing	FR012	€23.05
Off-piste skiing	FR007	€452.50
Snow Tobogganing	FR009	€64.00
Ski jumping	FR003	€186.00

We provide all the equipment and training for each activity, along with qualified instructors who have extensive knowledge of the local areas and are highly experienced in their specialist fields. You don't need previous experience to try any of the activities, just a sense of adventure and a liking for adrenaline!

Please note that heli-skiing is not permitted in France but we will transport you over the border to Italy or Switzerland to enjoy the experience. It is expensive, but definitely a lifetime experience!

## FUN IN FRANCE

We are proud to announce the opening of our new holiday centre in France.

## FAMILY FUN

## DB Extract (10)

Correct place within column width, no data wrap, fully visible, 1 mark  
News-table applied (serif, 12pt, left aligned, no space between rows) 1 mark  
Activity contains *Ski* or *Snow* 1 mark  
Location = *France*, Rating is 5 (10 records) 1 mark  
Descending order of *Course\_Cost* 1 mark  
Fields *Activity*, *Course\_Code*, *Course\_Cost* in order 1 mark

Days are the perfect way to spend your holiday with the family without the hassle of a car. There is so much to keep you entertained. We arrange everything in advance and you can enjoy a variety of activities to make up your holiday plan to be as exciting and challenging as you wish. We also put on a great lively evening programme

go at driving your own team of muskies, as exciting and challenging as you wish. We experience the thrill of climbing a frozen mountain as you wish. We also put on a great lively evening programme

as exciting and challenging as you wish. We also put on a great lively evening programme

## Footer

Automated file name and path centre aligned 1 mark

Name, Candidate number which everyone can enjoy. Ask for more details on our family programmes.

the en-suite, outdoor hot tub and a log burning stove in the spacious living area. These are ideal if you are celebrating a special occasion.

## FLEXI WEEK

Tailor-make your perfect adventure week with our new multi activity holiday. You select the activities you would like to do and leave the organisation to us. We have a wide range of activities to choose from. At the centre you select the number of points you want to do. We will set a value when you enter

## FACILITIES

We have carried out an extensive refurbishment programme and have updated all our onsite facilities. The following are now available at all

### **Bullets**

Numbers changed to square bullets 1 mark  
 Bullet indented to 2.5cm, single line, no space between 1 mark

- Free Wi-Fi
- Games room
- 24 hour reception
- Sports hall
- Laundry room
- Climbing wall

## NEW ACTIVITIES

This year we have increased the number of courses offered and introduced a number of new activities to our centres:

NEW ACTIVITIES	ACTIVITY	CENTRE
	Tank Driving	Wales
	Snowkiting	Scotland
	Jetlev Flying	Cornwall
	Power Kiting	Ireland
	Ice Diving	France
	Aqualining	Wales

All our activities have been given a level so you know how strenuous the activity will be. All levels and abilities are catered for so certain you will find something to meet your needs.

There are also onsite shops, catering facilities and outside communal eating areas. Make new friends whilst enjoying the fantastic views of the wide open space around you.

If you are a first time adventurer and would like some extra help and advice on the activities we offer, contact our booking centre who will be happy to offer advice and suggestions to suit your needs. For details on the full range of

### **Table**

Complete, correct place, text within column width 1 mark  
 RATING column deleted 1 mark  
 Column 1 merged – rows 1–7 one cell 1 mark  
 Light grey shading applied to first column 1 mark  
 Text rotated 90°, wrapped over two lines 1 mark  
 Serif bold, centred horizontally & vertically within cell 1 mark  
 News-table style applied (serif, 12, left, no space after), no wrap, gridlines 1 mark

## ACCOMMODATION

Self-catering accommodation is included in your course cost. All our centres have purpose-built modern log cabins which have recently been upgraded. Basic cabins are fully equipped with lounge, kitchenette, shower and toilet. They provide comfortable accommodation and can suit you are looking for a little more. Our Golden Cabins which



### **Image**

Correct image inserted in correct position 1 mark  
 Reflect image so the tree is on the right 1 mark  
 Aligned to top of text and right margin, text wrapped 1 mark  
 Resized to 4cm wide, aspect ratio maintained 1 mark

### **Page layout**

News-body style applied to all text consistently – serif, 12pt, single line, fully justified, 12pt space after 1 mark  
 Document complete/paragraphs intact, margins consistent, spacing consistent, no widows/orphans, split lists or tables, blank pages 1 mark

**Title**  
Correct, 100% accurate 1 mark

**Calculated field**  
Heading 100% accurate 1 mark  
*Course\_Cost ÷ Duration* 1 mark  
*Daily\_Cost* displays currency 2 dp 1 mark

## Residential Water Activities

Course_Code	Location	Activity	Level	Duration	Residential	Daily_Cost
CO019	Cornwall	Banana Rides	Demanding	4	Yes	€54.20
CO040	Cornwall	Bodyboarding	Moderate	7	Yes	€95.00
CO009	Cornwall	Canal Boating	Easy	2	Yes	€63.00
CO020	Cornwall	Canoeing	Moderate	5	Yes	€45.00
CO045	Cornwall	Kayaking	Moderate	8	Yes	€90.50
CO056	Cornwall	Kite Surfing	Strenuous	10	Yes	€86.25
CO002	Cornwall	Powerboating	Demanding	2	Yes	€42.00
CO058	Cornwall	Raft Building	Gentle	12	Yes	€73.00
CO024	Cornwall	Rowing	Demanding	6	Yes	€46.00
CO035	Cornwall	Scuba Diving	Moderate	8	Yes	€69.00
CO037	Cornwall	Sea Kayaking	Demanding	10	Yes	€61.00
CO007	Cornwall	Wakeboarding	Gentle	2	Yes	€59.99
CO043	Cornwall	White Water Rafting	Demanding	8	Yes	€88.30
CO061	Cornwall	Windsurfing	Demanding	10	Yes	€92.00
CO066	Cornwall	Yachting	Moderate	12	Yes	€84.00
CO029	Cornwall	Zap Cat	Demanding	6	Yes	€78.50
IR009	Ireland	Canoeing	Moderate	5	Yes	€45.00
IR015	Ireland	Dinghy Sailing	Moderate	5	Yes	€87.00
IR016	Ireland	Dragonboat Racing	Moderate	7	Yes	€50.00
IR026	Ireland	Kayaking	Moderate	8	Yes	€90.50
IR036	Ireland	Powerboating	Demanding	2	Yes	€42.00
IR037	Ireland	Sailing Club	Moderate	3	Yes	€59.50
IR038	Ireland	Sea Kayaking	Strenuous	10	Yes	€61.00
IR040	Ireland	Stand Up Paddle	Moderate	2	Yes	€63.00
IR043				2	Yes	€59.99

Record CO029 added (ignore *Daily\_Cost*) 1 mark  
Sorted ascending on *Location*  
then ascending on *Activity* 1 mark  
Specified fields, correct order 1 mark  
Landscape, one page wide, all fully visible 1 mark

**Search**  
*Type = Water, Residential = Yes* 1 mark  
*Duration <=12, excludes Scotland* 1 mark  
(42 records)

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Course_Code	Location	Activity	Level	Duration	Residential	Daily_Cost
WA006	Wales	Bodyboarding	Moderate	7	Yes	€95.00
WA009	Wales	Canoeing	Moderate	5	Yes	€45.00
WA018	Wales	Dinghy Sailing	Moderate	5	Yes	€87.00
WA019	Wales	Dragonboat Racing	Moderate	7	Yes	€50.00
WA036	Wales	Kayaking	Moderate	8	Yes	€90.50
WA059	Wales	Rib Trip	Demanding	12	Yes	€95.00
WA060	Wales	Rowing	Demanding	6	Yes	€158.42
WA062	Wales	Sea Fishing	Gentle	3	Yes	€57.00
WA063	Wales	Sea Kayaking	Moderate	10	Yes	€61.00
WA066	Wales	Snorkelling	Gentle	5	Yes	€53.00
WA067	Wales	Stand Up Paddle Surfing	Moderate	2	Yes	€63.00
WA070	Wales	Swimming	Moderate	12	Yes	€73.50
WA075	Wales	Wakeboarding	Gentle	2	Yes	€59.99
WA078	Wales	Windsurfing	Demanding	10	Yes	€92.00

42 Total water codes

Name, Centre number and candidate number

Count of Course\_Codes positioned under *Course\_Code* column. 1 mark  
Label to right of calculation, 100% accurate 1 mark

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Mail Merge Master Document

**Tawara Adventures**  
64 Gonville Square  
LONDON  
WC1B 4BQ  
Tel: 01632 882781  
Email: enquiries@tawara.org.uk

---

30 August 2014

«Title» «First\_Name» «Last\_Name»  
«Add\_1»  
«Add\_2»  
«Add\_3»  
«Post\_Code»

Dear «Title» «L  
Recruitment for «Job\_Role», «Interview\_Time»

Further to your recent application for the post of «Job\_Role» at our new activity centre in France, I am very pleased to advise that you have been short listed for this vacancy.

You are invited to attend for interview at «Interview\_Time» hours on Tuesday 21 June 2016 at our company's head office in London. The interview will take approximately one hour and, if successful, you will be required to start work on 1 December 2016. Interview expenses will be reimbursed on production of original receipts. Please report to reception when you arrive.

A map of the venue and directions are enclosed. I am also enclosing a Health Declaration Form which you should complete and bring with you. You should also bring details of any professional development you have completed over the past year.

I would be grateful if you could telephone this office to confirm your attendance as soon as possible.

Yours sincerely

Joe Bloggs  
Personnel Assistant

Encs

Centre number, Candidate number

**Date field**  
Placeholder replaced – date displays in correct format dd MMMM yyyy (i.e. 12 April 2016) 1 mark

**Fields**

«Title» «First_Name» «Last_Name» correct position & space	1 mark
«Add_1», «Add_2», «Add_3», «Post_Code» correct position and new lines	1 mark
«Title» «Last_Name» correct position & space	1 mark
«Job_Role», «Interview_Time» correct position & space	1 mark

Name replaces Candidate Name  
Centre no and candidate no in the footer 1 mark  
Spellings corrected 1 mark

Merge Results

**Tawara Adventures**  
 64 Genville Square  
 LONDON  
 WC1E 4BQ  
 Tel: 01432 882781  
 Email: enquiries@tawara.org.uk

---

30 August 2014

Ms Victoria Griffiths  
 32 Reading Close  
 Suffolk  
 IP5 6Z2

Dear Ms Griffiths

**Recruitment for 2015 Winter Season**

Further to your recent application for the post of SN Instructor at our new activity centre in France, I am very pleased to advise that you have been short listed for this vacancy.

You are invited to attend for interview at 10:30 hours on Tuesday 21 June 2016 at our company's head office in London. The interview will take approximately one hour and if successful, you will be required to start work on 1 December 2016. Interview expenses will be reimbursed on production of original receipts. Please report to reception when you arrive.

A map of the venue and directions are enclosed. I am also enclosing a Health Declaration Form which you should complete and bring with you. You should also bring details of any professional development you have completed over the past year.

I would be grateful if you could telephone this office to confirm your attendance as soon as possible.

Yours sincerely

Joe Blagge  
 Personnel Assistant  
 Envs

Centre number, Candidate number

**Tawara Adventures**  
 64 Genville Square  
 LONDON  
 WC1E 4BQ  
 Tel: 01432 882781  
 Email: enquiries@tawara.org.uk

---

30 August 2014

Mr Ian Delbridge  
 7 Eaton Bank  
 Essex  
 CO32 9AR

Dear Mr Delbridge

**Recruitment for 2015 Winter Season**

Further to your recent application for the post of SN Instructor at our new activity centre in France, I am very pleased to advise that you have been short listed for this vacancy.

You are invited to attend for interview at 12:00 hours on Tuesday 21 June 2016 at our company's head office in London. The interview will take approximately one hour and if successful, you will be required to start work on 1 December 2016. Interview expenses will be reimbursed on production of original receipts. Please report to reception when you arrive.

A map of the venue and directions are enclosed. I am also enclosing a Health Declaration Form which you should complete and bring with you. You should also bring details of any professional development you have completed over the past year.

I would be grateful if you could telephone this office to confirm your attendance as soon as possible.

Yours sincerely

Joe Blagge  
 Personnel Assistant  
 Envs

Centre number, Candidate number

**Tawara Adventures**  
 64 Genville Square  
 LONDON  
 WC1E 4BQ  
 Tel: 01432 882781  
 Email: enquiries@tawara.org.uk

---

30 August 2014

Ms Anka Ploski  
 32 Queen Street  
 Maidenhead  
 Berkshire  
 SL6 1HZ

Dear Ms Ploski

**Recruitment for 2015 Winter Season**

Further to your recent application for the post of SN Instructor at our new activity centre in France, I am very pleased to advise that you have been short listed for this vacancy.

You are invited to attend for interview at 11:30 hours on Tuesday 21 June 2016 at our company's head office in London. The interview will take approximately one hour and if successful, you will be required to start work on 1 December 2016. Interview expenses will be reimbursed on production of original receipts. Please report to reception when you arrive.

A map of the venue and directions are enclosed. I am also enclosing a Health Declaration Form which you should complete and bring with you. You should also bring details of any professional development you have completed over the past year.

I would be grateful if you could telephone this office to confirm your attendance as soon as possible.

Yours sincerely

Joe Blagge  
 Personnel Assistant  
 Envs

Centre number, Candidate number

Result of merge – 3 letters printed –  
 Victoria Griffiths, Ian Delbridge, Anka Ploski  
 only 1 mark

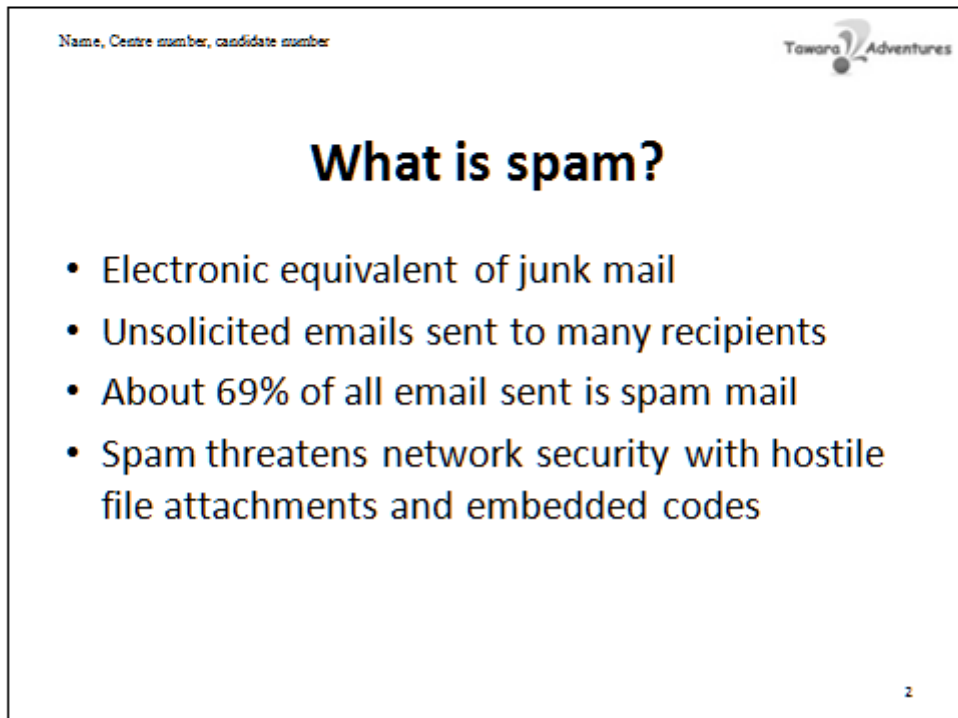
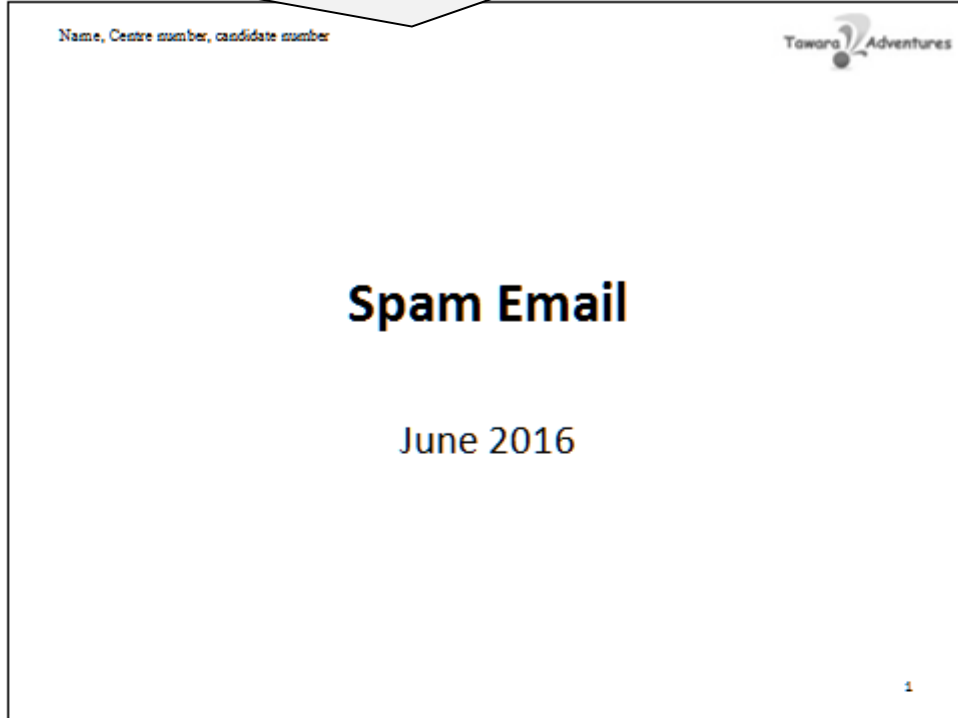
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**Presentation**

5 slides imported correctly, no blank slides, no overlap of items, no changes 1 mark

**Master slide** (items appear on all slides, same position and size):

- Logo 1 mark
- Name, Centre number and candidate number 1 mark
- Automated slide numbers 1 mark



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Name, Centre number, candidate number



## Impact on Business

- Employee time wasted
- Loss of productivity
- Costs incurred for removing spam
- Infrastructure costs
- Compromise or loss of data and reputation

3

Name, Centre number, candidate number



## How to recognise spam mail

- incorrect grammar/spelling
- plain text/absence of logos
- request for personal information
- suspicious attachments
- urgent/too good to be true
- links within the body of the message
- generic greetings

2 valid methods of recognising spam mail e.g.

- incorrect grammar/spelling
- plain text/absence of logos
- request for personal information
- suspicious attachments
- urgent/too good to be true
- links within the body of the message
- generic greetings
- mismatch of domain name

.1 per point, ignore candidate spelling.

2 marks



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Name, Centre number, candidate number



## Methods to help prevent spam

- use of spam/junk email filters
- block spam
- use of spam/junk email folders
- not signing up to offers on the internet
- use features in email package
- safe senders list
- never reply/ignore/delete message
- do not click links

3

2 valid methods to prevent spam e.g.

- use of spam/junk email filters
- block spam/black list
- use of spam/junk email folders
- only give email address to trusted sources
- safe senders list/white list
- delete or ignore message, never reply
- don't click links
- don't open attachments from suspicious sources

1 per point, ignore spelling.

2 marks

Print handouts 2 slides to page

1 mark

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**Evidence Document**

Step 1 – **EVIDENCE 1** – Paper size screen shot evidence here:



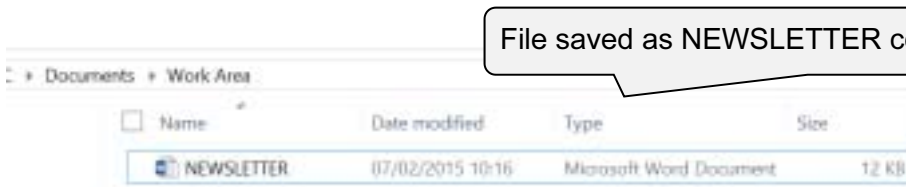
**Page layout**  
A4 Portrait 1 mark

Step 1 – **EVIDENCE 2** – Margin screen shot evidence here:



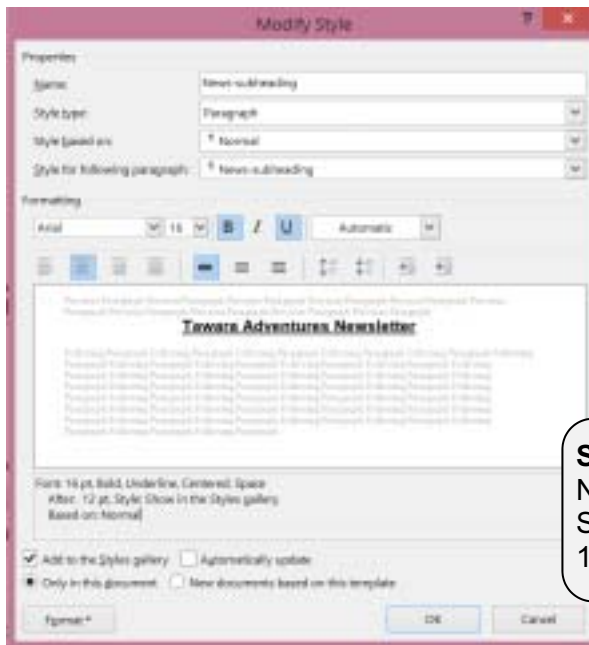
**Page layout**  
Top and bottom margins 2.5 cms,  
left and right 1.5 cm 1 mark

Step 2 – **EVIDENCE 3** – File saved as NEWSLETTER and evidence of file type



File saved as NEWSLETTER correct file type 1 mark

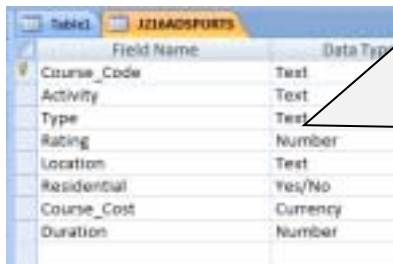
Step 4 – **EVIDENCE 4** – Subheading style definition screen shot here:



**Subheading Style**  
News-subheading text style created and saved 1 mark  
Sans-serif, 16pt, centred, bold, underlined 1 mark  
12pt spacing after only 1 mark

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Step 20 – **EVIDENCE 5** – Database field structure screen shot here:

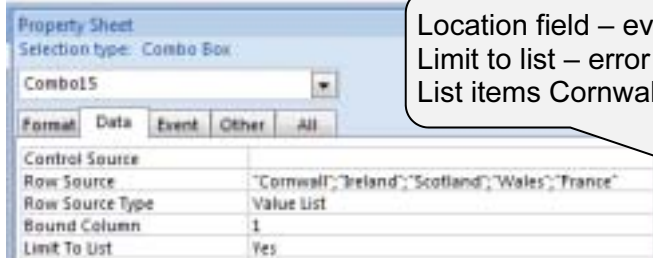


Field Name	Data Type
Course_Code	Text
Activity	Text
Type	Text
Rating	Number
Location	Text
Residential	Yes/No
Course_Cost	Currency
Duration	Number

**DB Structure**

- Course\_Code, Activity, Type, Rating, Location, Duration* field names and data types correct 1 mark
- Residential* design set as boolean/logic/Yes/No, displays Yes/No on report 1 mark
- Course\_Cost* set as currency/number, displays currency symbol & 2dp (not integer/rounded) in NEWSLETTER extract 1 mark
- Course\_Code* Set as Primary key 1 mark

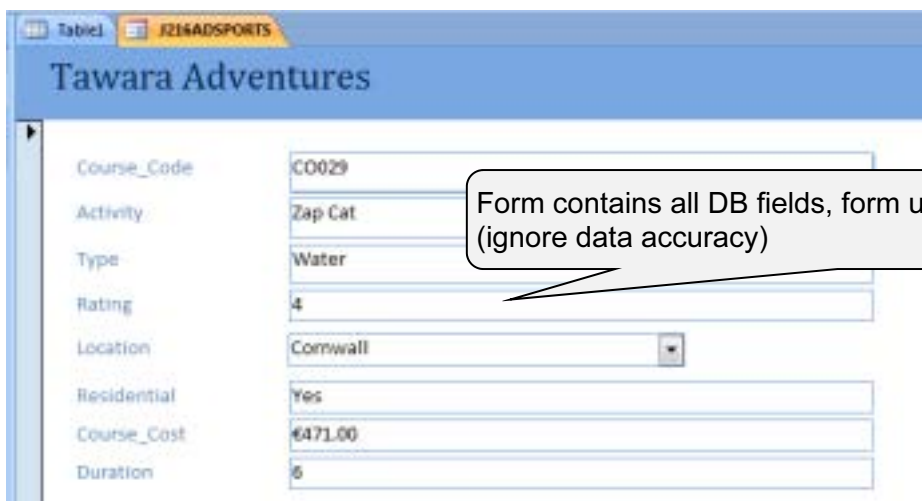
Step 21 – **EVIDENCE 6** – Location field screen shot here showing data entry limited



Property	Value
Control Source	
Row Source	"Cornwall";"Ireland";"Scotland";"Wales";"France"
Row Source Type	Value List
Bound Column	1
Limit to List	Yes

- Location field – evidence of drop down menu or properties 1 mark
- Limit to list – error message or set in design properties 1 mark
- List items Cornwall, Ireland, Scotland, Wales, France error free 1 mark

Step 22 – **EVIDENCE 7** – Form completed with new record screen shot here:



Course_Code	C0029
Activity	Zap Cat
Type	Water
Rating	4
Location	Cornwall
Residential	Yes
Course_Cost	6471.00
Duration	6

Form contains all DB fields, form used to add new record (ignore data accuracy) 1 mark

Step 23 – **EVIDENCE 8** – Evaluate the design of your data entry form.

Evaluation of form, examples with reasons like:

- Consistent layout or formatting
- Appropriate use of title
- Lack of instructions on filling in form
- No navigation buttons
- Should contain descriptive labels, not just field names
- Drop down list used to reduce data entry errors
- Inappropriate space for data added
- Unsuitable field lengths for this data
- Appropriate spacing between fields/appropriate use of white space
- Form fills available space/window
- Font size/legibility/colour schemes

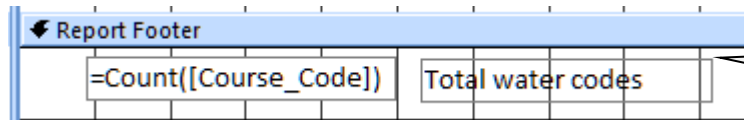
[2 marks]

Step 24 – **EVIDENCE 9** – Relationship between the two tables screen shot here:



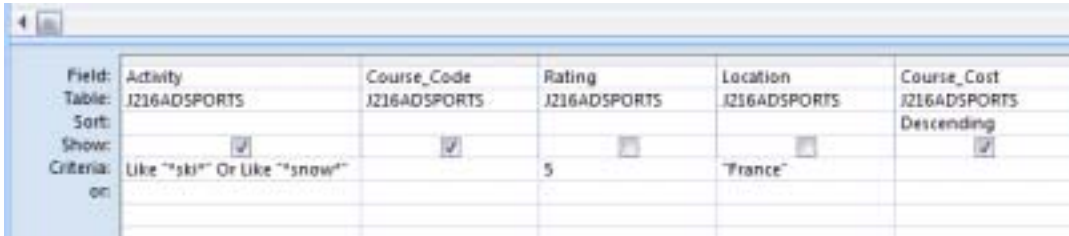
One to Many relationship between *Rating* and *Activity\_Rating* fields 1 mark

Step 25 – **EVIDENCE 10** – Calculated field formulae screen shot here:



Calculated count 1 mark

Step 26 – **EVIDENCE 11** – Search criteria for extract screenshot evidence here:

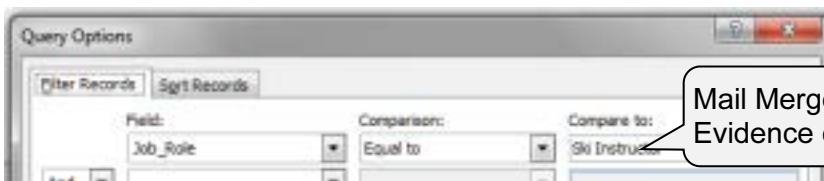


Step 29 – **EVIDENCE 12** – date field screen shot here:

{ DATE \@ "dd MMMM yyyy" \\* MERGEFORMAT }

Mail Merge  
Evidence of date field used with correct format dd MMMM yyyy 1 mark

Step 30 – **EVIDENCE 13** – Mail merge selection method screen shot here:



Mail Merge  
Evidence of all 3 Ski Instructors selected 1 mark

Step 36 – **EVIDENCE 14**

Reasons for features used which match staff training remit eg

- appropriate slide layout (title slide for slide 1)
- consistent layout/master slide
- appropriate formatting/layout applied
- not too many words per slide/bullet

1 mark for each justified reason

[2 marks]