



City & Guilds
Pitman
Qualifications

KEY SKILLS
INFORMATION TECHNOLOGY
Level 1

Question Paper
EXEMPLAR 2

WHAT YOU NEED

- This Question Paper
- An Answer Sheet

You may use a bilingual dictionary

Do NOT open this Question Paper until you are told to by the supervisor

THERE ARE 40 QUESTIONS IN THIS TEST
Total marks available: 40

Try to answer **ALL** the questions
TIME ALLOWED: 1 HOUR

INSTRUCTIONS

- Ensure that your personal details are entered correctly on the Answer Sheet
- Read each question carefully
- Follow the instructions on how to complete the Answer Sheet
- At the end of the test, hand the Question Paper, the Answer Sheet and all notes to the supervisor

REMEMBER: YOU HAVE 1 HOUR TO FINISH THE TEST

Questions 1 to 10 are about this database of bank customer details.

Record number	Surname	First name	Street	Town	Telephone number
1	Smith	John	10 Richmond Court	London	020 567 81000
2	Jones	Alan	20 Butler Drive	St Albans	01727 222111
3	Franks	Joan	13 Kilmer Close	Hatfield	01707 123443
4	Jones	Fred	12 Cleves Court	Hatfield	01707 324123
5	Adams	Clive	43 Hatfield Street	London	020 123 47345
6	Jones	Alun	7 Sycamore Road	London	020 231 42314
7	Payne	Mary	12 Homer Drive	Little Albans	01707 231222
8	Priam	Carrie	42 Smith Square	Saint Albans	01727 231111

- The information on Clive Adams is in record number
 - 1
 - 3
 - 5
 - 7
- Which record number would appear first when the data is sorted in ascending order on Surname?
 - 1
 - 2
 - 5
 - 6
- Details of customers called Jones can be found in the database using
 - Surname > "Jones"
 - Surname < "Jones"
 - Surname = "Jones"
 - Name = "Jones"
- The name and address of a bank customer can be inserted into a letter using
 - copy and paste
 - find and replace
 - print and close
 - load and save

- 5 The bank needs to add postcodes to its records. To do this it uses a national database of postcode information held
- A on CD-ROM
 - B in paper-based directories
 - C on photographic film
 - D on individual address cards
- 6 The information from the bank's database is shown as
- A a spreadsheet
 - B a table
 - C an image
 - D eight paragraphs
- 7 The same town has been entered in the database as St Albans and as Saint Albans. Why would this make it more difficult to find all customers who live in this town?
- A the search criteria would be more complex
 - B you would need to remember to search for Albans
 - C the Town would have to be split into two fields
 - D a search would have to be done on Street as well
- 8 In the database some data is displayed in a different format to the rest. This is the
- A Street field because it contains numbers and letters
 - B Town field because some towns appear more than once
 - C Record number field because it is right aligned
 - D Surname field because it is not part of the address
- 9 Making sure information is correct before printing a final copy is known as
- A copyright protection
 - B proof reading
 - C spell checking
 - D file backup
- 10 What type of health problem can be caused by using a keyboard or mouse for long periods without a break?
- A visual balance disorder (VBD)
 - B poor blood circulation (PBC)
 - C virus infection (VI)
 - D repetitive strain injury (RSI)

Questions 11 to 20 are about this spreadsheet used by Global Travel.

	A	B	C	D
1	Destination	Number of people	Cost per person (£)	Sales (£)
2	France	3	120	360
3	Germany	2	100	200
4	Spain	2	200	400
5	India	4	900	3600
6	Japan	2	1200.50	2401
7	USA	3	800	2400
8	Brazil	2	1400.50	2801
9	Mexico	3	1500	4500
10	Canada	5	1000	5000
11	Peru	2	1500	3000
12				
13			Total Sales	£24662

- 11 Which cell shows the number of people going to Spain?
- A A4
 - B B4
 - C C4
 - D D4
- 12 The cost of going to Japan is changed in cell C6. Which other cells should change?
- A A6 and D6
 - B B1 and B6
 - C C7 and B13
 - D D6 and D13
- 13 To print a list of holiday destinations starting with the most popular the data should be sorted in descending order of
- A Destination
 - B Number of people
 - C Cost per person
 - D Sales
- 14 Which formula should be used to find the cheapest cost per person?
- A =MAX(C2:C11)
 - B =MIN(D2:D11)
 - C =MIN(C2:C11)
 - D =SUM(B2:D11)

- 15 The name of the airport for each destination has to be added. The user must
- A extend row 13
 - B insert a new row
 - C insert a new column
 - D make column D wider
- 16 The spreadsheet does not display data consistently due to variations in
- A font
 - B cell shading
 - C size
 - D number format
- 17 To provide immediate information to customers, the travel agent could
- A set up a website
 - B advertise in a weekly newspaper
 - C send out a questionnaire
 - D send out leaflets free of charge
- 18 Which document does the travel agent send to a customer to ask for payment for a holiday booking?
- A a memo
 - B an invoice
 - C a leaflet
 - D an advertisement
- 19 The cell format of cell D13 is
- A text
 - B date
 - C currency
 - D percentage
- 20 To avoid data loss, the spreadsheet should be regularly
- A updated
 - B backed up
 - C compacted
 - D password protected

Questions 21 to 30 are based on Celebration Catering.

This is a memo to members of staff of the company.

Celebration Catering



Memorandum

To: Production Manager
Cc: All production line staff
From: Head of Purchasing
Date: 24/11/00
Re: Cost of ingredients

Your assistance is needed ←

A

The items in the following list have become very expensive recently. We have to buy all these items from outside suppliers and we must be careful to avoid waste. The items are: dried fruits, nuts, flavourings, fresh yeast, dairy cream, artificial sweeteners, chocolate. The items cost: £2.00, £1.00, £0.50, £1.50, £1.75, £2.00 and £0.75 per kg. ←

B

John Kemp
Head of Purchasing

CONFIDENTIAL

21 The font style of the text labelled **A** is

- A bold
- B italic
- C underlined
- D larger size

22 To present the list of items and prices labelled **B** more clearly, the text should be

- A formatted in italic
- B in double line spacing
- C put in a table
- D put in different colours

23 The text labelled **A** is

- A centred
- B fully justified
- C left aligned
- D right aligned

24 The memo would have been produced using

- A a search engine
- B word-processing software
- C spreadsheet software
- D database software

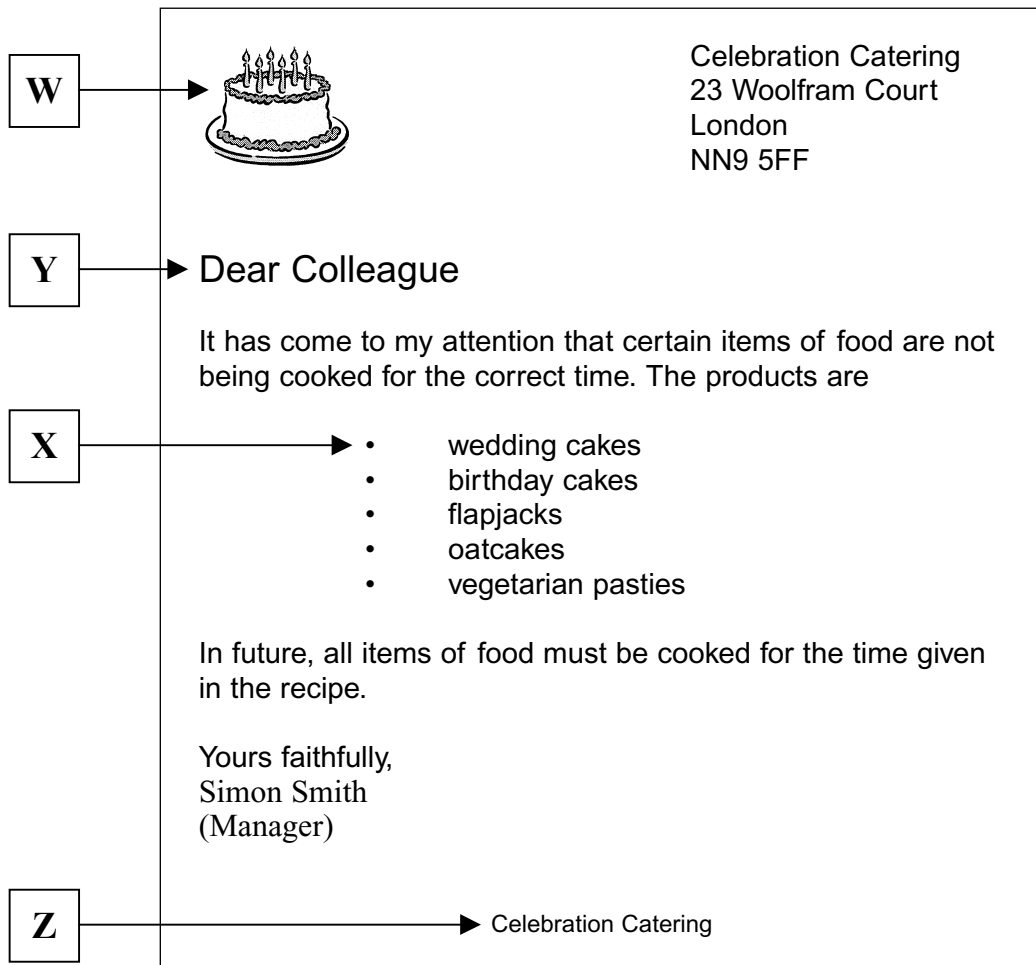
25 The items and prices given in the memo are copied from a price list held in

- A an encyclopaedia
- B a CD-ROM
- C a data dictionary
- D a database

26 The memo is labelled "CONFIDENTIAL" because the information

- A includes private details about a person
- B is copyright
- C should not be given to other catering companies
- D has been backed up

This is a letter written by the catering company manager.



27 The graphic labelled **W** is available in a clip art file. It could be inserted into the letter using

- A find and replace
- B copy and paste
- C move and crop
- D insert and delete

28 The item labelled **X** is a

- A bullet
- B column
- C header
- D row

29 Compared to the rest of the text, the part labelled **Y** uses a different

- A orientation
- B margin
- C font size
- D header

30 The text labelled **Z** is a

- A table
- B footer
- C bottom margin
- D header

Please go on to the next page.

Questions 31 to 40 are based on a weather forecast for a day in September.

WEATHER

London and SE & Central England

A warm, dry and sunny day is expected with a high of 23°C in London.

SW England and the Channel Islands

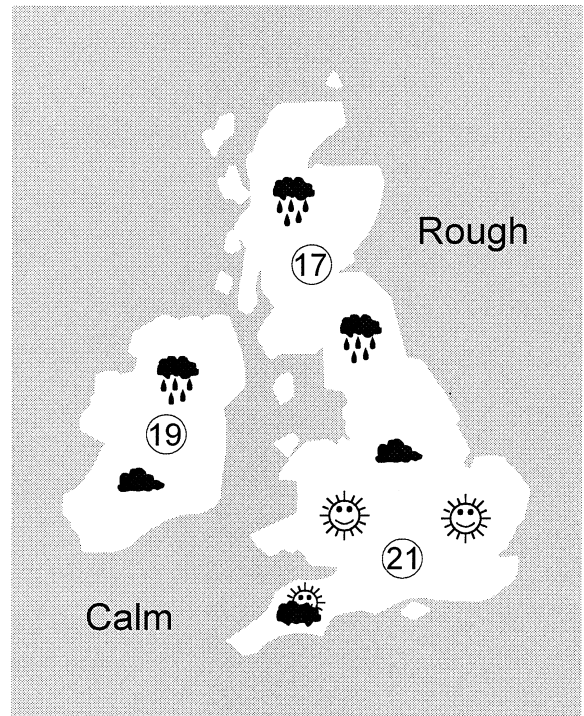
The day will start sunny, but cloud will increase during the morning with a risk of rain spreading from the West by late afternoon. The temperature will reach 20°C at best.

Wales, Yorks, NW & NE England

The day will start cloudy and rain is expected before noon. The rain will last until evening and will be heavy in the North of the region. Temperatures will struggle to reach 19°C.

Scotland and N Ireland

The overnight rain will continue for most of the day and mist will make driving conditions difficult. The rain is expected to clear late in the day and there may be some evening sunshine. The temperature will be low for the time of year, at best reaching 17°C.



Sun and Moon



Sun rises	06.23
Sun sets	19.33
Moon sets	–
Moon rises	16.23
Full moon	Sept 13

Air quality

	O ₃	NO ₂
London	Good	Good
South	Good	Good
Wales	Good	Good
Central	Good	Good
North	Good	Good
Scotland	Good	Good
N Ireland	Good	Good

31 Which method would change the word "mist" in the forecast to "fog"?

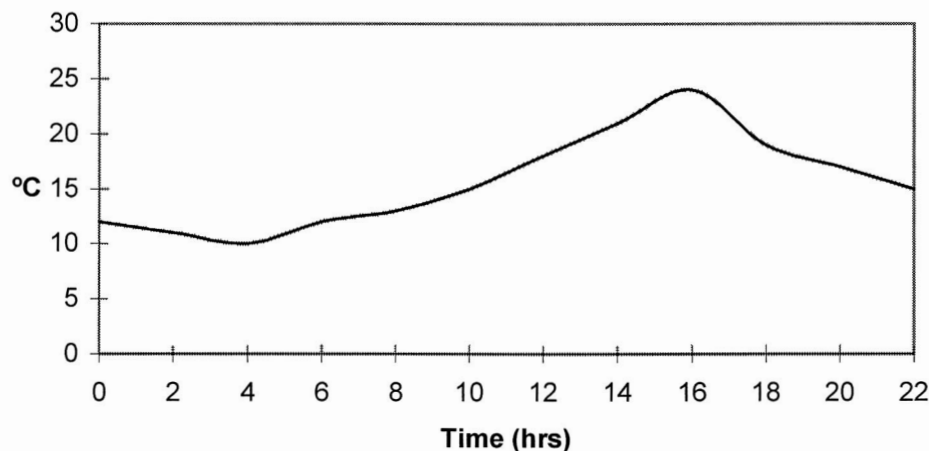
- A copy and paste
- B find and replace
- C drag and drop
- D save and print

32 What is the highest temperature shown on the weather map?

- A 17°C
- B 19°C
- C 21°C
- D 23°C

- 33 The information on air quality is presented as a
- A spreadsheet
 - B table
 - C graph
 - D bulleted list
- 34 The grey area on the map represents sea. Which technique could be used to reduce the amount of sea shown?
- A crop
 - B position
 - C paste
 - D move
- 35 What method is used to separate the main sections of text in the forecast?
- A double line spacing
 - B centre tabs
 - C paragraphs with headings in bold text
 - D pictures overlaid with graphical symbols
- 36 When the weather forecast data was created the word "warm" was entered incorrectly as "qarm". Which automatic technique could be used to help find this kind of error?
- A auto formatting
 - B virus checking
 - C proof reading
 - D spell checking
- 37 A new version of the weather forecast is produced every day. Each day, the forecast should be saved
- A with a new filename
 - B in a new database
 - C in the next cell of a spreadsheet
 - D in a new format
- 38 The data used to create the weather forecast should be obtained from
- A a survey of local people
 - B published weather statistics on CD-ROM
 - C tables of information in an encyclopaedia
 - D automatic weather stations and satellites

Temperature change



- 39 The graph above shows temperature change over 22 hours from midnight. The highest temperature occurs at Time (hrs)
- A 4
 - B 10
 - C 16
 - D 24
- 40 The weather forecaster keeps a record of the maximum temperature reached each day over a period of one month. A suitable format for presenting this data is a
- A statistical calculation
 - B bulleted list
 - C pie chart
 - D bar chart

END OF TEST

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