Electronic Document Preparation & Management (EDPM)

(Electronic meaning that, the computer is used to train students to use basic tools - Microsoft Word, Excel, PowerPoint and the Internet to prepare certain documents. It also teaches how to manage files and folders, and also the workstation. It is then linked to real life, by showing how performing certain tasks could assist with tasks in the workplace.)

2007

Answer ALL questions.

1. Figure 1 below shows four input devices, A to D.

Figure 1. Input Devices

(a) Identify the FOUR input devices labeled A to D in Figure 1. (4 marks)

(b) In terms of evolving technology, which of the four devices is the most recent? (1 mark)

(c) Name TWO input devices, other than those shown in Figure 1. (2 marks)

Total 7 marks

2. State TWO ways of caring for computer peripherals and the computer working environment. (2 marks)

Total 2 marks

3. (a) Name TWO ways of protecting the integrity of files. (2 marks)

(b) Name THREE of the special keys used to move around within documents (3 marks)

Total 5 marks

4. As the editor of a local magazine, you are required to typeset and layout the next publication, which is in colour and includes many photographs.

(a) Name THREE pieces of electronic equipment that may be used for the task outlined above. (3 marks)

(b) Identify TWO pieces of application software that are necessary for the collection and compilation of the magazine. (2 marks)

(c) Give ONE reason for your choice of EACH application software in (b) above. (2 marks)

Total 7 marks

5. (a) Copy Table 1 into your answer booklet. Complete the table, stating the correct paper size and appropriate paper orientation that should be used for EACH of the three documents.
TABLE 1
STATIONERY AND PAPER SIZE FOR EACH DOCUMENT

<table>
<thead>
<tr>
<th>Document</th>
<th>Paper Size</th>
<th>Paper Orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) A three-fold newsletter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ii) A short notice</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(iii) An invoice</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(b) Write the meaning of the following manuscript signs.

(i) ……..

(ii) ~

(iii) //NP

(3 marks)

Total 6 marks

6. Many of the new computers are being manufactured without a floppy disk drive. Name TWO other storage devices that may be used instead of a floppy disk.

Total 2 marks

7. Joan was asked to use a computer to prepare the following document. She was instructed to use oblique headings and to centre the document between vertical and horizontal margins.

<table>
<thead>
<tr>
<th>DATE</th>
<th>FIRST NAME</th>
<th>LAST NAME</th>
<th>DATE OF BIRTH</th>
</tr>
</thead>
<tbody>
<tr>
<td>05-16-02</td>
<td>Yvonne</td>
<td>Thomas</td>
<td>09-20-62</td>
</tr>
<tr>
<td>06-13-01</td>
<td>Joy</td>
<td>Metz</td>
<td>10-14-60</td>
</tr>
<tr>
<td>07-01-04</td>
<td>Debbie</td>
<td>Brown</td>
<td>02-02-61</td>
</tr>
<tr>
<td>01-01-01</td>
<td>June</td>
<td>Chase</td>
<td>05-06-72</td>
</tr>
</tbody>
</table>

(a) Which application software can be used to format oblique headings? (1 mark)

(b) On a clean page, copy the above document to show what Joan’s document should look like. (3 marks)

Total 5 marks

8. Edit and rewrite the following extract, correcting all errors. Circle all corrections made.

EXPRESSIVE ARTS

<table>
<thead>
<tr>
<th>Visaul Arts</th>
<th>General Only</th>
<th>A. drawing</th>
<th>B. Imagilative Composision</th>
<th>May/june only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Syllabus a and b</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
9. Carefully read the following statement. Insert the punctuation marks which have been omitted then copy the corrected statement to your answer booklet.

Hi how are you today

Total 3 marks

10. Define the following terms:
   (a) Format and edit

   (b) Proofread

   (c) Insert

Total 3 marks

END OF TEST

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2011 EDPM Theory Exam
1 Hour
Answer ALL questions

1. (a) A computer system cannot function without users. List THREE other essential components of a computer system. 3 marks

   (b) Briefly describe EACH of the components listed at 1(a) above. 3 marks Total 6 marks

2. (a) State THREE of the tasks required to set up and maintain an electronic filing system. 3 marks
(b) File extensions are used to identify different types of files. In your answer booklet, copy and complete the table below, inserting the missing file types or extensions. The first one is completed for you.

<table>
<thead>
<tr>
<th>File Type</th>
<th>Extension</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document</td>
<td>.doc</td>
</tr>
<tr>
<td></td>
<td>.jpeg</td>
</tr>
<tr>
<td>Picture</td>
<td>.exe</td>
</tr>
</tbody>
</table>

3 marks Total 6 marks

3. Formatting documents has become increasingly simpler with the advancement of technology. However, there are certain basic formatting features which are required to produce acceptable business documents. List THREE of these features. Total 3 marks

4. In the past, sending correspondence was limited to the postal services.

   (a) List THREE modes of transmitting documents electronically 3 marks

   (b) Describe the steps required to perform a mail merge 2 marks Total 5 marks

5. In the day-to-day activities of a business, the secretary is expected to produce legal, technical and literary documents. List TWO examples of EACH of these documents. Total 6 marks

6. Rewrite the following document in your answer booklet, correcting ALL errors. Circle all the corrections that you make.

   March 15, 2011

   The Manger
   Pearl Business Systems
   1 Parkway
   Barbados

   Dear Sir.madam

   Please be advise that computers purchased from your company on 3/3/2011 are defective the systems are shutting down after fifteenth minutes of use and are taking two hours to reboot.

   After several visits from your techniques the problem still persists. A decision was their fore taken by management to return the systems to you for a full refund as per our contract.

   Thank you

   Yours Faithfully

   Rhonda Short
   Generalmanger Total 10 marks
7. (a) The concept of copyright involves several stakeholders. List TWO of these stakeholders. 

(b) State TWO procedures that should be followed to avoid plagiarism. 

8. (a) Identify the productivity tool that is MOST appropriate for creating advanced tabulation. 

(b) Forms are important to the smooth operation of an office. Identify TWO types of forms used in an office. 

9. Identify the shortcut keys on the keyboard that are used to cut and paste’ within a document. 

10. The Carpen family consists of the following members: Sita, James and their two children, Jane and John. John and his wife Margaret have two children, Mary and Mark. Jane has one son, Todd. 

Copy the diagram below in your answer booklet and complete it to show the Carpen family tree.

End of Test
11. An accountant is using Microsoft Excel, in the Windows environment, to create a spreadsheet.

(a) List the steps that could be used to

(i) Open the Excel workbook if the icon is not on the desktop (2 marks)

(ii) Insert new columns to the left of existing columns in a spreadsheet (3 marks) Total 5 marks

12. An Administrative Assistant is required to produce two letters containing simple graphics.

(a) State TWO software applications that could be used to insert the graphics into the documents. (2 marks)

(b) Identify TWO letter styles that may be used to produce the letters.

(c) State TWO differences between the letter styles identified in part (b) above (2 marks) Total 6 marks

13. State the meaning of EACH of the following manuscript signs:

(a) DS

(b) Stet

(c) U/S

14. One element of a desirable work habit is ‘working without supervision’. List THREE other elements of a desirable work habit. Total 3 marks

15. There are several types of professional documents and forms that may be produced using the computer.

(a) Name TWO types of electronic forms that would be relevant to an accounting office. (2 marks)

(b) Name TWO types of literary documents that may be produced using the computer. (2 marks) Total 4 marks

16. Marcus was asked to prepare the document below using the computer. His instructions were to:
- use horizontal headings
- left align columns 1 and 2
- right align columns 3 and 4
- show all gridlines

<table>
<thead>
<tr>
<th>ACCOUNT NUMBER</th>
<th>DATE</th>
<th>DEBIT</th>
<th>CREDIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>6346</td>
<td>Feb, 2, 2011</td>
<td>$323,012.00</td>
<td></td>
</tr>
<tr>
<td>7254</td>
<td>2010-16-06</td>
<td></td>
<td>$ 4,056.00</td>
</tr>
<tr>
<td>4692</td>
<td>2009-09-20</td>
<td>$ 14,925.00</td>
<td></td>
</tr>
<tr>
<td>8812</td>
<td>Dec-25-2010</td>
<td></td>
<td>$65,550.00</td>
</tr>
<tr>
<td>1614</td>
<td>Nov-14-2011</td>
<td></td>
<td>$ 9,267.00</td>
</tr>
</tbody>
</table>

Reproduce the document above on a new page in your answer booklet to show what the final document should look like. Total 10 marks

17. The paragraph below was typed using a word processor.
global warming seems to be the hot topic in today’s headlines; governments are spending huge amounts of money to promote environmental protection practices within their countries since it is established that pollution is one of the major causes of global warming.

(a) List THREE techniques that could be used to edit the paragraph. (3 marks)

(b) Rewrite the paragraph, in your answer booklet, correcting all errors. Circle the corrections that were made. (7 marks) Total 10 marks

18. Copy the table below in your answer booklet. Using a line, match EACH document to the MOST appropriate printer that may be used to produce it.

<table>
<thead>
<tr>
<th>Document</th>
<th>Type of Printer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research Paper</td>
<td>Dot Matrix</td>
</tr>
<tr>
<td>House Plan</td>
<td>Inkjet</td>
</tr>
<tr>
<td>Hospital Bill</td>
<td>Plotter</td>
</tr>
<tr>
<td>Invitation</td>
<td>Laser</td>
</tr>
</tbody>
</table>

Total 3 marks

19. For EACH of the files extensions given in the list below, state the type of file to which it refers:

(c) .jpg 1 mark
(d) .txt 1 mark
(e) .bmp 1 mark Total 3 marks

20. In the office environment, paper may be selected based on the type, size or layout. State ONE example of EACH of the following categories of paper:

(a) type 1 mark
(b) size 1 mark
(c) layout 1 mark Total 3 marks

End of Test

2012 SPICIMEN PRACTICE EXAMINATION – PAPER 1 (THEORY)
Answer ALL questions.

1. XYZ Services is planning on setting up a booth at a trade fair to showcase their services to the public. Their booth is equipped with (a) a small, lightweight computer with a flip-up screen, (b) a device to display an enlarged image produced by device (a), (c) a hand-held device to read machine-readable data encoded on the name tags of the trade fair participants and (d) an optical storage media storing a 1 Gb file containing an audio-visual presentation.

Name the devices identified as (a), (b), (c) and (d).
(a) ______________________ (b) _________________________________
(c) _______________________ (d) _________________________________ (4 marks) Total 4 marks

2. (a) List TWO major categories of software that are used on computing devices.
(b) Give ONE named example for EACH of the categories identified in part (a).

(b) Identify TWO situations relating to the supply of electrical power to computers and peripherals that may affect their safe use by individuals.

3. (a) Identify the special keys that would be used in EACH of the situations described.
   (i) Turn on the overwrite mode.
   (ii) Modify particular alphabetic keys to apply text formatting such as bold and italic.
   (iii) Activate an application’s help facility.

(b) When preparing typescript, how many spaces should be placed after a comma?

(c) Rewrite the following sentence, ensuring that you correctly interpret and apply all the manuscript signs

4. Determine the MOST appropriate software to be used to perform EACH task stated below.
   (a) Manipulation of numeric data to produce a chart or graph.

   (b) Manipulation of data stored in tables.

   (c) Preparation and delivery of a lecture in a 500-seat lecture theatre.

5. You are a Clerical Officer employed to ABC Conference Planners and have been provided with a database management system and a stack of registration forms for an upcoming conference. You are required to provide a list of all persons who registered before a certain date.
   List the FIVE steps that you would use to complete the process.
6. (a) Which item(s) in the electronic communication media list below does NOT require the World Wide Web as a platform to facilitate its operation?
LIST: blogs, electronic mail, Facebook, telecommuting, Twitter

(b) List TWO file organization methods that are used in organizations to sort incoming as well as sent mail.

(c) A Caribbean-based businessperson is engaged in a lawsuit in a UK-court and needs to transmit some documents to his attorney as soon as possible. Identify THREE of the MOST important factors that should be considered in the selection of the communication media to be used.

7. (a) Distinguish between a manual and an electronic filing system.

(b) State the correct name for EACH of the documents described below.
(i) A document used for the initial recording of data relating to business transactions.

(ii) A document that, after being output by the computer, can be used to record data.

(c) With the aid of an example, explain what is meant by the term metadata.

8. List THREE styles in which memoranda may be prepared.

9. Complete the table below by writing the correct stationary name, size or type in the locations indicated by an empty space. An example is already done for you.

<table>
<thead>
<tr>
<th>Stationery Name</th>
<th>Size</th>
<th>Type</th>
</tr>
</thead>
</table>
10. There are six errors (spelling and grammatical) in the passage below. Read the passage carefully then answer the questions which follow.

The manager of the taxi company explained to his employees that the far eaching changes that were being implemented was to better accomodate it’s passengers. He further explained that the reduction in the fairs would result in increased ridership.

In closing, the manager said, “every employee should make it his duty to inform each passenger of the changes and how it would affect them in the long run.

(a) Circle FIVE of the errors in the passage.

(b) Write the corrected version for EACH of the FOUR errors circled in 10 (a) above.

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

(4 marks) Total 8 marks

END OF TEST

2005

Answer ALL questions.

1. (a) A computer is made up of both hardware and software.

   (i) Define the term ‘hardware’.  

   (ii) Name THREE pieces of hardware that form part of the computer system.

   (b) Suggest an input device that could be used to send photographs by e-mail.

   (2 marks)

   (3 marks)

   (1 mark) Total 6 marks

2. There is a distinction between communication devices that may be used in a personal computer and communication media.

   (a) Identify ONE type of communication device used in a personal computer.

   (1 mark)

   (b) Name TWO types of electronic communication media.

   (2 marks) Total 3 marks

3. (a) You have typed a document in Microsoft Word.

   Explain how the document may be saved using the toolbar.

   (2 marks)
(b) A number of ‘objects’ are displayed on the desktop of a personal computer, for example, ‘Internet Explorer’ and ‘Recycle Bin’. Give the correct name for the objects on the desktop. (1 mark) Total 3 marks

4. You are required to compile the financial statements for your office.

(a) Name the application software that you will use to gather the information. (1 mark)

(b) You are to present the financial statements in slide form for use with a multimedia projector.

(i) Identify ONE type of software that you may use to display the financial statements. (1 mark)

(ii) Name TWO types of graphics that you will use in your presentation for EACH document. (2 marks)

5. Table 1 below refers to the selection of appropriate stationery and paper sizes for two documents.

(a) Copy the table into your answer booklet and complete it by stating the appropriate stationery and paper size that should be used for EACH of the TWO documents.

<p>| TABLE 1 |</p>
<table>
<thead>
<tr>
<th>STATIONERY AND PAPER SIZE FOR EACH DOCUMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Document</td>
</tr>
<tr>
<td>(i) A short internal communication</td>
</tr>
<tr>
<td>(ii) A three-page letter to a supplier</td>
</tr>
</tbody>
</table>

(2 marks)

(b) Name the appropriate size and type of envelope for (a) (ii) above, if the letter is being sent from your territory in New York, USA. (1 mark)

Total 3 marks

6. (a) Explain the term ‘intellectual property’. (2 marks)

(b) Identify ONE of the rights that is protected by intellectual property laws. (1 mark)

(c) A required text for your class is unavailable in the bookstores but your friend has the book. You both agree that it would be a good idea to duplicate the relevant chapters and distribute them to the rest of the class.

Briefly discuss the law that is being breached. (4 marks) Total 7 marks
7. Marcia has been asked to use a computer to prepare the following letterhead. She has been instructed to centre the letterhead in the header. The content should be bold and in italics.

<table>
<thead>
<tr>
<th>Century City Motor</th>
<th>Fax 592 333-3480</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 Pike Street</td>
<td></td>
</tr>
<tr>
<td>Georgetown</td>
<td></td>
</tr>
<tr>
<td>Guyana</td>
<td></td>
</tr>
<tr>
<td>Phone 592-333-4075</td>
<td></td>
</tr>
<tr>
<td>Email <a href="mailto:centurymotor@yin.com">centurymotor@yin.com</a></td>
<td></td>
</tr>
</tbody>
</table>

(a) Briefly outline the steps to be taken to prepare the letterhead, after the appropriate program has been opened on the computer. (4 marks)

(b) On a clean page, copy the letterhead to show how it would appear on the paper. (3 marks)

Total 7 marks

8. Edit and rewrite the following passage, correcting all errors. Circle all corrections made.

“The internet is like a huge vandalized library. Someone has destroy the catalog and remove the front matter indexes etc from hundreds of thousands of books and torn and scattered what remains surfing is the process of sifting through this disorganised mess in the hope of coming across some usefull fragments of text and images that can be related to other fragments

Adapted from: Cherry Sparks, “Teaching with the Internet”.
Published by Teacher Created Materials – Teacher.net

(8 marks)

9. Read the following passage carefully. Insert the punctuation marks which have been omitted, then copy the corrected passage to your booklet.

Watch out you are going to fall off that bicycle then aunt mary will have a fit and ground you for life said mrs brown to her over zealous grandson Timothy

(7 marks)

10. State the short cut keys which have the same definitions as the following terms:

(a) To cut (1 mark)

(b) To copy (1 mark)

Total 2 marks

END OF TEST
1. (a) What is an operating-system program? (1 mark)
(b) List THREE of the most common operating systems. (3 marks)
(c) Name TWO icons found on the Desktop of the Windows Operating System. (2 marks)
Total 6 marks

2. (a) State ONE purpose for which a scanner is used. (1 mark)
(b) State ONE way to care for a keyboard. Total 2 marks

3. (a) Three of the keys used for moving around within a document are given below. Give the abbreviation for EACH of these keys.
(i) Control keys
(ii) Page up
(iii) Page down (3 marks)
(b) State ONE measure that can be used to protect the integrity of computer files. (1 mark)
Total 4 marks

4. Copy Table 1 below into your answer booklet and correct all errors and inconsistencies in style. Highlight your corrections by underlining them.

### TABLE 1
**BUSINESS EDUCATION**

<table>
<thead>
<tr>
<th>SUBJECT</th>
<th>PROFICIENCIES</th>
<th>Profiles</th>
</tr>
</thead>
<tbody>
<tr>
<td>E.D.P.M.</td>
<td>General Only</td>
<td>1. Accuracy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Speed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Presentation</td>
</tr>
<tr>
<td>Office Procedures</td>
<td>General Only</td>
<td>a. Knowledge</td>
</tr>
<tr>
<td></td>
<td></td>
<td>b. Application</td>
</tr>
<tr>
<td>Principles of ACCOUNTS</td>
<td>General &amp; Basic</td>
<td>1. Knowledge</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Application</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. interpretation</td>
</tr>
<tr>
<td>Principles of Business</td>
<td>General and Basic</td>
<td>1. Organizational Principles</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Production and Marketing</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Finance and introduction to Economics</td>
</tr>
<tr>
<td>Typewriting</td>
<td>General and Basic</td>
<td>1. Accuracy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2. Speed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3. Presentation</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Professional Attitude</td>
</tr>
</tbody>
</table>
5. Copy Table 2 into your answer booklet. Complete the table by stating the correct paper size and appropriate paper orientation that should be used for each of the three documents in the table.

<table>
<thead>
<tr>
<th>Document</th>
<th>Paper Size</th>
<th>Paper Orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>(i) A three-page brochure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(ii) A lease</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(iii) A short, four-line memo</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(3 marks)  
Total 3 marks

6. (a) Name TWO electronic communication media.  
(b) State the function of a modem in a computer system.  
(2 marks)  (1 mark) Total 3 marks

7. List FIVE steps used when creating an electronic document folder.  
Total 5 marks

8. (a) List the sequence of operations for inserting ‘text boxes’ on a form.  
(b) Name TWO types of forms that may be created on the computer according to specific instructions.  
(3 marks)  (2 marks) Total 5 marks

9. Elesa completed a research project, but she was penalized because the report contained words from another person’s work without acknowledgement of the author.  
(a) Identify the term for the act Elesa committed.  
(b) State TWO methods that Elesa could use to acknowledge the author.  
(1 mark)  (2 marks) Total 3 marks

11. Betty-Ann was given the following instructions by her boss:  
“Please type this letter, but first confirm the date of the meeting with John Black by 10:00 a.m. I will be available for signature at 12:00 noon.”

Betty-Ann willingly compiled in all respects.

(a) Identify TWO acceptable work standards Betty-Ann displayed.  
(b) Which TWO desirable habits and work attitudes did Betty-Ann demonstrate?  
(2 marks)  (2 marks) Total 4 marks

END OF TEST
2008

Answer ALL questions.

1. Joan’s supervisor asked her to prepare, from the draft given to her, the annual report for presentation at the next committee meeting. The report must include tabular and pictorial representation of the information.
   (a) Name THREE software applications that Joan could use to complete the report. (3 marks)
   (b) Identify TWO types of equipment that could be used by Joan’s supervisor to display the information. (2 marks) **Total 5 marks**

2. Select from the following list, FOUR keys that appear on a standard keyboard of an IBM compatible PC.
   (a) Pause
   (b) Edit
   (c) Home
   (d) Send
   (e) Shift
   (f) Insert
   **Total 2 marks**

3. Name the steps required to save a NEW documents created using a word processing software program. **Total 5 marks**

4. (a) State THREE steps for moving a block of text from page 1 of a document to the end of page 3. (3 marks)
   (b) Identify the steps you would the to delete the text you have just moved in 4(a). (2 marks) **Total 5 marks**

5. Table 1 below refers to the selection of appropriate stationery and paper sizes for two documents.
   (d) Copy Table 1 into your answer booklet and complete it by stating the appropriate stationery and paper size that should be used for EACH of the TWO documents.

**TABLE 1**

<table>
<thead>
<tr>
<th>Document</th>
<th>Stationery</th>
<th>Paper Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>(iv)</td>
<td>A two-page letter</td>
<td></td>
</tr>
<tr>
<td>(v)</td>
<td>An invoice</td>
<td></td>
</tr>
</tbody>
</table>

(4 marks)
(e) Name the correct size and type of envelope for (a) (i) above, if the letter is being sent from your territory to London, England.  (1 mark)  Total 5 marks

6. (a) State the difference between an ‘operating software’ and an ‘application software’.  (2 marks)
(b) List TWO types of secondary storage devices.  (2 marks)  Total 4 marks

7. Musicians in the Caribbean have been asking for tougher laws to protect their work.
   (a) Name the concept that guides these requests.  (1 mark)
   (b) Define the term copyright.  (1 mark)  Total 2 marks

8. Using the information below, create a letterhead for the given company.

   The name of the company is Pike Advertising. The company’s address is Suite #4, Market Street, Bridgetown, Barbados. The telephone number is 011-622-4059 and the facsimile number is 011-625-5554. You are to centre and bold all information, using all caps.

   Total 10 marks

9. Read the following passage carefully. Rewrite the passage in your booklet correcting all punctuation and spelling errors. Circle all corrections made.

   Come on lets do it write take the books of the desk polishe the desk dust the books and then rearrange the book in the correct order once this is done every one will have quick and sasi acces to those books

   Total 10 marks

10. State the shortcut key which has the same function as EACH of the following terms:
   (d) To centre  (1 mark)
   (e) To insert page break  (1 mark)

   Total 2 marks

END OF TEST

2012

Answer ALL questions.

1. List FOUR components of a computer system that are necessary for the system to work efficiently.

   Total 4 marks
2. (a) What term is used to describe ‘a collection of characters of a particular size and shape’? (1 mark)

(h) Left, centre and right alignments are types of formats used in document preparation.

List THREE other formats that may be used. (3 marks)

(i) State TWO types of headings that can be used in a document. (2 marks) Total 6 marks

3. In a company, it is very important to maintain the integrity of files. State TWO ways in which the integrity of files can be maintained. Total 2 marks

4. Copy the following letter into your answer booklet using a semi-blocked style.

19th March, 2010
Regal Stationery, 1 Middle Street, Belize

Dear Sir/Madam

We are hereby submitting a special order for 5 boxes of A4 paper to be used by the candidates who will be writing the Office Procedures Examination in October 2012.

Thank you for your cooperation

Yours sincerely, Kim Wong

Total 9 marks

5. List THREE documents that may be prepared in a set of financial statements. Total 3 marks

6. The administrative assistant of BC Company, with offices in Belize, St Lucia and Saba, is preparing for the company’s annual general meeting.

(a) State THREE documents that should be prepared for the meeting. (3 marks)

(b) List TWO ways that the documents stated in (a) above may be transmitted electronically. (2 marks) Total 5 marks

7. Copy the table below in your answer booklet and complete it to show the appropriate orientation and paper size for EACH document.

<table>
<thead>
<tr>
<th>Document</th>
<th>Paper size</th>
<th>Orientation</th>
</tr>
</thead>
<tbody>
<tr>
<td>(vi) Three-fold newsletter</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(vii) Party invitation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(viii) Lease Agreement</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total 6 marks
8. In keyboarding, columnar work is an example of a simple display, while a flow chart is an example of an advanced display. List THREE other examples of EACH type of display. **Total 6 marks**

9. The teacher reminded the students to avoid plagiarism when preparing their assignments.
   (a) Describe the concept of ‘plagiarism’.  
      **(2 marks)**
   (b) State TWO guidelines that students should follow to avoid plagiarism. **(2 marks) Total 4 marks**

10. The picture below shows a scene from a work environment where computers are being used.

    Identify FIVE indicators of a careless working environment.

    ![Diagram of a work environment](image)

    **Total 5 marks**

**END OF TEST**

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Practice Questions

Q.1) Which of the following is NOT a component of the computer system?

A. Microsoft Word  
B. Software  
C. data  
D. hardware

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Q.2) Which of the following is NOT an input device?
A. mouse
B. monitor
C. Keyboard
D. scanner

Q.3) The Central Processing Unit is made of the following units:
A. Hardware and Software
B. Control Unit and Arithmetic and Logic Unit
C. Control Panel and Toolbar
D. All of the above

Q.4) Data may be defined as:
A. processed information
B. softcopy
C. output
D. raw material

Q.5) Input devices are used to:
A. take raw data and turn it into information
B. get data and instructions into the computer for processing
C. get raw data out of the computer
D. translate information processed by the computer into an understandable form.

Q.6) Input devices take raw data and turn it into information.
A. True
B. False

Q.7) Data is another word for information.
A. True
B. False

Q.8) Barcodes are found on most items in the supermarket.
A. True
B. False

Q.9) When you reboot a computer you restart it.
A. True
B. False

Q.10) A hacker is a person who gains access to your computer without authorization.
A. True
B. False

Q.11) Which of the following icon stores deleted files for later use?
A. Internet Explorer
B. Recycle Bin
C. Outlook Express
D. My Documents
Q.12) Programmes such as games and Microsoft Word can be classified as:
A. Software  
B. System unit  
C. Hardware  
D. Hardcopy

Q.13) A folder or directory can contain:
A. Files  
B. Folders  
C. Programmes  
D. All of the above

Q.14) The Shift key is used to:
A. Type an entire line in capital letters  
B. Type an entire paragraph in capital letters  
C. Type a single letter in capital letters  
D. Move to another line.

Q.15) LIME is able to provide service to its customers through the use of …
A. Desktop computers  
B. Laptop computers  
C. Minicomputers  
D. Mainframe computers

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COMMUNICATION DEVICES AND MEDIA

1. Clearly explain the difference between communication devices and communication media.
2. Explain how a modem facilitates communication between computers.
3. What is an ISDN line and what are its advantages?
4. What is a fax? In what ways can a fax be transmitted?
5. Clearly explain the difference between a local area network and a wide area network.
6. With the use of examples, clearly explain the purpose of an interface.
7. When are wireless networks used?
8. Is the Internet the same as the World Wide Web?
9. Describe the various ways in which computers are used to facilitate communication.
10. Identify the communication method you would use in each of the following situations:
    a. To instantly send the same letter to 25 customers who have internet access.
    b. To enable workers in several offices within a building to share files and resources.
    c. To simultaneously see and speak with the managers of company branches located in Jamaica, Guyana and Barbados.
    d. To allow workers in several locations to quickly exchange typed messages.
    e. To send a photocopy of a contract to a client in another city.
11. Explain the difference between
   a. a file server and an internet service provider.
   b. a network card and a modem.
12. Describe three ways in which the internet has affected the business world.
13. You need to get a message to your company’s branch managers immediately. They are located in Guyana, Jamaica and Trinidad. Name three methods you can use to send your message.
14. What are circular letters?
15. What is mail merge?
16. What three (3) things are needed in order to complete a mail merge.
17. State four (4) guidelines that should be followed when preparing circular and form letters.