

Using e-mail and the Internet Level 2

8982-12-012
(IT-EMI 12)
Sample paper

This paper must be returned
with the candidate's work,
otherwise the entry will be void
and no result will be issued.



Candidate's name (Block letters please)

Centre no

Date

Time allowed: 1½ hours
(excluding printing time)

You must attempt **all** of the tasks attached, and carry them out in the order given. Follow the instructions carefully and take care to proof-read and correct any errors. Save your work for printing, at the end of the examination, unless otherwise stated.

The examination consists of **four** tasks.

During the examination you will be required to take a number of screen prints. Each screen print should be pasted immediately into the word processing template provided, under the appropriate heading.

Please ensure that your name and task number appear on every printout and that your printouts are collated in the correct order. Your Invigilator will give you details for printing.

For examiner use only

Production Rate	Accuracy	Meeting Objectives

Scenario

You work as a Market Research Assistant for **The Rice Company**, who are currently updating their corporate image, and you have been asked to carry out some market research about a particular sort of rice – Thai Jasmine Rice, which is their best seller. Your Line Manager is Stephanie Long.

You must carry out the tasks you have been set and respond to any e-mails in your **Inbox**. Use the Internet to search for information.

*Please note e-mail addresses used in this examination will differ from the scenario and will either be as responses to e-mails set up by your tutor or as e-mails sent to a **pitmanqualifications** mailbox. Please follow the instructions given in the examination paper. The different e-mail addresses are necessary to ensure that any e-mails you send are not returned (bounced back) to you as undeliverable mail during your examination.*

Task 1

- 1 The company has set a standard format for outgoing mail. Set up your signature with your name, Market Research Assistant, The Rice Company.
- 2 A new research team has been set up and a new team has been recruited. Open the e-mail in your **Inbox** entitled **Research Team** and add the details of new members of staff to your address book.
- 3 Please forward the **Research Team** message to John Leech in personnel his e-mail address is **t-johnl@pitmanqualifications.co.uk** using the following text. **BCC** Stephanie into the message, her e-mail address is **t-stephanie@pitmanqualifications.co.uk**

To: John

BCC: Stephanie

Message:

Hello John

I have been asked to forward this message to you by Stephanie. Please take note of the actions contained within it.

If you have any queries please do not hesitate to contact me.

Kind regards

(Candidate signature)

Check the message and send it. Access your sent mailbox and take a screen print of this sent message. Paste it into your word processing file. Save the file.

- 4 Create the following e-mail folders:

department
meetings
research

- 5 Move all the **Research Team** messages to the **research** folder, including the one you sent. Take a screen print showing the contents of the **research** folder. Paste it into your word processing file. Save the file.

Task 2

- 1 The Rice Company has decided to extend the varieties of rice within their product range, to give customers more choice. The information required is about **Thai Jasmine Rice**. Your Manager, Stephanie, thinks that there is another name for this variety of rice. Please use a search engine to find out what it is commonly known as. Extend your search to find a **recipe** including this product. Take a screen print of the first page of your results. You must show the search engine you have used and your search criteria. Paste into your word processing file. Save the file.

- 2 Use a **Natural Language** or **Meta** search engine with extended search criteria or create a new complex search query to quickly find some information about **Thai Jasmine Rice**. Take a screen print of the first page of your results showing your search criteria along with the search engine you have used. Paste it into your word processing file. Save the file.

- 3 Visit several of the websites you found previously and find some text and images relating to the rice. Arrange the **two** best sites, in your opinion, on the screen at the same time in separate windows. Take a screen print to show this. Paste into your word processing file. Save the file.

- 4 From the websites you visited save at least **one** image file and **one** text file in suitable formats. Use compression software to save all of the files as one file in your work area with the file name **jasmine(your initials)**.

- 5 Create a new **High Priority** message to your manager, Stephanie. Include in the e-mail message the URL of a good website you visited and in the subject heading type the alternative name for Thai Jasmine Rice. Use the following text:

High Priority**To:** Stephanie**Attachment:** jasmine(your initials)**Subject:** (alternative name for Thai Jasmine Rice)**Message:**

Stephanie

Please find attached a compressed file containing text and image files relating to Thai Jasmine Rice. A good website for this rice is (insert web address here).

In order to set this as your homepage you will need to (insert explanation of how to set a web address as a homepage)

Regards

(Candidate signature)

Attach the compressed file **jasmine(your initials)**. Send the message. Access your sent mailbox and take a screen print of this sent message. Paste into your word processing file. Save the file.

- 6 You may need to find this information again. Please go back to one of the websites you visited earlier and save the URL as a bookmark or favourite in a new folder named **rice(your initials)**. Take a screen print showing you have done this. Paste into your word processing file. Save the file.

Task 3

- 1 Retrieve the stored message **Research Team**. Create two groups in your address book; one for people who work in **marketing** and one for people who work in **sales**. Take a screen print showing you have done this. Paste it into your word processing file. Save the file.
- 2 Open the message in your **Inbox** with the subject heading **Research Meeting**. Save the attached files to your work area using the file names provided, adding your initials to each of them. You will need to expand the files as they are compressed.
- 3 Your manager, Stephanie, would like you to arrange a meeting between all members of the research team in the marketing department and would like you to invite them all by e-mail (using the group name you set up earlier). Create a new e-mail using the following text:

To: Research Team (Marketing)

Subject: Research Meeting

Attachment: file1(your initials); file2(your initials)

Message:

Dear All

The next meeting will be held on Wednesday in Committee Room 3.

I have attached a copy of the agenda and rice graph.

Kind regards

(Candidate Signature)

Take a screen print of your message before sending it and paste it into your word processing file. Save the file.

- 4 Move all e-mails (sent and received) relating to this meeting into the e-mail folder **meetings**. Produce a screen print of the contents of the **meetings** folder to show you have done this. Paste into your word processing file. Save the file.

- 5 Find out whether there is a **Freeware** application available on the Internet around the theme of **rice recipes**. Do not download any applications you find but take a screen print of a page showing an application that could be downloaded. Paste this into your word processing file. Save the file.

Task 4

- 1 You have been asked to find some more information on **Thai Jasmine Rice**. Using an appropriate search engine find information relating to **the effects of genetic engineering** on Thai Jasmine Rice, and how this has affected the **original growers** of the product.

Create an e-mail to your manager, Stephanie and John in Personnel, using the following text:

To: Stephanie, John

Subject: GM Impact on Thai Jasmine Rice

Message:

Stephanie

Please find below the results of my search on the effects of genetic engineering on Thai Jasmine Rice.

(Insert research here)

Kind regards

(Candidate signature)

Take a screen print of the e-mail. Paste it into your word processing file. Save the file. Send the message.

- 2 Do an Internet search for **rice recipes** and choose a website that will send out a newsletter. Register for the newsletter and take a screen print of the registration page with your details on it. Paste into your word processing file. Save the file.
- 3 Delete the folder **meetings**. Take a screen print to show you have done this. Paste into your word processing file. Save the file.
- 4 Eliza Dunn has left the company, please delete her existing address and add her new e-mail address **elizad@riceworld.com** to your block senders list. Take a screen print showing you have done this. Paste into your word processing file. Save the file.
- 5 Remove all of your Internet history, cache and cookie settings, take a screen print to show you have done this. Paste into your word processing file. Save the file.
- 6 Print one copy of your word processing file.

End of examination