



SQA Functional Skills

ICT Workbook

Practice Tasks

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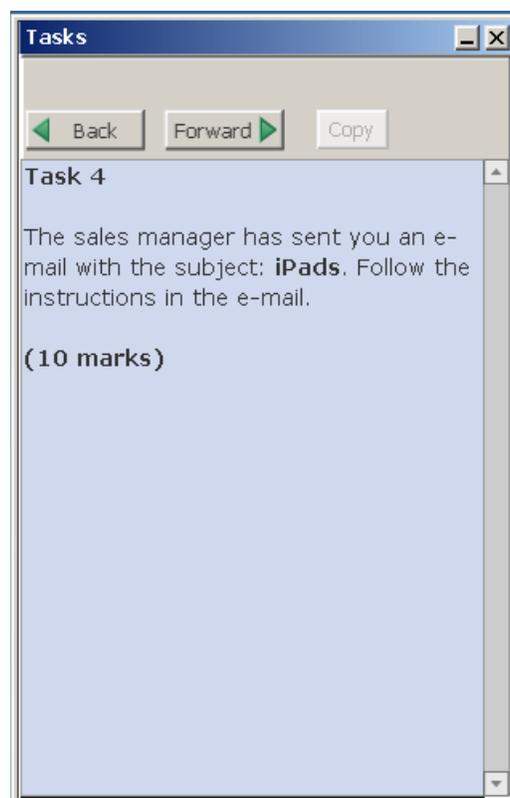
SQA Functional Skills ICT Practice Tasks

Introduction

This workbook is for users of SQA's Functional Skills ICT assessments. The assessments have been created in a system which is similar to, but not exactly the same as, applications such as Microsoft Office. The workbook takes the user through each of the component parts of the ICT online system and should be followed in conjunction with the assessment available at:

<https://sqaoa.btl surpass.co.uk/openassess/openassess.html?qRef=ictdev&eRef=ICTpractice>

Instructions for each task during an actual assessment will appear in the Tasks window but for the practice content available at the address above, instructions are contained within this workbook. A sample task is shown.



Disclaimer

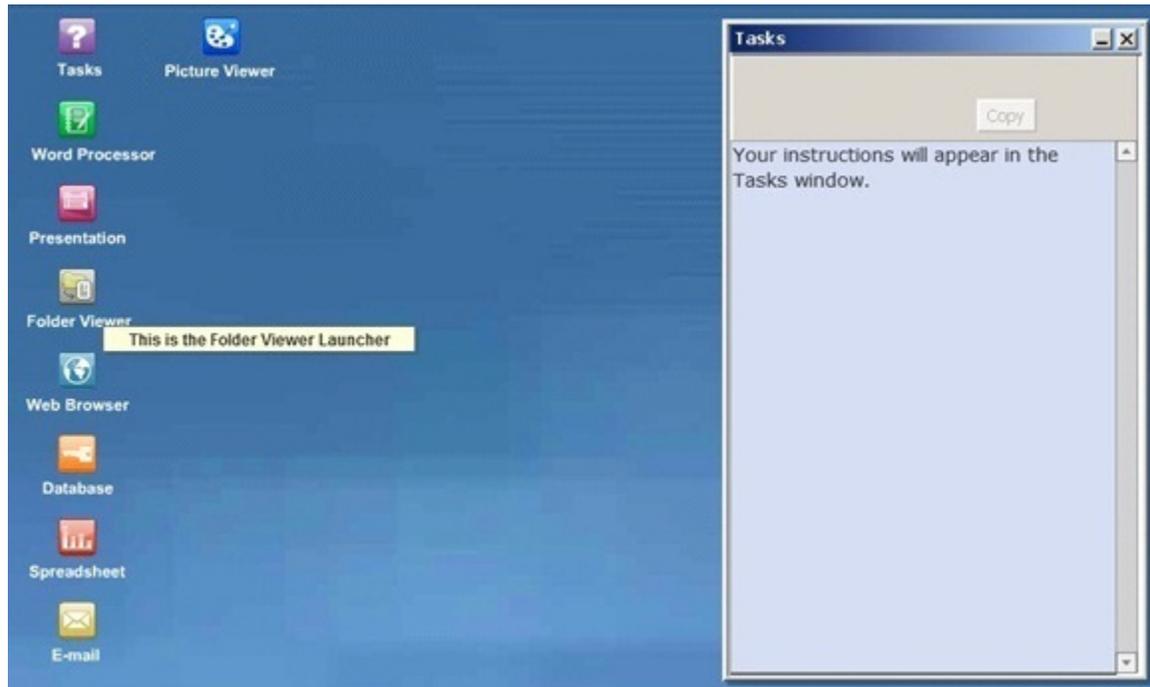
This material is designed to provide learners with an opportunity of familiarisation with the functionality of the assessment software. It should be used to complement existing learning materials and is not intended as preparation material for the ICT assessment.

Folder viewer

You will need to use the **Folder Viewer** to find files and save files during the assessment.

Try the following:

- Open the Folder Viewer by double clicking on the icon.



- Find and open the file called **readme.txt**.
Hint 1: The file is in a folder called **resources**.
Hint 2: Double click on a file to open it.

You can also use the Folder Viewer to **copy** files. Try the following:

- Open the Folder Viewer.
- Find the file called **readme.txt**, and make a copy of it.
Hint: Select the file, click on the **Copy** button, then click on the **Paste** button.

You can also use the Folder Viewer to **rename** files. Try the following:

- Open the Folder Viewer.
- Rename the file called **readme.txt** to **read it.txt**.
Hint: to edit the name of a file, click on the file name once, wait for a second, then click on it again.

You can also use the Folder Viewer to create new folders. Try the following:

- Open the Folder Viewer.
- Create a new folder and give it the name **my work**.

LEVEL 2 ONLY

At Level 2 you should know how to use the Folder Viewer to create and organise your folders so that your files can be easily located by you and others. Try the following:

- Open the Folder Viewer.
- Create a new folder and give it the name **data files**.
- Open the **data files** folder.
- Create two new folders, one called **text files** and the other called **spreadsheet files**.
- Copy the file **readme.txt** into the **text files** folder you have just created.

Folder viewer hints and tips from the examiner

All Functional Skills ICT assessments will ask you to open files, create folders, and save files into folders. Here are a few tips:

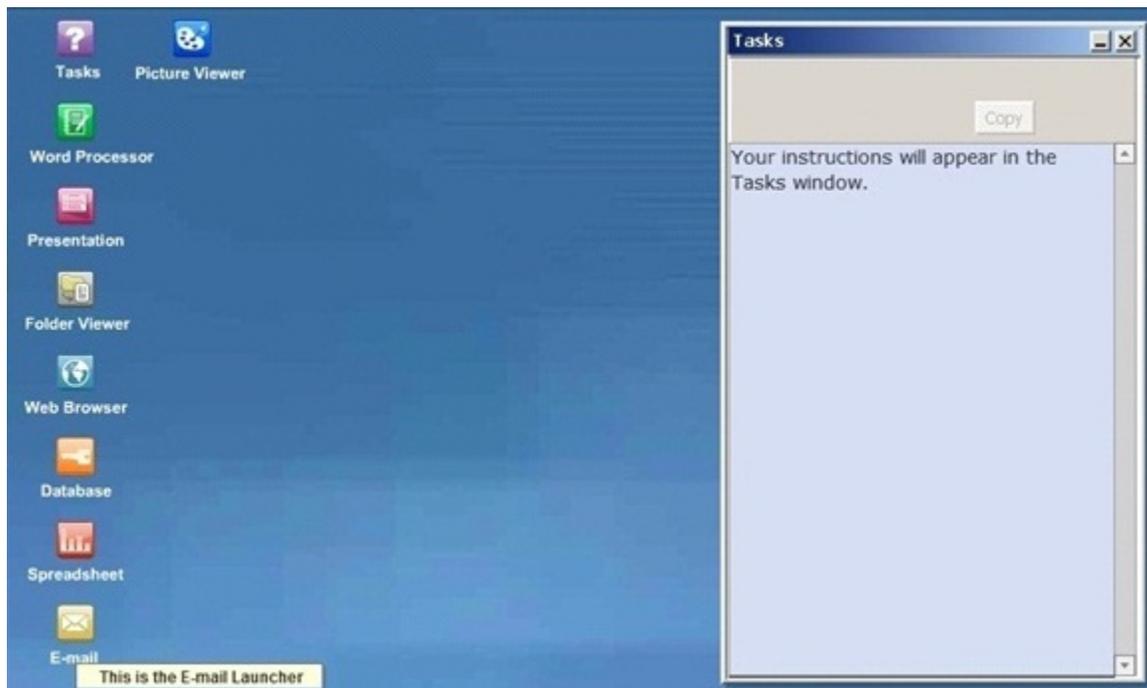
- Learn to use the folder viewer. Start by completing the sample tasks listed here. Always give your files and folders meaningful names. For example, when you create a new folder, don't just call it **New Folder**. A meaningful name (e.g. **spreadsheets** or **temporary files** or **task 4 files** etc.) will give an idea of what the folder contains. This is useful when trying to find files again.
- At Level 2 you should be able to create and organise folders to make it easy to find files.

Email

You will need to use the **E-mail tool** to send and receive emails and attachments during the assessment.

Try the following:

- Open the E-mail tool.



- Look in the **Inbox** and open the email with the subject **hello**.
Hint: double click on an email in the Inbox to open the email.
- Reply to the email.

You will also need to be able to save email attachments. Try the following:

- Open the E-mail tool.
- Look in the Inbox and open the email with the subject **data**.
- Follow the instructions in the email.

You will also need to be able to send email attachments. Try the following:

- Open the E-mail tool.

- Create a new email to ict@sqa.org.uk with the subject **data** and attach the data file you saved in the task above.
- Send the email.

LEVEL 2 ONLY

At Level 2 you should know how to add events to the **calendar**. The calendar is part of the E-mail tool. Try the following:

- Open the E-mail tool.
- Click on the **Calendar** button to open the calendar.
- Click on the **day**, **week**, and **month** buttons at the top to see how this changes the layout of the calendar.
- Create a new appointment event a week from today. The event should start at 2.00pm and end at 3.00pm. Call the event **Functional Skills ICT revision**.

Here are some hints about how to create the appointment above:

- Click on the **month** button to get a view of the calendar by month.
- Click on the day when you want to have the event.
- Click on the **New Event** button.
- Select **New Appointment / Event**.
- Enter **Functional Skills ICT revision** as the subject.
- Enter the start time as **14:00** and the end time as **15:00**.
- Click on the **Confirm** button.

Email hints and tips from the examiner

All Functional Skills ICT assessments will ask you to send and receive emails and handle attachments. Here are a few tips:

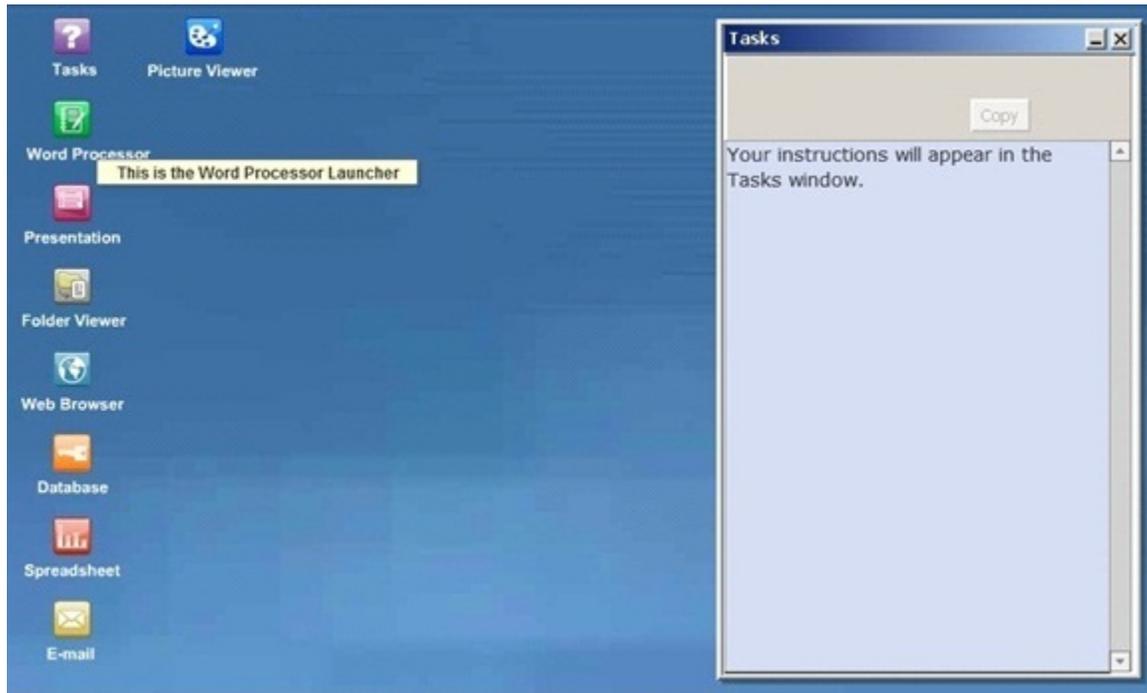
- Learn to use the E-mail tool. Start by completing the sample tasks listed here. Make sure you know how to send emails, CC other email addresses, attach files etc. Remember, any emails “sent” are only visible to you and the examiners, they do not get sent to real email addresses.
- When saving attachments, remember to save them in folders with meaningful names.
- At Level 2, try creating different kinds of calendar events.
- Also at Level 2, try creating folders within the E-mail tool, and moving emails between email folders.

Word Processor

You will need to use the **Word Processor** to create and edit documents during the assessment.

Try the following:

- Open the Word Processor tool.



- Type the following sentences into the Word Processor:
 - This is normal text
 - This is bold text
 - This is italic text
 - This is bigger text
 - This is red text
 - This is centred text
- Now format each line to match the text – make the bold text **bold**, make the italic text *italic* and so on.
Hint: select the text and then use the buttons on the toolbar to format it.
- Change the order of the sentences in the document by using **cut** and **paste**. You can do this either using the menu commands in the **Edit** menu, or using the **Cut** and **Paste** buttons in the toolbar.

- Format some of the text as bullet points.
Hint: select the text you want to turn into bullet points then click on the bullet point button in the toolbar.
- Save the file: call it **formatted.txt**.

As well as inserting and formatting text, you can also include images in documents. Try this:

- Open **formatted.txt** again.
- Insert a picture into the document from clip art.
Hint: click on **Insert**, then **Picture** then **Clip Art**.
- Move the picture you have inserted around in the document.
Hint: click on the picture, then **cut** it, then position the cursor where you want to move it to, then **paste** the picture.
- Change the size of the image.
Hint: click on the picture, then click on the **Format** menu, then click on **Image Size**.

You also need to know how to print documents. Try the following:

- Open **formatted.txt** again.
- Now print the file.
Hint: Click on the **File** menu, then **Print**. Remember, files you “print” do not actually get printed out anywhere. However the system records the fact that you have printed the file.
- Print the file again, but this time in colour on the network printer in landscape orientation at best quality on A3 paper.
Hint: you can set all of these options in the print dialogue which appears when you click on the print button on the toolbar.

LEVEL 2 ONLY

At Level 2 you should know how to insert tables into a document. Try the following:

- Open the Word Processor tool.
- Insert a table into the document.
Hint: click on the **Table** menu, then click **Insert Table**.
- Insert some text into the table.
- Insert another row at the bottom of the table.

Hint: put the cursor in the bottom row of the table, then click on the **Table** menu then click on **Insert row**.

At Level 2 you should know how to run a spell check on a document. Try the following:

- Open the Word Processor tool.
- Type in some text.
- Click on the **Tools** menu then click on **Spell Check**. You should see a dialog window which says “Spell check is complete”. The spell check tool in the Word Processor is not fully functional. That means it may not find any spelling mistakes you have made, so you should still check your spellings yourself.

Word Processor hints and tips from the examiner

You will need to use the **Word Processor** in every Functional Skills ICT assessment. Here are a few tips:

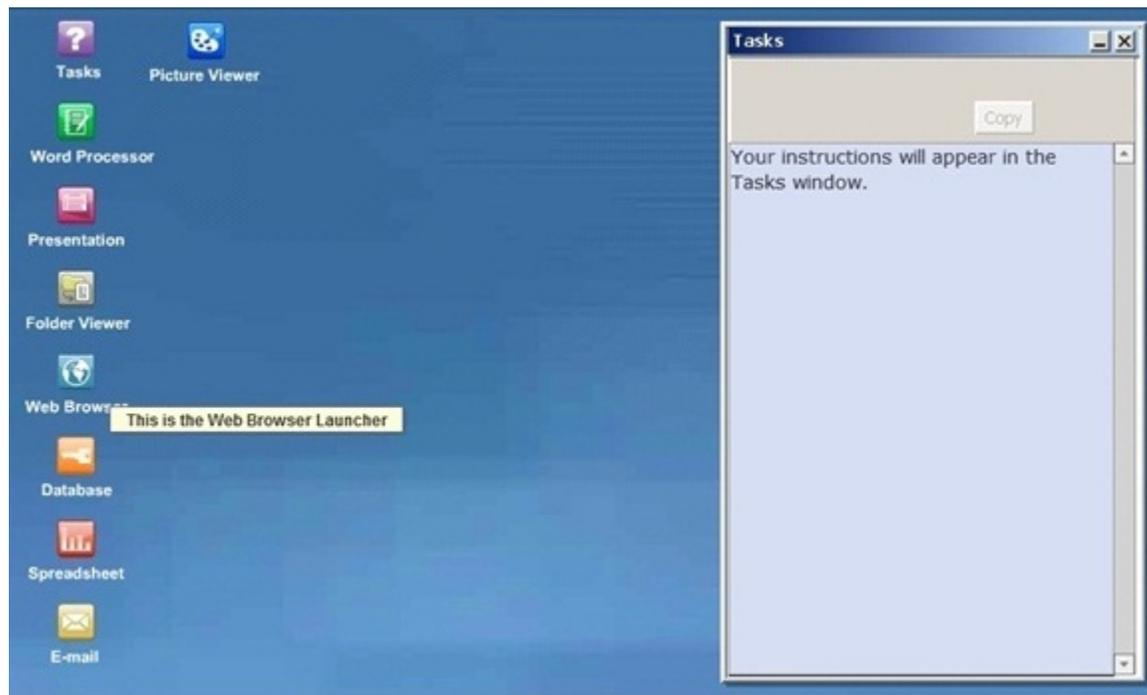
- Learn to use the Word Processor. Start by completing the sample tasks listed here. Make sure you know how to format text; use cut and paste; insert, position and re-size images; and print documents. Remember, files you “print” do not actually get printed out anywhere. However the system records the fact that you have printed the file.
- Check that the information in your document is what was asked for in the assessment.
- Check that there are no errors in your document – that you have copied any information from the question or from a web site etc. **accurately** into your document.
- Try to make sure there are no spelling errors. See below about the spell check tool.
- It is **good practice** to spell check your documents – this means that it is something you should always do when using a word processor. Using the spell checker in your Functional Skills assessment shows the examiner that you **know that you should** spell check your documents.

Web Browser

You will need to use the **Web Browser** to find information on the internet during the assessment. The “internet” you will have access to during the assessment is not the full internet. There are only a few websites available, and these are not the same websites that you would find on the real internet. However they will contain the information you are asked to find in your Functional Skills assessment.

Try the following:

- Open the Web Browser. It should open at the **Searcharama** page. Searcharama is the search engine you will use to find the information you need.



- Search for information about red foxes.
Hint: enter the words “red fox” in the search box and click on the **Go** button. You should see two web pages found in your search results.
- Look for the following information in the search results:
 - What is the lifespan of a red fox?
 - What is the habitat of a red fox?
- When you have found the information, copy it into a new document.

Here are some hints about how to do the step above:

- Functional Skills assessments may ask you to copy information found in your searches into a new document. This means you should open the Word Processor, copy the information into the Word Processor, and then save it as a new document.
- To copy text from a web page, use the mouse to select the text, then click on the **Edit** menu then click on **Copy**.
- To paste text into a document, put the cursor where you want the text in the Word Processor, then click on the **Edit** menu, then click on **Paste**.
- You can also copy the website address of the page where you find the information. To do this, click in the **Address** box (near the top of the web browser window) and select the address. Then you can copy it as you would any other text.

Web Browser hints and tips from the examiner

You will need to use the **Web Browser** in every Functional Skills ICT assessment. Usually at least one question will ask you to find information on the internet. Here are a few tips:

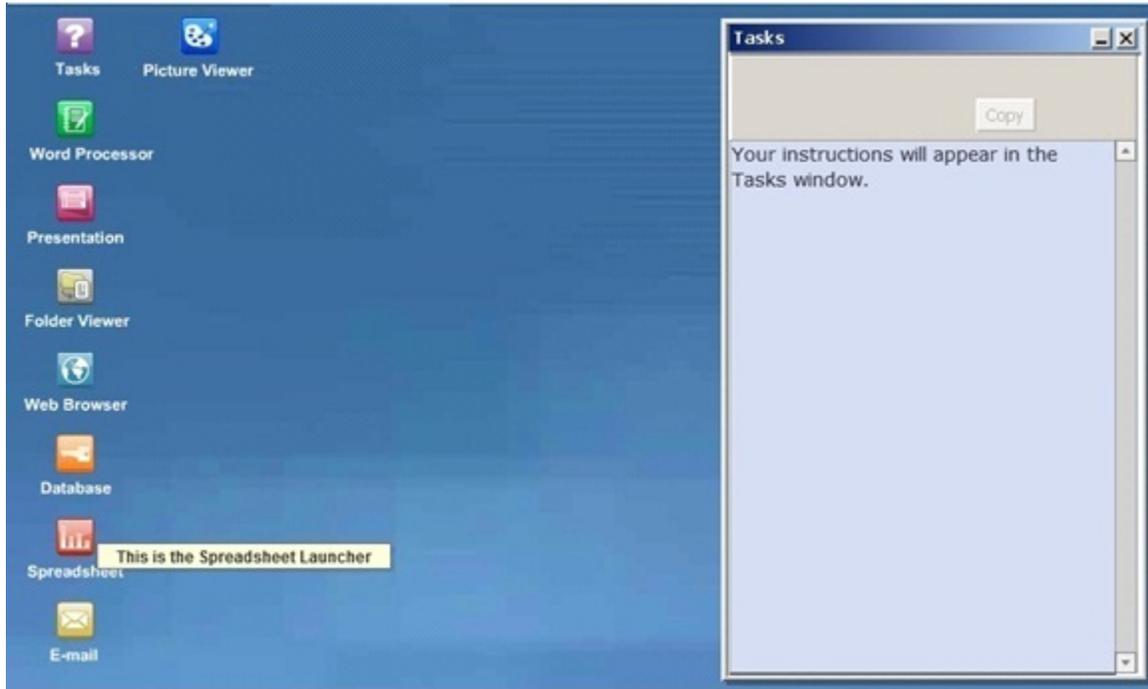
- Learn to use the Web Browser. Start by completing the sample tasks listed here. Make sure you know how to search using the web browser.
- Read the question carefully to see what you should be searching for. Often the question will give you a good idea of what search terms you should use. "Search terms" are the words you type into the internet search engine.
- Make sure you know how to copy text and web addresses from the web browser into the Word Processor.
- Make you know how to add bookmarks and use previously saved bookmarks.
- **Hint:** when you are searching for information, you should try different search terms. Even if you think you have found the correct information straight away, you should try another search using slightly different search terms. That way you can see if there is any more information to be found, and you can check to make sure that the information you found in your first search is correct.

Spreadsheet

You will need to use the **Spreadsheet** tool during the assessment.

Try the following:

- Open the Spreadsheet tool.



- In cell A1, enter the number **3**,
In cell A2, enter the number **2**,
In cell A3, enter the number **1**.
Hint: click on a cell to highlight it then enter the text. You can move between cells using the **tab** key or the **return** key.

Well done, you have just entered data into the spreadsheet! Now we will use a simple formula to add up the numbers you have entered. Try the following:

- Use the mouse to select cells A1, A2 and A3.
- Now click on the Σ button on the toolbar. This is the **sum** function, it creates a formula to add together the numbers in the selected cells. The formula will be put in the cell under the ones you have selected, which is cell A4. Cell A4 should now have the value **6**.

So now you know how to enter data and how to use the sum function. You can also format cells in the spreadsheet. Try the following:

- Click on cell A4 (which is the one with the formula in it).

- Click on the **Format** menu, then on **Cells**. From the Format Cells window which opens, you can apply a format to the selected cell.

Here are some hints about how to do the step above:

- To change the font size, click on the **Font** tab, then click **Bold** in the Font Style list and on **14** in the Font Size list.
- To change the background colour, click on the **Shading** tab, and click on the **red** cell (which has a 4 in it).

Here is an example to try where you will need to use everything you just tried above. Open the file called **sales.spr** (it is in the **Resources** folder). The file contains sample sales data. Use the facilities in the spreadsheet tool to work out and display:

- the total number of sales each day
- the total number of sales for each product type (CDs, DVDs, Games)
- the total number of sales for the week.
- Format the data so that all totals are shown in bold and the total number of sales for the week is underlined.

So far you have just used the **sum** function, but there are others which you may be asked to use. Here is an example of using the **average** function. Open the file called **temperatures.spr** (it is in the **Resources** folder). The file shows the average temperature for London in the summer months. We are going to calculate the **average temperature over the 3 months**. Try the following:

- Click in cell E2. This is where we are going to put the average value.
- Click on the **Insert** menu, then **Insert Function**.
- From the list of functions, select **Avg** (which is short for Average).
- Now in the **Data Range** box, enter the following:

B2:D2

and click on **OK**. You should see the value **20.333** in cell E2, which is the average of the values in cells B2 to D2.

- As a final step, see if you can format the value to have only one decimal place.
Hint: click on the **Format** menu, then on **Format Cells**, then in the **Field** tab click on **Number** in the Category list.

There is one other thing you will have to be able to do using the spreadsheet tool: create charts. Here is how to create a very simple pie chart:

- Open the file called **temperatures.spr**.

- Use the mouse to select cells **B1** to **D2** (so you are selecting the name of the months and the data for each month).
- Click on the **Insert** menu, then on **Insert Chart**.
- In the **Chart Type** list, select **Pie Chart**.
- Where it says **Series in**, select **Rows**.
- Tick the box which says **Use cells for labels**.
- Click on next, and in the **Chart** title box, enter **Average temperatures**.
- Click on the **Finish** button. The chart should now be inserted into your spreadsheet.
- If you want to move the chart, first click on it to select it, then click and drag the blue bar at the top of the chart.

You will also need to be able to copy a chart from a spreadsheet into another document. Try the following:

- Click on the chart, then click on the **Edit** menu and click on **Copy**.
- To paste the chart into a document or a presentation, put the cursor where you want the chart in the document/presentation, then click on the **Edit** menu, then click on **Paste**.

LEVEL 2 ONLY

At Level 2 you should know how to sort data in the spreadsheet. Try the following:

- Open the file called **people.spr**. This file contains height and weight data for three people. We are going to sort the data so that the tallest person is at the top and the shortest is at the bottom.
- Use the mouse to select cells **A2** to **C4** (so you are selecting the name of each person and their height and weight).
- Click on the **Data** menu, then on **Sort**.
- Select **B** from the **Sort by** list, and select **Descending** next to it.
- Click on **OK**.
- The data will now be sorted in order of height, with **Harry** at the top.
- Now try again, this time sorting by weight, so that the heaviest person is at the top and the lightest at the bottom.

Spreadsheet hints and tips from the examiner

You will need to use the **Spreadsheet tool** in every Functional Skills ICT assessment. Here are a few tips:

- The spreadsheet tool works much like other spreadsheet software you will have used, but there are differences. It is **very important** that you practise using the spreadsheet

tool so that you know how to use it in your Functional Skills assessment. Make sure that you can do the following.

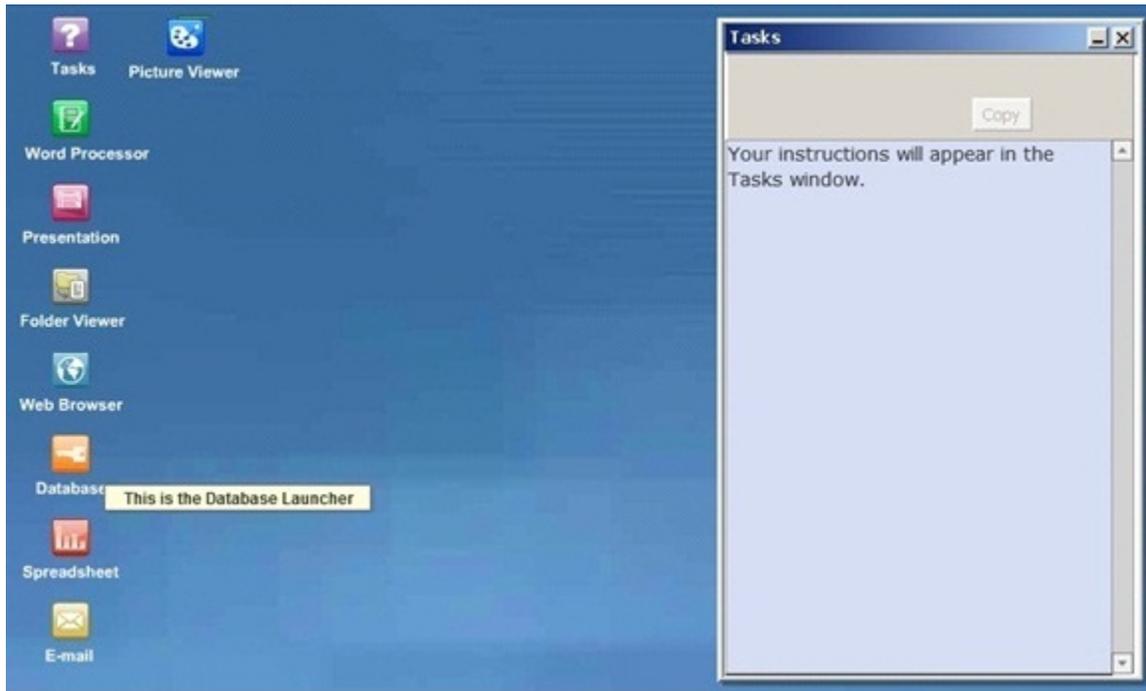
- Save and open spreadsheet files.
- Enter data.
- Copy and paste data.
- Format cells, including as currency and percentages.
- Use the sum function to add together values in your spreadsheet. Make sure you know how to sum values in rows and in columns.
- Use other functions, including the average function.
- You will also need to be able to create charts. Make sure that you know how to: do the following.
 - Create different chart types.
 - Add titles to your chart, including X-axis and Y-axis titles for some chart types.
 - Copy the chart into the Word Processor and Presentation tool.

Database

You may need to use the **Database** tool during the assessment.

Try the following:

- Open the Database tool.



- Find and open the file called **emails.db**.
Hint: the file is in a folder called **Resources**.

The database you have just opened contains information about a group of people. For each person, it gives their name, email address, age, and whether they are male (**m**), female (**f**), or junior (**j**).

You should know how to create a **report** using the database tool. As a simple example, try the following.

- Create a report containing all the data in the file.
Hint: click on the **Create** menu, then click on **Report**. Give the report a name, and keep **table 1** as the selected table. Click **OK**.

You will see that a report tab has been added to the database, and that it contains a report containing all the data in the file. If you save the database, then re-open it again, you will see

that the report is still there. It gets saved along with the data in the file. If you want to delete a report, try the following.

- Select the report tab you want to delete.
- Click on the **Edit** menu, then **Delete Item**. Confirm that you want to delete.

So far, so good, but usually you will have to select only certain information to go into a report. What if the question was to say: *“Produce a report containing the names of the females in the list.”*? This time you have to select only certain rows of the data, and only certain fields in each row. The best way to do this is to create a **query**, and then use the query to create a report. Try the following.

- Click on the **Create** menu, then click on **Query Wizard**.
- Give the query the following name: **Females Query**.
- Keep **table 1** as the selected table. Click **Next**.
- The next step is to select the fields to use in the query. We want to select all of them. Click on the >> button to copy all the fields to the right hand window. Click **Next**.
- In the list of **Fields** on the left hand side, select both **name** and **status**.
- Tick the **Show** box for both **name** and **status**.
- In the **Criteria** box for **status**, enter the following:
=f
- Click **Finish**.

You will see that a query tab has been added to the database, and that it contains just the name and status of the females in the list. The next step is to produce a **report** from this query. Try the following.

- Click on the **Create** menu, then click on **Report**.
- Call the report **Females Report**.
- Select the **Females Query** query using the drop down. This will be where the data comes from for the report.
- Click **OK**.

You will see that a report tab has been added to the database.

LEVEL 2 ONLY

At Level 2 you should know how to use more complex queries to create reports.

Using the same database file (**emails.db**), produce a report containing the names of the males in the list who are over 50.

Here are some hints:

- As before, you should create a query to select the data you need, and create a report from the query.
- Query hints:
 - Select **name**, **status**, and **age** in the query wizard.
 - For **status** enter =m for the **Criteria**.
 - For **age** enter >50 for the **Criteria**.

Database hints and tips from the examiner

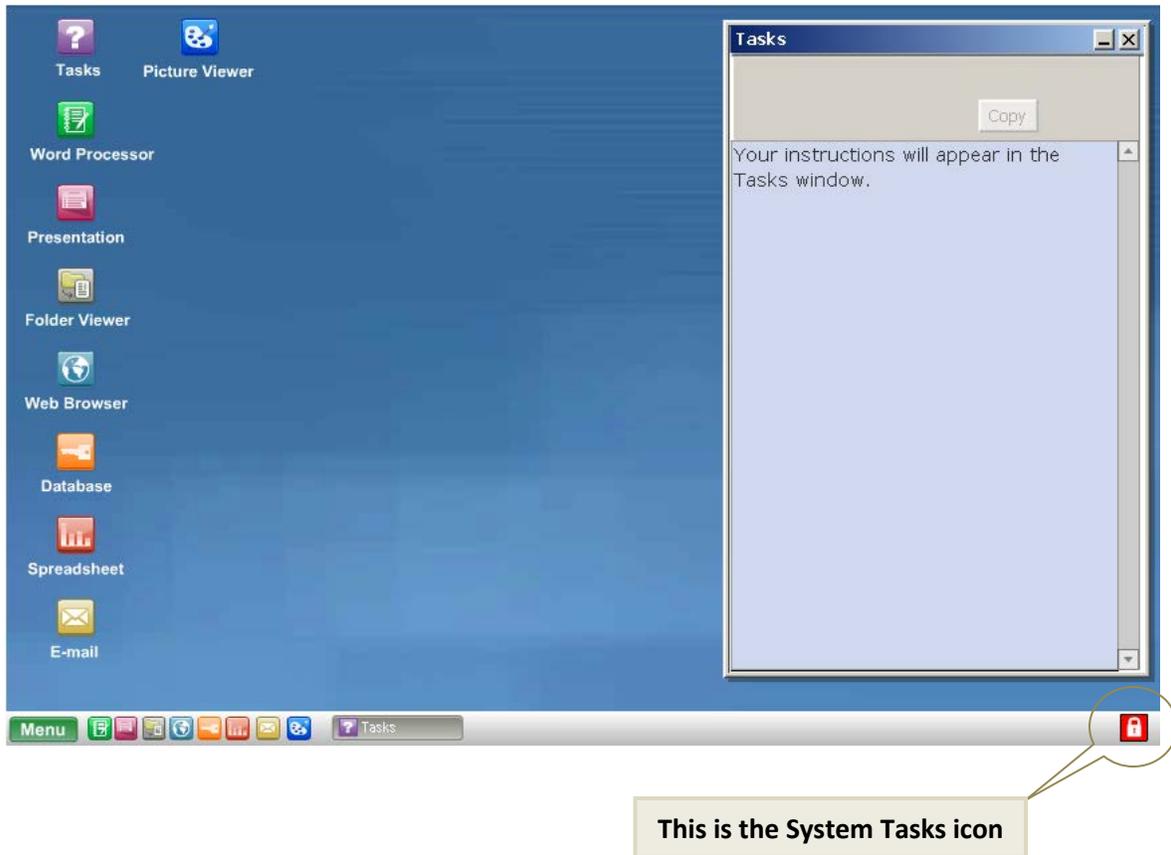
You may need to use the **Database** tool in your Functional Skills ICT assessment. Here are a few tips.

- Learn to use the Database tool. Start by completing the sample tasks listed here. Make sure you know how to open and save database files, create queries, and create reports from queries.
- Spend some time trying out different query options in the **Query Wizard**. At Level 2, make sure you know how to create more complex queries.
- Make sure you know how to sort data using the buttons on the toolbar.

System Tasks

You may need to carry out one or more **system tasks** during the assessment.

The System Tasks icon is at the bottom right of the screen.



Make sure you know how to do the following.

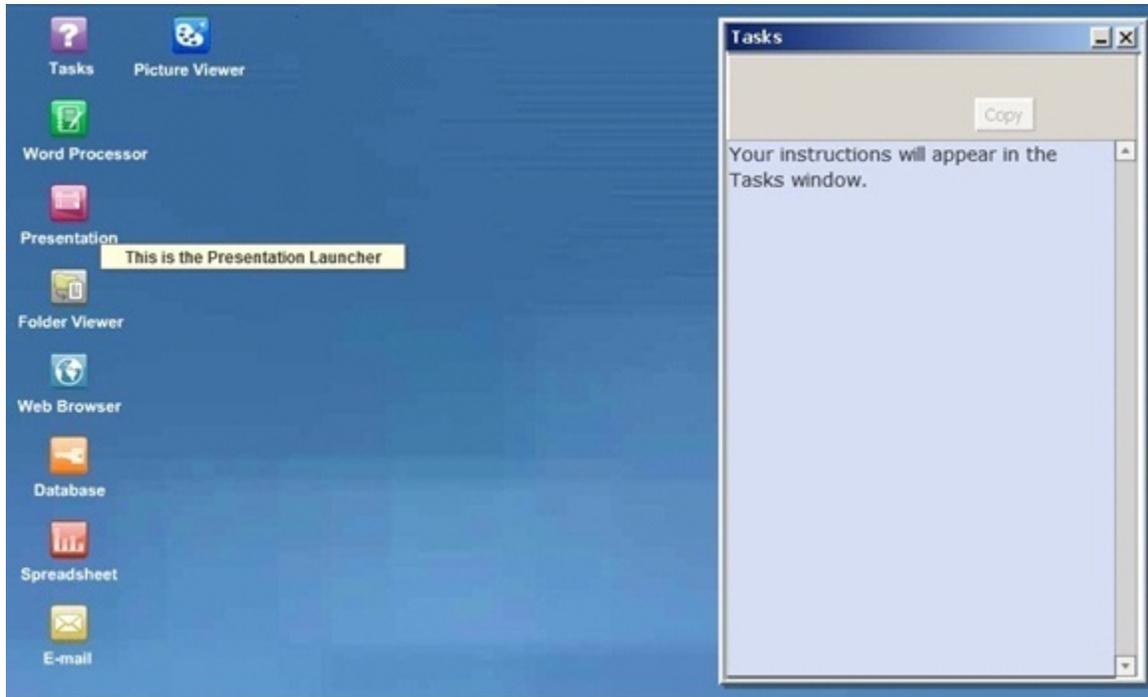
- Run a virus check.
- Set a new system password.
- Mute the sound.

System tasks hints and tips from the examiner

- When you are running a virus check, you should always **Check for updates** before running the scan. This shows the examiner that you know it is good practice to run an up to date virus check.
- If you have to set a system password, make sure it is a strong one (e.g. mixture of upper and lower case letters, at least 8 characters long, etc).

Presentation

You may need to use the **Presentation** tool to create and edit presentations during the assessment.



When you open the Presentation tool it always creates the first slide for you. **Try it now.** The left hand side of the Presentation tool window shows the contents of the currently selected slide (it is blank at the moment). The right hand side shows a list of all the slides in the presentation. At the moment there is only one, and it is called **Slide 1**.

To begin with, try adding some text to slide 1.

- Click on the **Insert** menu, then click on **Text Box**. A text box, shown as an orange rectangle, will be inserted into the slide.
- Double click with the mouse inside the text box, and enter the following text: **My first slide**.
- Now we want to move the text box to place it at the top of the slide. Using the mouse, click and drag the text box to the top of the slide.
- Now add in another text box, and enter the following text: **Hello, and welcome to my presentation**.
- Click and drag this text box so that it is underneath the first text box.

So far, so good, but in presentations you must make sure the text is big enough for people to read. Try the following:

- Using the mouse, double click inside the top text box, and then select all the text.

- Now on the right hand side of the toolbar you will see a drop down list, with **12** currently selected. This is the text size. Change this to **24**. You will see that the text you selected gets bigger: it has been set to size 24 text rather than size 12.
- Now do the same for the other text box, but this time set the size to **20**.

Now you can add another slide to your presentation. Try the following.

- Click on the **Add Slide** button (on the right hand side).
- You will see you can select the kind of slide to add. Select the one that says **Title & Picture** and click on **OK**.
- Double click with the mouse where it says **DOUBLE CLICK HERE TO ADD PICTURE**. Find the image called **presentation.gif** on your computer and select that to insert it into the presentation.
- You can click and drag with the mouse to move the image to where you want it. You can click on the bottom right hand corner of the image (where there is a black dot) to re-size the image.

You can use the controls on the right hand side to **Add Slides** and **Remove Slides**. Try now to add a new slide, and then remove it again.

You will also need to be able to save and print your presentations. Try the following.

- Save your presentation.
Hint: click on **File**, then **Save**.
- Now print the presentation.
Hint: click on **File**, then **Print**. Remember, files you “print” do not actually get printed out anywhere. However the system records the fact that you have printed the file.

You should also know how to modify the settings on the master slide. Try the following.

- Open the Presentation tool, and open the presentation you saved previously.
- Modify the master slide setting to apply a white background to all slides.
Hint: click on the **Modify** menu, then click **Master Slide Settings**, then click on the **Background** tab. From here you can set the background colour of all slides.
- Modify the master slide setting to apply a **Fade In** slide transition to all slides.
Hint: click on the **Modify** menu, then click **Master Slide Settings**, then click on the **Preview Control** tab. From here you can set the slide transition.

Presentation hints and tips from the examiner

You may need to use the **Presentation** tool in your Functional Skills ICT assessment. Here are a few tips.

- Learn to use the Presentation tool. Start by completing the sample tasks listed here. Make sure you know how to add and remove slides; insert and format text; use cut and paste; insert, position and re-size images; modify the settings on the master slide; and print documents. Remember, files you “print” do not actually get printed out anywhere. However the system records the fact that you have printed the file.
- Check that the information in your presentation is what was asked for in the assessment question.
- Check that there are no errors in your document – that you have copied any information from the question or from a web site etc. **accurately** into your presentation.
- Try to make sure there are no spelling errors. See below about the spell check tool.
- The spell check tool in the Presentation tool is not fully functional. That means it may not find any spelling mistakes you have made, so you should still check your spellings yourself. However it is **good practice** to spell check your presentations – this means that it is something you should always do when using the Presentation tool. Using the spell checker in your Functional Skills assessment shows the examiner that **you know that you should spell check your presentations**.