



Rewarding Learning

General Certificate of Secondary Education  
2010

Centre Number

7	1			
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Candidate Number

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## Information and Communication Technology

Short Course

Higher Tier



G5302

[G5302]

MONDAY 21 JUNE, MORNING

### TIME

1 hour 30 minutes.

### INSTRUCTIONS TO CANDIDATES

Write your Centre Number and Candidate Number in the spaces provided at the top of this page.

Write your answers in the spaces provided in this question paper.

Complete in blue or black ink only. **Do not write in pencil or with a gel pen.**

Answer **all fifteen** questions.

### INFORMATION FOR CANDIDATES

The total mark for this paper is 140, including a maximum of 7 marks for quality of written communication.

Figures in brackets printed down the right-hand side of pages indicate the marks awarded to each question or part question.

For Examiner's  
use only

Question Number	Marks
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
QWC	

Total  
Marks

6270

Examiner Number

--



J U N 1 0 G 5 3 0 2



(c) Which of the following statements about *teleworking* is **NOT** true?

- A** Teleworking cuts down on company overheads
- B** Teleworking means more travelling for employees
- C** Teleworking requires employees to make use of technology
- D** Teleworking allows companies to employ people from a wider geographic area

Answer \_\_\_\_\_ [1]

**(d)** Which of the following is **NOT** provided by a typical EPOS system?

- A** Automatic tracking of stock
- B** Bar code reading
- C** Itemised receipt
- D** Immediate transfer of funds

Answer \_\_\_\_\_ [1]

(e) Select the memory chip used to store control programs in electronic devices in the home.

- A** Cache
- B** ROM
- C** Main
- D** RAM

Answer \_\_\_\_\_ [1]

Examiner Only	
Marks	Remark

[Turn over



**(f)** Which statement is **TRUE** about The Data Protection Act?

- A** Allows data subjects to view all data held about them and other people in a file
- B** Allows data subjects to view all data held about them and have it corrected if it is incorrect
- C** Does not allow all data subjects to view all data held about themselves
- D** Does not allow data subjects to have data corrected if it is incorrect

Answer \_\_\_\_\_ [1]

**(g)** According to The Data Protection Act, the data controller

- A** Ensures that data is not transferred
- B** Ensures that data is not accessed by data subjects
- C** Ensures that data is stored securely
- D** Ensures that data is accessed by all data subjects

Answer \_\_\_\_\_ [1]

Examiner Only	
Marks	Remark



**(h)** Multimedia presentation software allows

- A** The use of slide masters, the inclusion of sound and efficient numeric calculation
- B** The use of slide masters, the inclusion of navigation buttons and the storage of records
- C** The storage of records, the inclusion of navigation buttons and the inclusion of sound
- D** The inclusion of sound, the use of slide masters and the inclusion of navigation buttons

Answer \_\_\_\_\_ [1]

**(i)** Which of the following is a magnetic storage device?

- A** CD-R
- B** DVD-RW
- C** Flash Memory Stick
- D** External Hard Drive

Answer \_\_\_\_\_ [1]

(j) A simulation is a

- A** graphic which has been edited
- B** spreadsheet which returns correct results
- C** computer program used to model a real life situation
- D** database which contains reports

Answer \_\_\_\_\_ [1]

Examiner Only	
Marks	Remark
Total Question 1	

6270

[Turn over



2 Andrew has a photography business. He has bought word processing software for his computer.

**(a)** He will use a template to create a brochure advertising his company.  
What is a template?

---



---

[2]

(b) The template will allow Andrew to produce the brochure very quickly. List **ONE other** advantage to Andrew of using a template to create a brochure.

---



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[1]

Examiner Only	
Marks	Remark









- 4 Digital technologies are used throughout the home. Owen has a digital television in his living room and has bought his mum a digital camera for her birthday.

- (a) List **TWO** advantages of using a digital camera to encourage Owen's mum to use her new camera.

1. \_\_\_\_\_

2. \_\_\_\_\_ [2]

- (b)** The camera has a touch screen for changing settings. Tick (✓) **TWO** statements which are **true** about touch screen technology.

Statement	Tick (✓)
Most touch screens show blurry images.	
A touch screen can be used as an input device.	
A touch screen requires a high level of ICT knowledge to use.	
A touch screen can be used as an output device.	

[2]

- (c) Owen's digital television is *interactive*. List **TWO** ways in which he can make use of **this feature**.

---

2. \_\_\_\_\_

---

[2]

- (d) Apart from being **interactive** list **ONE other** advantage of having a digital television.

[1]

Examiner Only	
Marks	Remark
Total Question 4	

[Turn over



5 Eleanor works for the local newspaper. She is responsible for photographs and graphics. She is creating a “50 Years Ago” page for the town.

- (a) She has been given old photographs. Suggest **ONE** method for getting these onto the computer.

---

[1]

- (b)** Eleanor is using photographs taken by a local photographer 15 years ago. If she does not seek his permission what law is she breaking?

---

[2]

- (c)** Whilst creating the “50 Years Ago” page, Eleanor’s computer breaks down. She discovers that the computer has become infected with a virus.

- (i) What is a virus?**

---



---

[2]

- (ii) List **TWO** things Eleanor could have done to prevent the virus infection.

1. \_\_\_\_\_

---

---

[2]

- (iii) Eleanor discovers that the virus has been created by someone in her office. What law has this person broken?

---

[1]

Examiner Only	
Marks	Remark
Total Question 5	



**BLANK PAGE**  
**(Questions continue overleaf)**



6 AMAZINGBOOKS.COM is an online bookshop. Books can be ordered online and delivered to customers' homes.

- (a) Mary has ordered a book and paid by credit card. Give **ONE** way of making sure that the website is secure.

\_\_\_\_\_  
 \_\_\_\_\_[1]

- (b) John has ordered a book for download to his iPhone. He has also paid by credit card. Give **ONE** advantage of **ordering** a book for download.

\_\_\_\_\_  
 \_\_\_\_\_[1]

- (c) AMAZINGBOOKS.COM allow customers to maintain an account online. Customers submit details to an online form. They are given a username and password.

- (i) What is a **username**?

\_\_\_\_\_ [1]

- (ii) Give **TWO** reasons why **usernames** and **passwords** are necessary for using customer accounts at AMAZINGBOOKS.COM.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_ [2]

Examiner Only	
Marks	Remark



- (d)** The website manager has decided to try to prevent hacking. Tick (✓) **TWO** of the following statements which are true about hacking.

Statement	Tick (✓)
Hacking involves placing data on the Internet	
Hacking can be prevented by a firewall	
Hacking involves unauthorised users using the system	
Hacking breaks the Data Protection Act	

[2]

Examiner Only	
Marks	Remark
Total Question 6	

[Turn over



7 Niamh is a GCSE student. She has created the following for her GCSE coursework.



database



Blue hills



currency

GCSE Full  
ICT First Edit

Assignment 1



Assignment 2



Assignment 3

(a) In the table below, circle the statement which is correct about each file. The first one has been done for you.

Filename	Statement				
Assignment 1	has been created by a word processor	has been created by a graphics package	has been created by presentation software	has been created by a spreadsheet package	is a folder
Blue hills	has been created by a word processor	has been created by a graphics package	has been created by presentation software	has been created by a spreadsheet package	is a folder
Assignment 2	has been created by a word processor	has been created by a graphics package	has been created by presentation software	has been created by a spreadsheet package	is a folder
Assignment 3	has been created by a word processor	has been created by a graphics package	has been created by presentation software	has been created by a spreadsheet package	is a folder
database	has been created by a word processor	has been created by a graphics package	has been created by presentation software	has been created by a spreadsheet package	is a folder

[4]

Examiner Only	
Marks	Remark





**(d)** Niamh can only find a DVD-R.

(i) State the storage capacity of a typical **DVD-R**.

---

[1]

(ii) List **ONE** similarity between a DVD-R and a CD-R.

---

[1]

Examiner Only	
Marks	Remark
Total Question 7	

6270





**BLANK PAGE**  
**(Questions continue overleaf)**



8 Happy Days Bank provide their customers with:

- **Debit and Credit cards**
- **Online banking**
- **Telephone banking**

(a) The debit and credit cards contain **smart chip** technology. List **TWO** features of a **smart chip**.

1. \_\_\_\_\_
2. \_\_\_\_\_ [2]

(b) The debit and credit cards also contain a magnetic stripe. Circle **TWO** of the boxes below which contain statements which are **TRUE** about magnetic stripes.

Data on a magnetic stripe can be read by humans	Data on a magnetic stripe can be damaged by magnetic fields	Magnetic stripes can hold very large quantities of data	Data on a magnetic stripe must be read by a special reader
---	---	---	--

[2]

Examiner Only	
Marks	Remark



(c) Some customers make use of the online banking facility and **ATM**.

(i) Expand the acronym **ATM**.

\_\_\_\_\_ [1]

(ii) List **TWO** ways in which the bank would benefit if customers use the ATM.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_ [2]

(d) Karen is a university student who has access to online banking. Apart from being able to access her account 24 hours a day, state **TWO** other ways in which online banking could be useful to her.

1. \_\_\_\_\_

\_\_\_\_\_

2. \_\_\_\_\_

\_\_\_\_\_ [2]

Examiner Only

Marks Remark

Total Question 8

[Turn over]



9 The Internet exists on a **WAN**.

(a) Expand the acronym **WAN**.

\_\_\_\_\_ [1]

(b) George needs to go online. Tick (✓) **ONE** statement which best explains why he needs each of the following items.

Item	Statement
<b>Search Engine</b>	<input type="checkbox"/> To upload and download files <input type="checkbox"/> To display webpages <input type="checkbox"/> To find webpages <input type="checkbox"/> To get connected to the Internet <input type="checkbox"/> To allow data transfer from his PC to the Internet
<b>Web Browser</b>	<input type="checkbox"/> To upload and download files <input type="checkbox"/> To display webpages <input type="checkbox"/> To find webpages <input type="checkbox"/> To get connected to the Internet <input type="checkbox"/> To allow data transfer from his PC to the Internet
<b>Telecommunications link</b>	<input type="checkbox"/> To upload and download files <input type="checkbox"/> To display webpages <input type="checkbox"/> To find webpages <input type="checkbox"/> To get connected to the Internet <input type="checkbox"/> To allow data transfer from his PC to the Internet

[3]

Examiner Only	
Marks	Remark



(c) George contacts his **ISP** to see what facilities they provide.

(i) Expand the acronym **ISP**.

---

[1]

(ii) Tick (✓) **THREE** functions that an ISP would normally provide.

An ISP would	Tick (✓)
Install software for the user	
Provide an e-mail service	
Provide different bandwidth options	
Maintain the user's PC	
Provide security protection	
Regularly check the performance of the user's PC	

[3]

Examiner Only	
Marks	Remark
Total Question 9	

[Turn over



**10** PC GLOBE supply computer components and hardware to their customers. The company have a website. The **URL** for the company website is <http://www.pcglobe.com/index.htm>

**(a)** Explain each of the following aspects of the **URL**:

(i) **http:** \_\_\_\_\_ [1]

(ii) [www.pcglobe.com](http://www.pcglobe.com) [1]

(iii) [index.htm](#) [1]

**(b)** Below is a page containing contact details. This page contains **hyperlinks**.

<h1>PC GLOBE</h1>	
<b><i>Welcome to PC GLOBE</i></b>	
<a href="#">Home</a>	<b>Our Mission</b> To meet the needs of all our customers and provide an efficient service
<a href="#">About Us</a>	
<a href="#">Product List</a>	
<a href="#">Calendar</a>	
<a href="#">Employee List</a>	<hr/> <b>Contact Information</b>  <b>Telephone</b> 028 990 300001 <b>Fax</b> 028 990 300000  <b>Postal Address</b>  38 Long Road, Newtonards, Belfast  <b>Email</b>  General Information <a href="mailto:Margaret@pcglobe.com">Margaret@pcglobe.com</a> Sales <a href="mailto:Robert@pcglobe.com">Robert@pcglobe.com</a>





**(i) What is a **hyperlink**?**

---

[1]

(ii) List **ONE** piece of information on the webpage shown which is likely to be a hyperlink.

---

[1]

(iii) PC GLOBE have included graphics on the website. List **ONE** advantage and **ONE** disadvantage of doing this.

### Advantage

---

### Disadvantage

---

[2]

(iv) Apart from hyperlinks, list **TWO** features available in a web design package that have been used to create the web page shown.

1. \_\_\_\_\_

2. \_\_\_\_\_ [2]

Examiner Only	
Marks	Remarks
Total Question 10	

**[Turn over**



- 11** David is setting up a small printing company. He stores details of his customers in a database, part of which can be seen below.

Order ID	Forename	Surname	Street	Town	Postcode	Order Description	Price	Date Placed	Completion Date	Collected
BRO01	Peter	Brown	22 Highways	Larne	BT56 8UJ	200 Wedding Invites	£100.00	21/03/10	21/04/10	Yes
FOR02	Clarke	Forest	12 Shrewsbury Road	Larne	BT56 8KO	500 Business Cards	£150.00	23/03/10	05/04/10	No
MON08	Aislinn	Mone	45 Heather Way	Belfast	BT5 8MN	50 Party Invites	£25.00	12/04/10	20/04/10	Yes
ARN04	Jane	Arnold	2 The Gardens	Newry	BT34 8AS	40 Thank You Cards	£20.00	12/04/10	15/05/10	No
GRA05	Norman	Grant	16 Grinan Road	Belfast	BT6 2RF	100 Business Cards	£40.00	19/04/10	20/05/10	Yes

- (a) Highlight **ONE** record in the table above.

[1]

- (b) How many fields are there in the table above?

\_\_\_\_\_ [1]

- (c) Suggest a suitable **data type** for each of the following fields.

- (i) **Order ID**

\_\_\_\_\_ [1]

- (ii) **Collected**

\_\_\_\_\_ [1]

- (d) David wants to find all customers who placed orders over £80. He wants to display their Forename, Surname, Street, Town and Postcode only.

- (i) Which feature of the database software would he use to do this?

\_\_\_\_\_ [1]

Examiner Only

Marks	Remark





- (ii) What search criteria would he use to find customers who have placed orders **over £80**?

---

[1]

Some of his older orders are saved in a separate database, part of which is shown below.

Order ID	Forename	Surname	Address	Order Description	Price	Date Placed	Completion Date
BRO00 BRO15	Jack	Brown	19 Main Street, Newry, BT20 3DF	120 Wedding Invites	£60.00	12/02/09	12/05/09
JEN02	Jenny	Jenkins	12 Blacks Road, Belfast, BT3 7AS	120 Business Cards	£30.00	23/03/09	01/05/09

- (e) (i) David wants to import these records directly into his new database. Describe **ONE** problem he will encounter with this data structure.

---

[1]

- (ii) What **OTHER** feature of the database software could David use to enter these details into his database?

---

[1]

- (f) David wants to send out letters to all customers who have **not** collected their orders. Describe how David could do this using database software.

---

---

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[2]

Examiner Only	
Marks	Remarks
Total Question 11	

**[Turn over**



- 12** RW Hairdresser Supplies sell electrical equipment. The manager creates a spreadsheet to calculate the profit from the sales in the store each month. An example for May 2010 is included below.

	A	B	C	D	E	F	G
1							
2	<b>RW Hairdresser Supplies</b>						
3	DATE	1st–31st May					
4							
5	Stock No	Description	Price	Quantity Sold	Sales Total	Percentage Profit	Profit (£)
6	CC01	Deep Conditioner	£4.00	200	£800.00	10%	£80.00
7	CC02	Blonde Shampoo	£5.00	500	£2,500.00	25%	£625.00
8	CC03	Heated Rollers	£41.00	150	£6,150.00	25%	£1,537.50
9	KE03	GHD Straighteners	£99.00	100	£9,900.00	15%	£1,485.00
10	TO67	RM Straighteners	£54.00	55	£2,970.00	15%	£445.50
11	TV14	IconicRW Hair Gel	£6.00	450	£2,700.00	25%	£675.00
12	TV35	IconicRW Mousse	£4.99	200	£998.00	30%	£299.40
13	DP01	IconicRW Hairspray	£4.99	300	£1,497.00	25%	£374.25
14	BR01	GHD Curling Irons	£75.00	50	£3,750.00	20%	£750.00
15	EC10	Vent Hairbrush	£7.99	100	£799.00	10%	£79.90
16	DI23	Round Curling Brush	£8.99	25	£224.75	25%	£56.19
17				Total	£32,288.75		£6,407.74

- (a) The text in *Row 2* has been centred. State **ONE** other way in which the cells in *Row 2* have been formatted.

\_\_\_\_\_ [1]

- (b) How has the **Price** column been formatted?

\_\_\_\_\_ [1]

Examiner Only	
Marks	Remark



- (c) The manager has used a formula to calculate the profit for the **Vent Hairbrush**. Tick (✓) the correct formula used.

Formula	Tick (✓) one only
=E15*F15	
=E15+F15	
=C15*D15	

[1]

- (d)** Write down the **cell reference** for the total sales figure for May.

[1]

- (e) Circle the *function* below which is most likely to be used in **G17**.

## AVERAGE function

## SUM function

MAX function

[1]

Examiner Only	
Marks	Remarks

**[Turn over**



(f) A new column has been added to the spreadsheet to help with re-ordering stock.

	A	B	C	D	E	F	G	H
1								
2	<b>RW Hairdresser Supplies</b>							
3	DATE	31/04/2010						
4								
5	Stock No	Description	Price	Quantity Sold	Sales Total	Percentage Profit	Profit (£)	Buy More?
6	CC01	Deep Conditioner	£4.00	200	£800.00	10%	£80.00	Yes
7	CC02	Blonde Shampoo	£5.00	500	£2,500.00	25%	£625.00	Yes
8	CC03	Heated Rollers	£41.00	150	£6,150.00	25%	£1,537.50	No
9	KE03	GHD Straighteners	£99.00	100	£9,900.00	15%	£1,485.00	No
10	TO67	RM Straighteners	£54.00	55	£2,970.00	15%	£445.50	No
11	TV14	IconicRW Hair Gel	£6.00	450	£2,700.00	25%	£675.00	Yes
12	TV35	IconicRW Mousse	£4.99	200	£998.00	30%	£299.40	Yes
13	DP01	IconicRW Hairspray	£4.99	300	£1,497.00	25%	£374.25	Yes
14	BR01	GHD Curling Irons	£75.00	50	£3,750.00	20%	£750.00	No
15	EC10	Vent Hairbrush	£7.99	100	£799.00	10%	£79.90	No
16	DI23	Round Curling Brush	£8.99	25	£224.75	25%	£56.19	No
17				Total	£32,288.75		£6,407.74	

Look at the values in each of the cells in column H, then tick (✓) **ONE** formula you would expect to find in cell H7.

Formula	Tick (✓)
=IF(D7 >= 150, "Yes", "No")	
=IF(D7 < 150, "Yes", "No")	
=IF(D7 > 150, "Yes", "No")	

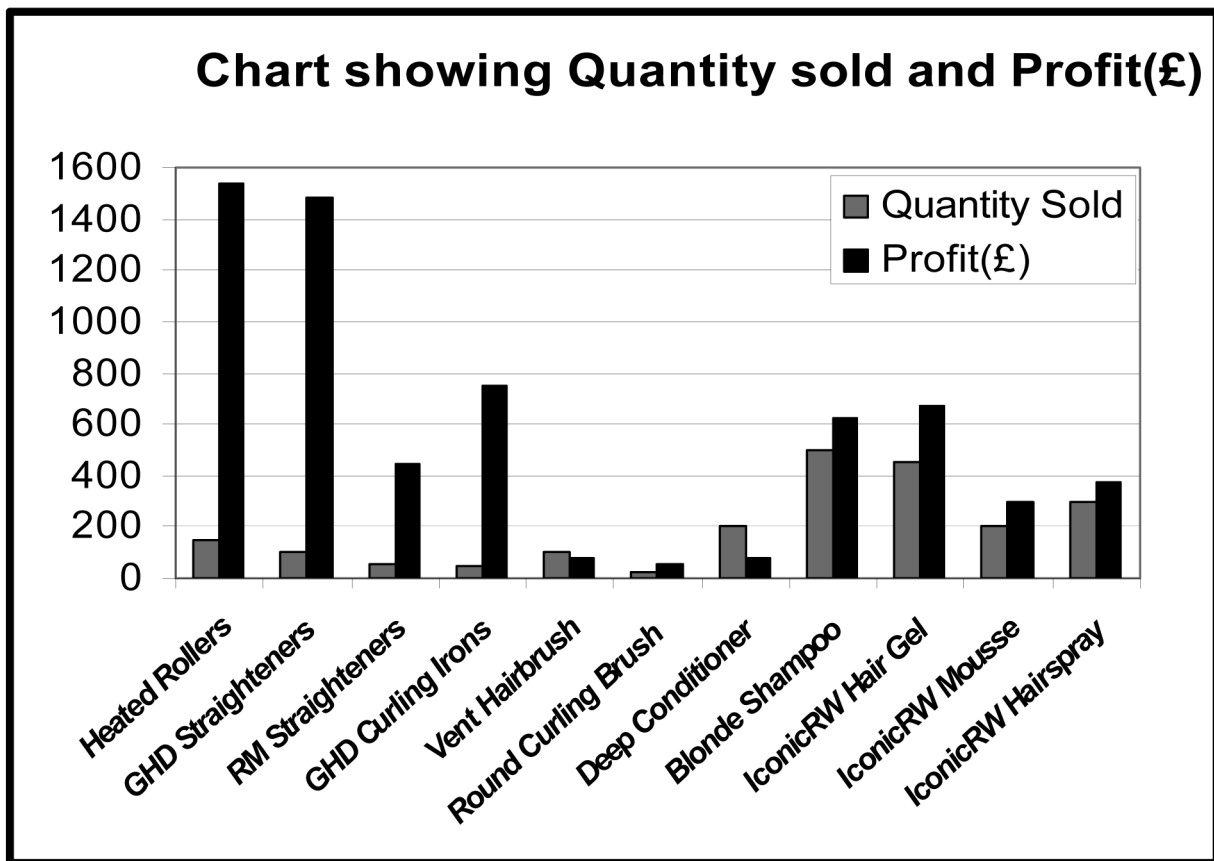
[1]

Examiner Only	
Marks	Remark





- (h) The manager produced the following chart to compare the Sales Total with Profit (£) for each product.



- (i) Give the **cell references** of the cell ranges used to create the graph.

\_\_\_\_\_ [1]

\_\_\_\_\_ [1]

\_\_\_\_\_ [1]

- (ii) Identify the best selling item from this graph.

\_\_\_\_\_ [1]

Examiner Only	
Marks	Remark
Total Question 12	



**13** Using the terms in the list below choose **ONE** term that best matches the definition in the left-hand column (*not all terms will be used*).

**BLIND CARBON COPY**  
**GRAPHICAL USER INTERFACE**  
**LASER PRINTER**  
**VIDEO CONFERENCING**  
**CARBON COPY**  
**MODEM**  
**JOYSTICK**  
**UPLOADING**

**CD-ROM  
FACSIMILE  
INKJET PRINTER  
COMPRESSION  
INTERNET  
WEB FILTERING  
BITMAP**

Definition	Term
Software which includes windows, icons, menus and pointers	
A device which allows the electronic transmission of paper documents	
Communicating across a network using sound and images	
A method of making a file smaller in size	
A method used to prevent websites and webpages from being accessed	
Sending an e-mail to recipients when they can only see their own details and not those of other recipients	
An output device which uses toner to place images on paper	
A storage medium which can only be read from	
A picture file which has not been optimised for use on the Internet	
A method of placing files on the Internet	

[10]

Examiner Only	
Marks	Remarks
Total Question 13	

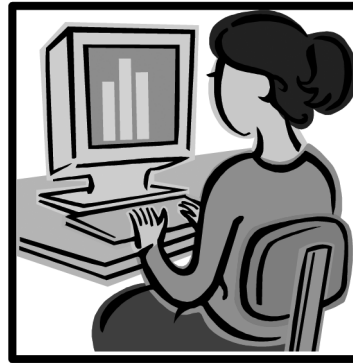
6270

**[Turn over**






- 14 Anthony runs “Electronic Supermarket” and is creating a letterhead for his business.

Here is the original image Anthony used. He then resized it and placed it in a header.



- (a) Look at the images below and select **one** word *from the list* which best describes what effect has been applied to the image in each case. (*Not all words will be used.*)

Rotate      Flip      Crop      Group      Order

Image	Effect
<p>Header</p>  <p>Electronic Supermarket • 21 Long Road • Bangor • Co Down  <a href="http://www.electronicssupermarket.com">www.electronicssupermarket.com</a>            email: <a href="mailto:office@electronicssupermarket.com">office@electronicssupermarket.com</a></p>	
<p>Header</p>  <p>Electronic Supermarket 21 Long Road Bangor Co Down  <a href="http://www.electronicssupermarket.com">www.electronicssupermarket.com</a>            email: <a href="mailto:office@electronicssupermarket.com">office@electronicssupermarket.com</a></p>	
<p>Header</p>  <p>Electronic Supermarket 21 Long Road Bangor Co Down  <a href="http://www.electronicssupermarket.com">www.electronicssupermarket.com</a>            email: <a href="mailto:office@electronicssupermarket.com">office@electronicssupermarket.com</a></p>	

[3]





(b) Below is a section of a letter produced.



**Electronic Supermarket - 21 Long Road - Bangor - Co Down**  
 www.electronicssupermarket.com  
 email: office@electronicssupermarket.com

25<sup>th</sup> March 2010

Mrs Elaine Green  
 13, The Rushes  
 Cultra

Dear Mrs Green,

This is a reminder. You have not submitted payment for the following :

<i>Item</i>	<i>Description</i>	<i>Cost</i>
<i>14 Booklets photocopied</i>	<i>Photocopying</i>	<i>£7.00</i>
<i>12 Colour photocopies</i>	<i>Colour Photocopying</i>	<i>£12.00</i>
<i>14 Booklets Bound</i>	<i>Binding</i>	<i>£14.00</i>
		<b>£33.00</b>

Please submit payment for these items within 7 days.

Yours Sincerely

Anthony Mahon

(i) List **TWO** formatting features used in the body of the document.

1. \_\_\_\_\_
2. \_\_\_\_\_ [2]

(ii) Give **ONE** advantage to the company of using a letterhead when writing to customers.

\_\_\_\_\_  
 \_\_\_\_\_ [1]

Examiner Only

Marks Remark

Total Question 14

[Turn over



- 15** Great Times School has purchased notebook computers for GCSE ICT pupils. The pupils can use the notebooks anywhere in the school.

Here is part of the specification of the computer

Processor Type	Intel Pentium Dual-Core processor SU2700
Processor speed	1.3GHz, 800MHz, 2MB
Memory Size	3GB
Hard Drive Capacity	250 GB
Optical Drives	None
Floppy Disk Drive	NO
Screen Size/Type	11.6"
TV-out	NO
Wireless Enabled	YES
No. of USB Connections	3
Infrared Port Included	NO
Battery life (up to)	8 hours
Weight	1.58 kg
Colour	Glossy Black



© iStockphoto/Thinkstock

<http://www.pcworld.co.uk/martprd/product/seo/938594>

- (a)** What is the function of the processor in any computer?

\_\_\_\_\_

\_\_\_\_\_ [2]

- (b)** What impact does processor speed have on the computer's performance?

\_\_\_\_\_

\_\_\_\_\_ [1]

- (c)** Give **TWO** ways in which USB connections can be used.

1. \_\_\_\_\_

2. \_\_\_\_\_ [2]



(d) Why are each of the following useful to the pupils:

(i) Battery life (up to) 8 hours

\_\_\_\_\_  
 \_\_\_\_\_ [1]

(ii) Weight 1.58 kg

\_\_\_\_\_  
 \_\_\_\_\_ [1]

(e) Tick (✓) **ONE** feature which would be most suitable for completing each of the following tasks.

Task	TV-Out	Hard Disk	Optical Drive	Wireless Enabled
Connecting to the network				
Installing new software				
Connecting to a TV				
Storing coursework files				

[4]

**THIS IS THE END OF THE QUESTION PAPER**

Examiner Only

Marks Remark

Total Question 15

Quality of Written Communication



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