

Improving Productivity using IT – Level 3
Scenario Assignment Sample Test 1
Version SampleMQTB/1.0/IP3/v1.0

This test is divided into two parts. You must read through the whole scenario assignment before starting.

You **MUST** complete the **Performance** part before the **Knowledge** part.

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

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

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

Part 1 – Performance

NOS Ref.	Tasks
C1.1 C1.5	<p>You are employed as a trainer with Academy Application Training. You have been temporarily seconded to one of the directors who's PA is away on holiday. You are to continue your own work but take over some of the PA's work on various documents that are in the process of being amended ahead of the new course prospectus being launched later today.</p> <p>The director has also asked you to give constructive feedback on a new booking confirmation letter being created by a colleague. You have 45 minutes to prepare and complete the work to meet the deadline for the launch.</p> <p>Whilst data is presented to you in different formats, you should pick the most suitable application for the task.</p> <p>Consider the IT experience of the users who will view the files; not all employees who access the data have the same skills as yourself. Ensure that data is presented consistently.</p> <p>Read through the scenario assignment. Ensure that the correct application is used and that the intended data is used.</p> <p>Instructions are given to save the file but good practice dictates that you should save your work regularly during the assignment.</p>

C1.1 Amongst other things, the assignment will require you to:

- Modify a form using form field options.
 - Apply different footers to sections.
 - Insert a watermark in a document.
 - Modify a paragraph style.
 - Create a table of contents.
 - Create an index.
 - Break a link.
 - Create and run a macro.
 - Change the cell margins of a table.
 - Sort data in a table.
 - Provide constructive feedback on a document.
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Seven files are provided for this part of the assignment:

- ***Academy Compliment Slip.***
 - ***Booking Confirmation Letter.***
 - ***Employment Contract.***
 - ***Feedback.***
 - ***Reference Notes.***
 - ***Staff List.***
 - ***Trainer Feedback Form.***
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C1.5 Open the file ***Trainer Feedback Form*** from your Learner Drive. You are required to make the following changes to the file:

C1.6

Save the file immediately to your Learner Drive as ***Trainer Feedback Form*** adding your initials at the end of the filename, for example ***Trainer Feedback Form AZ***.

- In the empty cell next to **Trainer name**, insert a drop-down form field. Enter the following text in the form field, adding your own name to the end of the list:

Click to choose
Stephen Hunter
Martin Green
Sheila Geddes
[Your name]

- Type your own help text, as follows, to the field that will display on the Status Bar:
Select a name from the drop-down list.
 - In the empty cell next to **Course date**, insert a text form field. The Date Format for the field should be **dd MMMM yyyy**.
 - Type your own help text, as follows, to the field that can be activated by the F1 Help key: **Please enter the actual course date.**
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- Under the **Yes** and **No** text that are displayed after the **Pre-course information** and **Course materials** cells, add check box form fields for each entry.
 - Insert the filename in the footer, aligned at the left.
 - Protect the document for **filling in forms** using the password: **test**

Save and close the file keeping the same filename ***Trainer Feedback Form [your initials]***.

C1.6 Open the file ***Employment Contract*** and make the following changes:

The **Hours of work** heading and its associated text has lost its outline numbering. Reapply the outline numbering to match the style of the existing format.

- Amend the numbering of the two entries in the **Sickness entitlement** section where the numbering level is incorrect.
- Insert a watermark using the built-in entry **Draft**.
- Insert a footnote for the **Address of the workplace** heading to read: **You may occasionally be required to work at other offices.**
- Apply the password **secure** to modify the document.

Save and close the file keeping the same filename ***Employment Contract***.

C1.6 Open the file ***Reference Notes***

- On page 8 delete the comment at the end of the first paragraph of the **DRAG AND DROP** section.
- At the end of the paragraph beginning **The drag and drop method**, insert a cross-reference that will display the page number of the heading **PAGE BREAKS**.
- Immediately after the cross-reference, insert a new comment, with the text: **Check before release** then add your initials.
- Amend the **Academy Bullet** style to be a shade of green.
- On page 2, insert a table of contents based on the styles Heading 1, 2 and 3. Use any built-in formatting of your choice, accepting all other defaults.
- Insert a right-aligned page number that is prefixed by the word **Page**. The page numbering should **NOT** display on the first page or on the Table of Contents page. Begin numbering the document at 1 on the **NEW DOCUMENTS** page.
- Mark index entries for **ALL** occurrences of the words **text** and **document**.
- Create an index, below the heading on the final page. Present the index in a one-column indented list, accepting all other defaults.

Save and close the file keeping the same filename ***Reference Notes***.

C1.6 Open the file **Staff List**.

- Convert **ALL** the text to a table ensuring that the top row is formatted as a header row. Ensure that the heading row is repeated at the top of the second page.
- Change the cell margins of the whole table to **0.3** cm top, bottom, left and right.
- Sort the data in the table by **Last Name** then **First Name** then **Office** order, all ascending.
- Find **ALL** occurrences of telephone numbers beginning with **0208** and ensure that there is one space immediately after the **0208**.

Save and close the file keeping the same filename **Staff List**.

C1.6 Name badges are required for the launch later today. Using a new blank document and the information below, insert mail merge fields that will match to the fields in the data source file **Staff List**.

- Badges are **ONLY** required for members of staff whose office is **York**.
 - Use any of the following **Avery A4/A5** labels:
 - **L7418**
 - **L7163**
 - **W3000**
 - Each name badge should contain the attendees **First Name** and **Last Name** on one line and the **Office** name on the next line.
 - Ensure that text is centred horizontally and vertically.
 - Merge the labels to a new document and save as **Labels**. As the label layout is no longer required close the file without saving.
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C1.6 Open the file **Academy Compliment Slip**. The compliment slip is used by various members of staff, all of whom have created their own macros that, when run, places a specific message and their signature in the compliment slip. You have been asked to

C2.3 do the same.

C3.3

C3.4

- Create a macro, called **AsRequested**, assigned to the **Academy Compliment Slip** file **ONLY**, which inserts the following text within the bordered area of the compliment slip. Use your own name in place of Learner Name:

As requested – [Learner Name]

Save and close the file keeping the same filename **Academy Compliment Slip**.

C2.2 Ensure that the layout and the quality of the work in **ALL** files is suitable for the intended audience.

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- C2.4 Your colleague has prepared a draft of a new booking confirmation letter in a file called **Booking Confirmation Letter** which you should open now.
- C2.3 After reading the **Booking Confirmation Letter**, use the form **Feedback** to give constructive feedback to your colleague in terms of one strength, one weakness and one recommendation for improvement to the letter.
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- C1.6 Save the feedback document to your Learner Drive as **My Feedback** adding your initials at the end of the filename, for example **My Feedback AZ**.
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- C3.4 Save and close **ALL** files and any open applications.
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This is the end of Part 1 – Performance
Continue on to Part 2 - Knowledge

Part 2 – Knowledge

NOS Ref.	Item Ref.	Tasks	Marks
		<p>Open the file called Answerfile from your Learner Drive.</p> <p>Enter your Learner Identification and Scenario Assignment Number in the cells provided.</p> <p>Use this file to record your answers to the relevant questions.</p>	
C1.2	1.	<p>Thinking about the resources needed for this assignment, which software application did you consider the most suitable?</p> <p>A. Word processing.</p> <p>B. Database.</p> <p>C. Photographic editing software.</p> <p>D. Presentation.</p> <p>Enter A, B, C, or D in Answerfile in the space for question 1.</p>	[1 Mark].
C1.3	2.	<p>Which of the following factors would have a negative impact on the outcome of the task?</p> <p>A. You have plenty of time to carry out the work.</p> <p>B. You do not have all the information you need for the task.</p> <p>C. Your computer is working perfectly.</p> <p>D. Your colleague has completed his/her work for you to be able to check it.</p> <p>Enter A, B, C, or D in Answerfile in the space for question 2.</p>	[1 Mark].
C1.4	3.	<p>Which of the following tools would be the most appropriate for the task?</p> <p>A. Changing the formatting of large volumes of text by changing styles.</p> <p>B. Pressing the enter key several times so that a new page is added.</p> <p>C. Manually entering a different footer onto each page.</p> <p>D. Sending out a mail shot by copying and pasting from an address list into each individual letter.</p> <p>Enter A, B, C, or D in Answerfile in the space for question 3.</p>	[1 Mark].

C1.7 4. Which of the following statements explains why you chose the software application for this task? [1 Mark].

- A. The spell checker checks the use of colour as well as text.
- B. The application is ideal for sending messages via the computer.
- C. The application allows for automation such as macros, table of contents and cross-references.
- D. The application automatically numbers the pages as they are printed.

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

C1.7 5. Which of the following represents the **best** reason why you chose this particular software application for the task? [1 Mark].

- A. The application uses related tables to store the information.
- B. The application makes efficient use of automated features in professional word processing documents.
- C. The application is ideal for text but not photographs.
- D. The files are saved with photograph file extensions.

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

C1.8 6. Which of the following is a legal consideration when using IT? [1 Mark].

- A. You can copy software at work and use it at home.
- B. Copyright law allows users to copy and publish whatever data they wish.
- C. Ensure you use licensed software.
- D. Data protection laws don't apply if your company employs less than 25 people.

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

C2.1 7. Which of the following would represent the main strength in your final work? [1 Mark].

- A. The documents contain more pages than required because the font size is too big.
- B. The finished documents are clear, well laid out and suitable for the intended audience.
- C. Photographs were added to replace text.
- D. Indents were created using the tab key on each row of text.

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

C2.1 8. Which of the following would represent a weakness in a colleague's work? [1 Mark].

- A. Text hidden by shading that is too dark.
- B. All text can be seen.
- C. Spell checking before printing.
- D. Resizing photographs to ensure they make the best use of the available space in the document.

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

C2.5 9. Which of the following would have a negative impact on a colleague's work? [1 Mark].

- A. Prioritising so that if work is asked for that is urgent you carry this out first.
- B. Sending your colleague the wrong documents that they have asked for.
- C. Making sure any work you pass on to your colleague is accurate.
- D. Saving all files so you have a backup before you pass on to your colleague.

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

C3.1 10. In terms of business productivity which of the following is **NOT** efficient? [1 Mark].

- A. Reading all emails when they are printed rather than on screen.
- B. Taking regular backups of all electronic files.
- C. Ensuring that all work is accurate, proof read and meets the needs of the intended audience.
- D. Using mail merge to send out large volumes of letters.

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

C3.2 11. Which of the following is an example of an efficient, streamlined work process? [1 Mark].

- A. Check your own work for accuracy before submitting.
- B. Work has to be checked by a line-manager before it can be saved.
- C. Typing out the same letter from scratch each time to many recipients.
- D. Hand-write documents rather than produce them on the computer.

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

C3.5 12. In terms of IT systems and procedures which of the following would increase productivity? [1 Mark].

- A. Take a two hour lunch so that the computer can cool down.
- B. Prioritise your workload so that the most important work is carried out first.
- C. Do not check all work thoroughly to ensure there are no mistakes.
- D. Do your grocery shopping online before you carry out work tasks.

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

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

Close **ALL** files and applications.

Total marks	12
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This is the end of the Assignment.

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