Model Assignment

Sample Assessment Material

OCR Level 1 / 2 Cambridge National Award in ICT

OCR Level 1 / 2 Cambridge National Certificate in ICT

OCR Level 1 / 2 Cambridge National Diploma in ICT

Unit R002: Using ICT to create business solutions

**Please note:**

**This OCR model assignment may be used to provide evidence for the unit identified above.**

**Alternatively, centres may ‘tailor’ or modify the assignment within permitted parameters (see Information for Teachers).  It is the centre’s responsibility to ensure that any adaptations made to**

**this assignment allow learners to show that they can meet all of the learning outcomes and provide sufficient opportunity for learners to demonstrate achievement across the full range of marks.**

**INSTRUCTIONS TO TEACHERS**

**The OCR administrative codes associated with this unit are:**

* Unit entry code R002
* Certification code Award J800/Certificate J810/Diploma J820

**The accreditation numbers associated with this unit are:**

* unit reference number M/503/6026
* qualification reference(s) Award 600/4774/4

Certificate 600/4776/8

Diploma 600/4778/1

**Duration: Approximately 10 hours**

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Model Assignment: Information for Learners

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Unit R002: Using ICT to create business solutions

Scenario for the Assignment

### JB Clothing Emporium

JB Clothing Emporium is a family-owned business that specialises in providing customised T-shirts and polo shirts to sports teams, schools, clubs and businesses.

Four members of the family currently work in the business and you have just started a job as a trainee administrator. The family bought the business from the previous owners five years ago. The family believe now is the time to change the name of the business to Tailored Tops to better describe what they sell.

The registered trading address for the business is:

1 Main Street  
Anytown  
Anyshire  
AT1 2AS

All business correspondence is sent from this address. The business has a dedicated phone number which is: 01632 960147.

The email address for all enquiries from the general public is:

enquiries@progress-media.co.uk

It is policy that all emails and telephone calls will be responded to within 72 hours.

The business also has a factory and warehouse in Coventry where the T-shirts and polo shirts are dyed and personalised according to customer requirements. The business is able to match colours exactly and can either embroider or print logos/emblems anywhere on the garments.

The business buys plain white polo and T-shirts from a number of manufacturers and wholesalers in the UK.

The business employs 20 sales managers who are divided into four areas (North, Midlands, South East and South West). These sales managers visit existing and potential customers to promote the business and increase sales. They are each paid a monthly salary and can also earn a bonus.

Customers may order goods through a sales manager or they can place an order directly with the business by email, telephone or post.

To promote the business, staff attend exhibitions and trade fairs. The next exhibition aimed at Sports Clubs will be held at the National Exhibition Centre (NEC), Marston Green, Birmingham, West Midlands, B40 1NT from 15 to 19 August.

In your job as a trainee administrator you will carry out tasks allocated to you by the Office Manager (your teacher) who will send you an email with an attachment that contains all the files you will need to complete these tasks. You will need to check that you have received all of the following files:

* exhibition\_info
* letter\_wording
* sales\_manager\_details
* sales\_manager\_sales
* suppliers

You should familiarise yourself with the data in these files. You will need to decide when and how to use these files appropriately to complete your tasks.

As you work through the tasks you can make your own choices when formatting your documents. However, the formatting should be suitable for the target audience and used consistently.

You have been given six tasks to do. To do the tasks successfully, you will need to:

* produce solutions that meet the requirements of the tasks and that are suitable for the target audience
* extract data from a range of sources and present it in a user-friendly format
* clearly record and display your findings
* transfer data between applications
* produce integrated solutions incorporating a range of:
  + software applications
  + software features
  + formatting techniques.

You should ensure that all your files and folders have meaningful names and that you use appropriate version control where necessary. You should back up your files regularly to make sure that all your data is protected from loss.

**Read through all of the tasks carefully, so that you know what you will need to do to complete this assignment.**

**Important**

* You will need to have access to the marking criteria. Your teacher can explain the marking criteria if you need further clarification.
* You will need to draw upon relevant skills/knowledge/understanding from other units you have studied in this qualification.

Your Tasks

### Task 1 – Organising your working area and email system

**Part of Learning Outcome 1 is assessed in this task**

It is important that other people in the business can easily find all your files and emails in case they need access to them when you are not in the office.

A. Read and respond to the email sent to you by the office manager

B. Create a filing structure to store the files used in this assessment.

The structure you design should allow for easy access by other people and the files should be kept in a clear and logical manner. You can make changes to this filing structure, if necessary, as you work through the tasks. In task 7 you will be asked to provide evidence of your file structure.

C. Set up your email system to enable you to efficiently:

* send emails regularly to each of the people listed below. Some emails will need to be sent to all three people.

jmcfactory@progress-media.co.uk – Factory Operations

finance@progress-media.co.uk – Finance Department

admin@progress-media.co.uk – Administration Department

* store incoming business messages, which will mainly come from the factory, other departments and customers
* use a standard ending on all your emails
* make sure that if anyone sends you an email when you are absent from work, they will receive an email to say that someone will deal with their query within 72 hours.

Explain what you have done to set up your email system and how the tools and features you have used will enable you to be more efficient.

1. Explain the email tools and etiquette that help you to communicate with others in a business context.

### Task 2 – New logo

**Parts of Learning Outcomes 3 and 4 are assessed in this task**

The office manager has asked you to design and create a new logo for use on all documentation. The new name, Tailored Tops, must form part of the logo.

Create the new logo.

### Task 3 – Personalised letter to sales managers

**Parts of Learning Outcomes 3 and 4 are assessed in this task**

The office manager would like you to send a personal letter to each sales manager and has provided the wording of the letter for you to use.

Use this wording and other relevant information from the scenario and data files provided to create these letters.

### Task 4 – Supplier data

**Parts of Learning Outcomes 2 and 4 are assessed in this task**

You may use wizards in this task.

A. Some suppliers have informed you of the following changes:

* Bellas are no longer able to supply standard quality t-shirts in YS.
* Yings can now supply premium quality shirts, XXL polo at a unit cost of £2.75. They can deliver in three days but orders must be for 50 or more items.

Update the relevant data file.

B. All stock in size XXL is running low. The factory manager wants a list, showing full details of all the suppliers who can supply this size.

Produce a report showing this information.

C. A customer has placed an urgent order for polo and t-shirts in size YS. The factory manager wants to know if there are any suppliers who can deliver the goods tomorrow or the next day.

The factory manager will need to know the name of the supplier, the type of shirt they can supply, the quality, the cost per unit, the minimum order and the delivery time. It will be useful to have the list sorted on cost, with the cheapest first.

Produce a report of suppliers who meet these requirements.

### Task 5 – Promotional materials

**Parts of Learning Outcome 1, 3 and 4 are assessed in this task**

The office manager has asked you to research items that can be given away to visitors to the stand at the NEC exhibition. These items are often referred to as event giveaways, exhibition freebees, brand merchandise, or any combination of these terms. Pens, sweets and mugs have been given away at other exhibitions recently, so the business wants some different items for use at the NEC Exhibition aimed at Sports Clubs.

1500 items are required and the business is prepared to spend up to £4,500 (maximum £3.00 per item).

1. Use the internet to find at least three different items that would be suitable. You do not need to obtain a personalised quote - this will be done by the business when the choice has been made. Present your findings to the office manager, showing the search criteria you used.
2. Record the copyright details of the images of the items you found so that the office manager can request permission to use these images in the promotional material.

C. Tailored Tops’ stand at the exhibition will have a large computer screen.

Create a resource to be used on the screen to promote the business at the exhibition. The office manager has provided some information for you to include. Add any other information and/or images you think appropriate for the Sports Club exhibition.

### Task 6 – **Calculating sales and payments**

**Parts of Learning Outcome 2, 3 and 4 are assessed in this task**

The payments due to each sales manager need to be calculated. The sales managers each earn a monthly salary of £2000. They also earn a bonus of £200 if their sales are more than the average for the month and receive a mileage expenses payment of 40p for every mile driven.

The office manager has provided you with data on the sales and mileage of each sales manager for this month.

A Develop a solution to record:

* today’s date
* the highest, lowest and average sales figures for this month
* total sales for each area
* total sales for the country (all four areas)
* for each sales manager:
  + whether or not a bonus is to be paid
  + total earnings (salary and bonus)
  + the mileage expenses to be paid
  + the total amount to be paid
* total amount to be paid to all sales managers.

B. Present the total sales for the four areas (North/Midlands/South East/South West), so that they can be compared.

C. Fuel costs have risen, so the business has increased the mileage expenses payment to sales managers to 45p for every mile. Use your solution to model the effect this will have on the total amount to be paid to all sales managers this month.

D. The business wants to increase the bonus paid to sales managers this month. The total amount to be paid for the month must be less than £47,000. What is the highest bonus they could pay? Round your answer to the nearest £10.

### Task 7 – File Structure and security

**Part of Learning Outcome 1 is assessed in this task**

Provide evidence of your file structure and the security measures you have taken to protect your files from loss.

Information for Teachers

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Unit R002: Using ICT to create business solutions

General guidance on using this assignment

**1 General**

1.1 OCR assignments are available to download free of charge from our website: www.ocr.org.uk.

1.2 OCR assignments are intended to be used for formal summative assessment of learners and assessment must be conducted under supervision. The OCR specification gives more information on the arrangements for assessing internally assessed units.

1.3 This assignment has been designed to meet the full assessment requirements of the unit. Learners will need to take part in a planned learning programme that covers the underpinning knowledge, understanding and skills of the unit.

**2 Before carrying out the assignment**

2.1 Learners should be provided with a copy of the *Information for Learners* section of this assignment.

2.2 Learners will not need to carry out any preparations prior to undertaking the assessment tasks, such as collating resources to use in the assessment.

2.3 **Learners must be provided with or have access to an appropriate range of software that fully meets the requirements of this unit, this includes access to an internet search engine and email facilities or equivalent.** This is required as learners will be required to make their own decisions as to the choice of software and the techniques to be used when carrying out activities to generate assessment evidence. For example, learners should have access to both word processing and desk top publishing software and must be free to choose for themselves the most appropriate software to use in order to create documents which meet a specified purpose. Candidates must also make their own decisions when formatting/creating content. For example candidates must start with blank documents and then choose an appropriate layout as well as the techniques they will use to import, create and edit content. **Using wizards will not be appropriate**. Similarly this will apply to their use of spreadsheets and databases.

2.4 **Learners will need access to email facilities or equivalent to complete task 1. Before learners begin Task 1 the teacher must compose and send the email message shown below, with the attachment jbfiles.zip:**

Subject: **Files you will need to complete your work**

Attachment: **jbfiles.zip**

**Good morning/afternoon**

**Please find attached the files you will need to complete the tasks. You will need to download these files and store these appropriately. Please reply to this email to confirm that you have received them.**

**If you are unable to download or open these files you should inform me immediately so that arrangements can be made to supply these files in a different format.**

**Thank you.**

***(Insert your name here)***

**Office Manager**

The attachment **must** be in a compressed format, as this forms part of the assessment.

2.5 **It is not appropriate for learners to use wizards to complete tasks unless it is specifically stated that they can do so.**

2.6 Learners will need to have access to **five files** which contain data to be used to complete the tasks. In this assignment these must be sent to the learner, in a single compressed file, as an email attachment, as instructed in 2.4 above. **You must make sure every learner is able to access these files.**

2.7 We have estimated that it will take approximately 10 hours to complete these tasks. This is the recommended time but centres can decide how the time can be allocated between each individual task in the assessment. Centres are also permitted to spread the overall assessment time across several sessions and therefore it is permissible for evidence to be produced over several sessions.

**3 When completing the assignment and producing evidence**

3.1 Each learner must produce individual and authentic evidence for each task within the assignment.

3.2 Centre staff may give support and guidance to learners. This support and guidance should focus on checking that learners understand what is expected of them and giving general feedback that enables the learner to take the initiative in making improvements, rather than detailing what amendments should be made. It is not acceptable for teachers/deliverers to provide answers, to work through answers in detail or to detail specifically what amendments should be made.

3.3 Learners may use information from any relevant source in addition to the files provided by us to help them with producing evidence for the tasks.

3.4 Learners must be guided on the use of information from other sources to ensure that confidentiality is maintained at all times.

3.5 Centres must advise learners as to the most appropriate format of evidence. Format must not be confused with the content or the type of data file to be produced. We have specified what evidence the learner is expected to produce, but it is important to note that it is possible to generate the evidence in a variety of formats. The nature of this assessment means that learners are free to use the format that they feel is most appropriate for the purpose and target audience for each individual task.

3.6 In the assessment learners are required to provide evidence of using appropriate ICT techniques to meet specified purposes. It is unlikely that evidence of the techniques used will, on their own, provide sufficient evidence to judge the extent to which they have been used appropriately. Annotations are permitted to help to provide this additional context.

**4 Presentation of work for marking and moderation**

4.1 Centres wishing to produce digital evidence in the form of an e-portfolio should refer to the appendix in the specification on guidance for the production of electronic assessment. *(Note to Ofqual reviewer, the arrangements for electronic evidence will be available in time for first teaching.)*

4.2 Centres may wish to discourage learners from excessive use of plastic wallets for presentation of their evidence as this may hinder the assessment process. Instead centres may wish to encourage learners to present their work so that it is easily accessible, e.g. spiral bound, stapled booklet, treasury tag.

**5 On marking work**

5.1 An holistic approach must be taken when assessing learners’ work. Although evidence is required for each learning outcome, learners are expected to demonstrate their skills across a range of software packages. This demonstration of transferable skills to be used in a variety of contexts emphasises the vocational nature of the unit and supports the principles of synoptic assessment. For example, in Tasks 4 and 6 learners will cover the requirements of Learning Outcome 2, however, the formatting tools used when presenting the information for the target audience will contribute to the marks awarded in Learning Outcome 4.

**6 Scope of permitted model assignment modification**

The model assignment is very self-contained in its present form. The set of tasks form a coherent whole addressing all the learning outcomes and allowing access to the full range of marks.

You **must not** change the following:

* the learning outcomes
* the marking criteria
* the requirements for supervision and authentication as described in the specification (section *The internally assessed units*).
* the tasks, scenario or data files, apart from the names of people, places, productions, organisations or companies that we have stated under permitted changes
* the email addresses of staff listed in the scenario.

Permitted changes:

The model assignment can be modified in terms of the areas described below at the permission of OCR but centres must be sure that learners still have the opportunity to cover all of the learning outcomes and to access the full range of marks:

* the learner’s assignment can be contextualised or amended to suit local needs. Some changes will have a direct effect on the data files we provide for the assessment and you must make sure any permitted changes to the scenario are carried through to the data files:
  + the name of the company, JB Clothing Emporium
  + the new name of the business ‘Tailored Tops’
  + the registered trading address of the business – centres are strongly recommended to change this to a local address
  + the types of customer the company specialises in supplying to - ‘sports teams’, ‘schools’, ‘clubs’, and ‘businesses’
  + the number of years the previous company has owned the business - ‘five’.
  + the location of the factory - ‘Coventry’
  + the audience for the exhibition - ‘Sports Clubs’
  + the venue of the exhibition - ‘National Exhibition Centre (NEC), Marston Green, Birmingham, West Midlands, B40 1NT
  + the month - August

OCR has ensured that in the language used and the tasks and scenario provided we have avoided discrimination, bias and stereotyping and support equality and diversity. In the development of qualifications and assessments we use the guidance given in the Ofqual publication *Fair access by design,* notably this includes:

* using language and layout in assessment materials that does not present barriers to learners
* using stimulus and source materials in assessment materials (where appropriate) that do not present barriers to learners.

If centres wish to modify the model assignment we strongly advise that staff responsible for modifying the model assignment and the quality assurance of it refer to the publication *Fair access by design*.

**If modifications are made to the model assignment, whether to just the scenario or to both the scenario and individual tasks, it is up to the centre to ensure that all learning outcomes can still be met and that learners can access the full range of marks.**

Evidence summary

When completing this assignment it may be possible to generate evidence for completing a task in a variety of formats. This list provides examples of the format that can be used, it is not exhaustive. In some cases the task or assignment will require a specific format for the outcome and this will be clearly marked with an asterisk in the table.

| **Task number** | **What learners need to produce (evidence)** | **Format of evidence (this list is not exhaustive)** |
| --- | --- | --- |
| Task 1 | * An email reply sent to the office manager (the teacher) * Evidence of using tools and features of email software to create an organised email system * An explanation of how the email systems has been set up and made more efficient * An explanation of email tools and etiquette that will help to communicate with others in a business context | * Email printout * Electronic evidence e.g. reply email. * Annotated Screenshots * Printouts * Word processed document * Screen-capture file * Video recording * Written document |
| Task 2 | * A logo | * Screenshots * Electronic files * The logo displayed in documents produced by the learner in later tasks |
| Task 3 | * A personalised letter to sales managers | * Electronic data file * Printouts * Screenshots |
| Task 4 | * Amended customer data * Reports in an appropriate format for the factory manager | * Electronic file(s) or printouts * Screenshots |
| Task 5 | * Internet search results * Recommendations for three promotional items * Copyright details * Promotional material aimed at the target audience, to be displayed on screen | * Screen shots showing search criteria * Asset table * Written or printed details of websites and promotional items * Electronic file(s) * Printouts |
| Task 6 | * Solution to record * today’s data * highest/lowest/average sales figures * total sales for each area * total sales for country * For each sales manager * bonus or not * total earnings * mileage expenses to be paid * total amount to be paid * Total amount to be paid to all sales managers * Comparison of sales * Modelling * mileage expense payments * bonus increase | * Electronic data file(s) * Spreadsheet printouts * Formula printouts |
| Task 7 | * A filing structure with stored files * Security measures taken | * Electronic files * Electronic filing structure itself * Printout * Screen shot |