

# OCR AS ICT

## Frequently Asked Questions

OCR AS ICT G062 (version 3)

## General

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1. I don't think the software available within my centre will enable me to successfully complete all elements of a particular task. What should I do?
  - Either consider purchasing software that will enable this (budget permitting) or investigate a number of widely available open source or freeware products that are available. Try this link:  
[http://en.wikipedia.org/wiki/List\\_of\\_free\\_and\\_open\\_source\\_software\\_packages](http://en.wikipedia.org/wiki/List_of_free_and_open_source_software_packages)

## Style Sheet

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1. How should the house style sheet be used?
  - The house style sheet provides details for the presentation of documents that Futuretastic uses. All printed documents that are used within the company should adhere to the house style. If the particular style (e.g. normal, emphasis) has not been specified then the candidate may make their own choice. Tasks will make explicit reference to the style sheet when it needs to be applied.
2. On page 13 the term sub-title is used instead of sub-heading – are the terms synonymous?
  - Yes, the terms should be regarded as synonymous.

## Task 1

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1. In **1b** what is a suitable format for the exported image?
  - A suitable format will be deemed to be any graphic format that supports transparent backgrounds. There is no requirement to maintain the image in a scalable vector format at the point where it is exported. Hence .gif or .png would be perfectly acceptable.
2. In **1b** what is an 'appropriate size' for the scaled character?
  - The scaled image of F-Bot should clearly be larger than the original and within the same proportions e.g. a x2 enlargement would be adequate.

## Task 2

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1. How do I know which potential customers are interested in visiting the Futuretastic theme park?
  - In the data file marketing.txt there is a field called *attraction\_interest*. Those customers who are interested in Futuretastic have the park name recorded.
2. How do I know if a potential customer is interested in a weekend break?
  - Marketing .txt contains a field called *weekend\_interest*. A Y was recorded for people who were interested in a weekend break.
3. How should letters be restricted to only those required in **2a(ii)**?
  - The method is not specified but it must take place before the merge routine is run.

4. In **2b** is there an 'expected solution' for how the F-Bot graphic should be used as a background?
  - No, this is not specified. It is left to the candidate to decide on a suitable technique to ensure that the F-Bot image appears behind the written content of the letter. It is expected that the text of the letter (body.txt) will remain clearly readable in front of F-Bot.
5. Does the % discount for **2c(i)** have to be calculated within the letter?
  - Not necessarily. As long as calculations are performed *automatically* the requirements will have been met.

### Task 3

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1. What is the 'Net Visitor Flow'?
  - Each hour a number of people will enter the park and a number of people will leave the park. The *Net Visitor Flow* is the difference between the two. The flow will be positive when more visitors enter the park than leave and it will be negative when more visitors leave. E.g. If 500 visitors enter the park and 700 visitors leave the park during a given hour the net flow would be -200 visitors.
2. What are the 'Cycles per Hour'?
  - This is the number of times per hour that an attraction will run. E.g. Over the Horizon Ride will run 6 times per hour.
3. What is the 'Max Visitors per Cycle'?
  - It is the maximum number of visitors that can go on a particular attraction in a given cycle. E.g. Over the Horizon Ride can take 28 visitors during each cycle.
4. What is the 'Percentage of Use' for any given hour?
  - It is the estimated % of the total visitors within the park that will be using the attraction within that hour. E.g. Between 9am-10am 9% of the number of visitors within the park will use the Over the Horizon Ride.
5. What happens when there is a queue or excess capacity for a given hour?
  - If a queue has built up it is assumed that the visitors will wait until they can get onto their chosen ride. The queue size would therefore have to be added onto the next hour's figures. However, if there was excess capacity there would be no addition to the next hour's queue – there would be no one waiting at the end of the previous hour.

6. How does the queuing work in practise?

### Queue Modelling Theoretical Example – Ghost Train

Ghost Train – capacity

Cycles per hour:	5
Visitors per cycle	50
The Ghost Train ride could therefore take a maximum of 250 visitors per hour	

Ghost Train – usage

Probability of use between 9am and 10am	30%
Number of visitors in the park between 9am and 10am	1000
Probability of use between 10am and 11am	10%
Number of visitor in the park between 10am and 11am	1200

The number of visitors using the ride between 9am and 10am is 30% of 1000, which is 300. This would generate a queue of 50 people between 9am and 10am because the ride can only take 250 people per hour.

The number of visitor using the ride between 10am and 11am is 10% of 1200 which is 120. There are also 50 people in the queue from the previous hour which would mean a total of 170 visitors queued between 10am and 11am. This is less than the maximum 250 visitors per hour, so there would be an excess capacity of -80.

It should be noted that the calculation for 11am to 12pm would therefore start with an empty queue of 0 visitors waiting because all the visitors that queued between 10am and 11am successfully went on the ride.

7. Do the largest queue sizes referred to in 3b(ii) and 3b(iii) have to be calculated automatically with functions?

- No. They just need to be identified within the printed evidence.

8. What does “**all** calculations involving visitors must be rounded up” mean in practice?

- Any part of a formula that will lead to a decimal answer must be rounded up. This will occur when a calculation is performed to estimate the number of visitors for an attraction for a particular hour. When the probability of use is multiplied by the number of visitors within the park a decimal may result. E.g. If 10% of 291 visitors wish to use Ghost Train between 9am and 10am, this would lead to a value of 29.1 visitors. This must immediately be rounded up to 30 visitors.

9. Do the largest queue sizes referred to in 3b(ii) and 3b(iii) have to be calculated automatically with functions?

- No. They just need to be identified within the printed evidence.

10. In 3e do I have to use a particular type of multiple choice control?
  - No. Any type of control that will allow the user to select a particular attraction from the complete list available will be acceptable.
11. In 3f the requirements state “On opening the spreadsheet, the user should see a Welcome Page”. Does this mean a macro must be implemented to ensure that this is always the case?
  - No, the wording is only intended to imply that a ‘Welcome Page’ is required.

## Task 4

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The ‘*CourseAttendance.txt*’ data file that was on the website had different values for the courses, compared to the values in Task 4 (record card for Simon Jones). This data file has now been updated on the website. However, if centres have used the previous version, this will have no effect on candidates working the tasks. Centres can be assured that the use of either set of data will lead to the same results and no conflict will result within the mark scheme.

1. Can the data within the files supplied be modified?
  - Yes. The data supplied can be modified as seen fit to meet the requirements of the task.
2. How does the employee bonus calculation work?
  - Let’s look at an example. Fred Smith earns £20,000 basic salary and has 10 course bonus points.  $10 \text{ course bonus points} \times 0.5\% \text{ per point} = 5\% \text{ total bonus}$ . Bonus payment due is 5% of £20,000 = £1000. Total salary due is £20,000 + £1,000 = £21,000
3. For the report in 4e does the query have to be static or dynamic?
  - It doesn’t matter since the method of solution is not specified. Any valid solution that produces the required result will be accepted.

## Task 5

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1. Can I use a master page or template instead of an external CSS file?
  - There needs to be a clear separation between the layout and styles used on a page and the content for a specific page. Different packages may implement this in different ways. It is important that the solution used will allow a single file containing the information regarding layout and styles to be modified and that the modification of this single file will immediately cause all pages within the website to update in appearance. Evidence to this effect must be given.