



**City & Guilds**  
**Pitman**  
**Qualifications**

**KEY SKILLS**  
**INFORMATION TECHNOLOGY**  
**Level 2**

**Question Paper**  
**EXEMPLAR 2**

**WHAT YOU NEED**

- This Question Paper
- An Answer Sheet

You may use a bilingual dictionary

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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**

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**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

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**REMEMBER: YOU HAVE 1 HOUR TO FINISH THE TEST**

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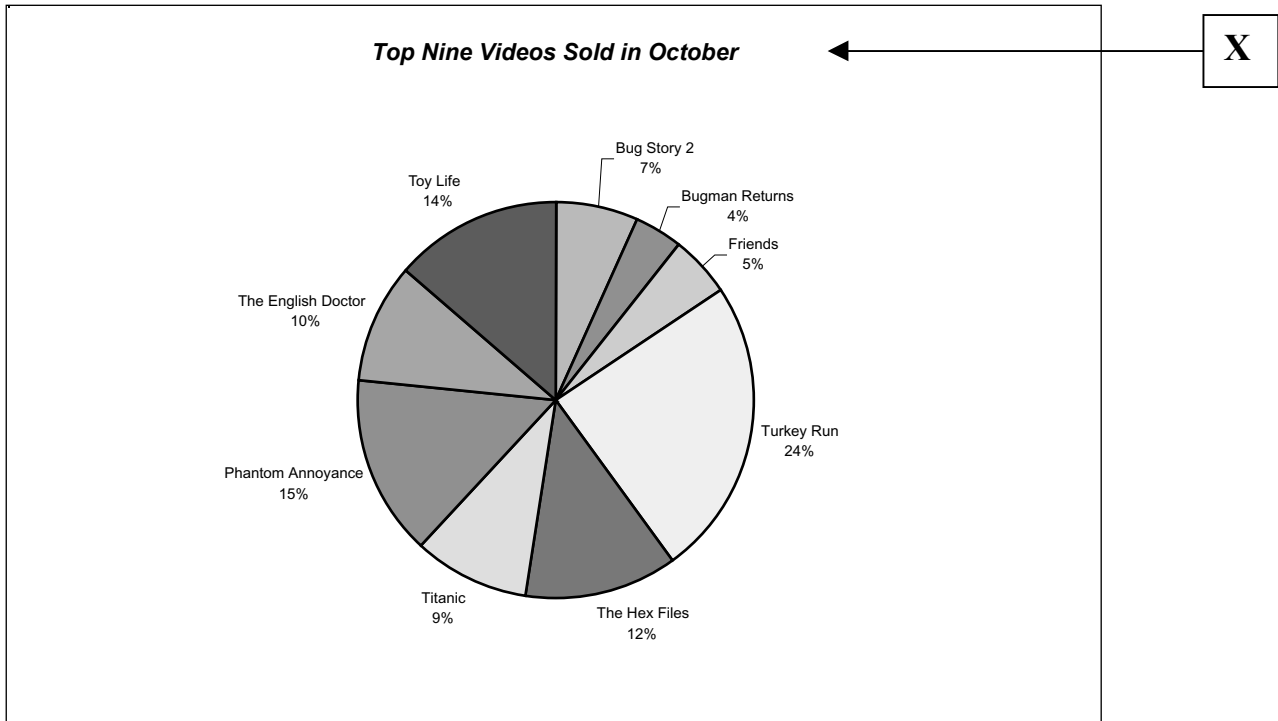
Questions 1 to 7 are based on this extract from a database of members of the Mega Movie Video Club.

SURNAME	FIRST NAME	ADDRESS	TOWN	JOINED	UNPAID FINE (£)
Atkinson	Denise	10 Downing Street	Jesmond	28/08/97	2.50
Nicholson	Lynne	112 Burnthouse Lane	Jesmond	07/09/97	0.00
Nicholson	Lynn	11 Haydon Close	Heaton	08/06/98	2.50
Nicholson	Lynn	34 Abbotswood	Jesmond	28/05/99	7.50
Rand	Mark	11 Regency Drive	Gosforth	18/11/99	2.50
Richards	Louise	1 Tynedale Road	Heaton	12/02/98	0.00
Rosner	Mike	1 Ladywood Mead	Jesmond	24/03/00	0.00
Scott	Nicola	119 Adders Crescent	Heaton	07/05/96	2.50
Simpson	Paul	113 Bayswater Lane	Heaton	04/07/99	5.00
Taylor	Ronnie	10 Cheviot View	Gosforth	27/05/94	2.50

- 1 Which search criterion would find a list of members with unpaid fines greater than £2.50?
  - A UNPAID FINE (£) > 2.50
  - B UNPAID FINE (£) < 2.50
  - C UNPAID FINE (£) <= 2.50
  - D UNPAID FINE (£) = 2.50
- 2 In the database each column is a
  - A code
  - B field
  - C record
  - D report
- 3 The database contains personal information; all personal information held by organisations should be
  - A kept confidential
  - B held only as printed records
  - C checked for viruses
  - D corrected using a spell checker

- 4 To prevent unauthorised use of the database, access should be controlled by use of a
- A virus
  - B password
  - C CD-ROM
  - D directory
- 5 What would the video club owner use to look for video suppliers on the internet?
- A a fax
  - B a CD-ROM
  - C a spreadsheet
  - D a search engine
- 6 What would the video club owner use to enter a photograph into a computer file so it can be used in the Members' Newsletter?
- A a database
  - B a scanner
  - C a keyboard
  - D drawing tools
- 7 To advertise a special offer the video club owner sends all members a
- A publicity flyer
  - B personal memo
  - C meeting agenda
  - D sales invoice

Questions 8 and 9 are based on this chart which shows the top nine videos sold at the Mega Movie Video Club during October.



8 Which video sold the most copies?

- A Friends
- B Turkey Run
- C The Hex Files
- D The English Doctor

9 The text labelled **X** is

- A italic
- B shaded
- C underlined
- D regular

Please go on to the next page.

Questions 10 to 15 are based on this letter sent to all new members of Greenham's Shopping Catalogue.

**Greenham's Shopping Catalogue**  
GREENHAM HOUSE, THE RETAIL PARK, JESMOND, TYNE & WEAR NE3 7QZ  
greenham@freemail.co.uk

10 April 2000

Ms L Nicholson  
34 Abbotswood  
Jesmond  
NE3 7PZ

Dear Ms Nicholson

**CUSTOMER ACCOUNT NUMBER: 3333356784**

Shopping is so easy with Greenham's new summer catalogue. Enjoy fabulous fashions at excellent prices. As a special promotional offer, you will receive a 10% discount and free delivery on your first order. To take advantage of this wonderful offer, telephone us now on 0323 500 6000.

We look forward to receiving your order.

Yours sincerely

DANIEL SIMMONS  
Manager

X

Y

10 The space at the side of the letter labelled X is

- A a tab
- B an indent
- C a margin
- D a column

- 11 The text labelled **Y** is a
- A footer
  - B heading
  - C column
  - D logo
- 12 Greenham's customers are offered
- A 10% discount on all orders
  - B 10% discount on their second order
  - C 10% discount and free delivery on every order
  - D 10% discount and free delivery on their first order
- 13 To help make sure the letter is correct, the writer should use a
- A mail merge
  - B word count
  - C spell checker
  - D virus checker
- 14 After saving and closing the document, the writer wants to change the amount of discount offered. The writer should
- A print the document
  - B open a new document
  - C open and edit the document
  - D open and print the document
- 15 For Ms Nicholson to send an e-mail to Greenham's she needs a connection to a
- A search engine
  - B telephone network
  - C scanner
  - D printer

Questions 16 to 26 are based on this spreadsheet, which shows the top nine book titles bought from a bookshop in October.

	A	B	C	D	E	F
1	<b>BOOK TITLE</b>	<b>SELLING PRICE</b>	<b>INITIAL STOCK</b>	<b>NUMBER SOLD</b>	<b>REMAINING STOCK</b>	<b>VALUE OF SALES</b>
2	Philosopher's Rock	£9.99	15	7	8	£69.93
3	Wild Ducks	£6.99	10	6	4	£41.94
4	Cat's Ears	£12.99	15	4	11	£51.96
5	Tara Street	£12.99	25	20	5	£259.80
6	Lad of the Mist	£12.99	15	10	5	£129.90
7	Tailor of Bath	£9.99	15	10	5	£99.90
8	Big Prince	£12.99	20	12	8	£155.88
9	Chits	£12.99	20	8	12	£103.92
10	Screwtop Letters	£12.99	15	11	4	£142.89
11	<b>TOTAL VALUE OF SALES IN OCTOBER</b>					£1056.12

16 The use of bold on the spreadsheet helps to

- A correct errors
- B create a graph
- C hide information
- D emphasise the headings

17 Which row contains the spreadsheet column headings?

- A A
- B 1
- C A11
- D A2

18 The format of the data in column F is

- A date
- B time
- C currency
- D percentage



19 The formula in cell E2 is

A =C2-D2

B =D2-C2

C =C2\*D2

D =SUM(B2:D2)

20 If all the copies of Tailor of Bath were sold, which cell would display 0?

A B7

B C7

C D7

D E7

21 If the value in cell D10 is changed to 13, this automatically changes values displayed in cells

A B10 and F10

B F1 and F11

C C10, F10 and F11

D E10, F10 and F11

22 The book Screwtop Letters has actually been sold for £9.99, not £12.99. The value in cell B10 is changed to £9.99. What effect does this change have on row 10?

A no effect at all

B initial stock will change

C value of sales will change

D amount of remaining stock will change

23 A chart showing the value of sales for each book will use cell range A2:A10 for the data labels. Which cell range will be used for the data values?

A F1:F10

B F1:F11

C F2:F10

D F2:F11

24 Which facility could be used to list the book titles in alphabetic order?

- A sort
- B find
- C search
- D replace

25 A sensible filename for the spreadsheet would be

- A Sheet1
- B Top-Ten
- C Stock
- D OctSales

26 The bookshop owner uses a few websites quite often. To make it easy to get to one of these websites the owner uses

- A a spreadsheet
- B a search engine
- C a handwritten list
- D bookmarking

Please go on to the next page.

Questions 27 to 33 are based on this spreadsheet of test results for four students.

	A	B	C	D	E	F
1	FIRST NAME	LAST NAME	TEST 1	TEST 2	TEST 3	AVERAGE MARK
2	Paul	Smith	60	62	56	59.33
3	Raj	Bains	87	62	76	75.00
4	Sandra	Kerr	76	86	54	72.00
5	Bob	Builder	45	34	75	51.33
6	<b>Highest mark</b>		87	86	76	

27 What function is used to find the highest mark in cells C6 to E6?

- A MAX
- B SUM
- C COUNT
- D AVERAGE

28 An average mark of 60 or above is needed to pass. Who achieved this?

- A Paul and Bob
- B Paul and Raj
- C Raj and Sandra
- D Bob and Sandra

29 Which formula gives the average mark for Sandra Kerr?

- A =AVERAGE(B4:D4)
- B =AVERAGE(C4:D4)
- C =AVERAGE(C4:E4)
- D =AVERAGE(C4:F4)

- 30 The presentation of the column headings is inconsistent. This is because the headings are in different
- A fonts
  - B bullets
  - C font sizes
  - D font styles
- 31 The students take Test 4. How can the results for Test 4 be entered on the spreadsheet?
- A insert row
  - B delete row
  - C insert column
  - D delete column
- 32 A user cannot remember the name of a spreadsheet file except that it starts with the word Test. To find the file the user would search using
- A find and replace
  - B a wildcard
  - C copy and paste
  - D a scanner
- 33 To minimise the risk of eye strain when using a computer, you should
- A take regular breaks
  - B avoid using the internet
  - C ensure that there are no trailing cables
  - D use the mouse instead of the keyboard

Questions 34 to 40 are based on these two versions of an advert for a job at Newton College.

**NEWTON COLLEGE**  
**12 New Street, Newton, N1 9RS**

**IT Assistant**  
Commencing 1 October  
£8301 – £11088

Duties to include:

- processing students' details on a computer
- general office tasks

The person appointed will have recent experience in a college environment. He or she will be a competent user of IT and will also be good at communicating face-to-face and on the telephone.

Closing date for applications: 4 August

**Version 1**

**NEWTON COLLEGE**  
**12 New Street, Newton, N1 9RS**

**IT Assistant**  
Commencing 1 October  
£8301 – £11088

Duties to include:

- processing students' details on a computer
- general office tasks

The person appointed will have recent experience in a college environment. He or she will be a competent user of IT and will also be good at communicating face-to-face and on the telephone.

Closing date for applications: 4 August

**Version 2**

X

Y

34 The text in Version 1 is

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

35 The text in Version 2 is presented differently from Version 1 because of

- A font size
- B font style
- C indentation
- D line spacing

36 The text labelled **X** is a

- A column
- B bulleted list
- C indented list
- D numbered list

37 An image is to be placed at the point labelled **Y**. The user wants the words to flow around this image. To do this they must use

- A indent
- B double line space
- C text wrap
- D image crop

38 A suitable IT source for an image is a

- A painting
- B magazine
- C prospectus
- D clip art CD-ROM

39 What technique has been used to make some information stand out in Version 2?

- A border
- B shading
- C underline
- D column

40 The cost of advertisements is 50p per word. What facility would help the college to find out how much this advertisement will cost?

- A thesaurus
- B word count
- C spell check
- D find and replace

# END OF TEST

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