**CANDIDATE – PLEASE NOTE!**

**PRINT your name on the line below and return this booklet with your answer sheet. Failure to do so may result in disqualification.**

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**FORM TP 2019059**

TEST CODE **01251010**

MAY/JUNE 2019

# CARIBBEAN EXAMINATIONS COUNCIL

## CARIBBEAN SECONDARY EDUCATION CERTIFICATE® EXAMINATION

## ELECTRONIC DOCUMENT PREPARATION AND MANAGEMENT

**Paper 01 – General Proficiency**

***1 hour 30 minutes***

**31 MAY 2019 (a.m.)**

**READ THE FOLLOWING INSTRUCTIONS CAREFULLY.**

1. This test consists of 60 items. You will have 1 hour and 30 minutes to answer them.

2. In addition to this test booklet, you should have an answer sheet.

3. Each item in this test has four suggested answers lettered (A), (B), (C), (D). Read each item you are about to answer and decide which choice is best.

4. On your answer sheet, find the number which corresponds to your item and shade the space having the same letter as the answer you have chosen. Look at the sample item below.

   Sample Item

   The MOST appropriate salutation for a business letter is

   (A) Hi James
   (B) Dear Mrs Ali
   (C) My Dear Solomon
   (D) To All Staff Members

   Sample Answer

   The best answer to this item is "Dear Mrs Ali", so (B) has been shaded.

5. If you want to change your answer, erase it completely before you fill in your new choice.

6. When you are told to begin, turn the page and work as quickly and as carefully as you can. If you cannot answer an item, go on to the next one. You may return to that item later.

**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO.**

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Items 1–3

Some of the following sentences contain errors of punctuation or capitalization. Some of them are correct. Select the letter (A), (B) or (C) to identify the error. Select (D) if there is no error.

**1.** Several boys participated in the boat race, Stephen, Amir, Raoul **and** James. **NO ERROR**
(A) (B) (C) (D)

**2.** The final stop on the itinerary is port of Spain, Trinidad **and** Tobago. **NO ERROR**
(A) (B) (C) (D)

**3.** The Principal of Queen's College explained, "**I**f you study hard yo**u'll** pass your exams."
(A) (B) (C) **NO ERROR** (D)

Items 4–10 refer to the following incomplete sentences. Choose the word that BEST completes EACH sentence.

**4.** The tour guide ..... the students to walk with their own water.

(A) advice
(B) advise
(C) advised
(D) adviced

**5.** Last week, Samud and I ..... our birthdays with a visit to the museum.

(A) celebrate
(B) celebrated
(C) celebrates
(D) celebrating

**6.** After the concert, the students could not remember ..... the school bus was parked.

(A) ware
(B) wear
(C) whare
(D) where

7. Everyone was ..... when Mr Richards announced that the practical examination was postponed.

(A) releved
(B) relieved
(C) releived
(D) releeved

8. The students in Mrs Roberts' class were pleased with their ..... on the Mathematics test.

(A) achevements
(B) achievments
(C) achievements
(D) acheivements

9. Makada wrote ..... headings for each column.

(A) separate
(B) seperate
(C) seperete
(D) separete

10. Bus ..... for physically challenged students is subsidized by the government.

(A) fear
(B) fair
(C) fare
(D) feer

11. Which of the following abbreviations may be used in manuscript to represent the word 'necessary'?

(A) necy
(B) neccy
(C) necry
(D) nesry

12. Which of the following words is represented by the abbreviation 'sh' in a manuscript?

(A) shall
(B) shell
(C) should
(D) shout

13. In which of the following components of a computer system can the CPU, ROM and RAM be found?

(A) Hard drive
(B) Hard board
(C) Motherboard
(D) Memory stick

14. Which of the following groups represents ONLY output devices?

(A) Printer, monitor, keyboard
(B) Printer, monitor, scanner
(C) Mouse, printer, speaker
(D) Plotter, printer, speaker

15. Which of the following devices may be classified as BOTH input and output?

(A) Mouse
(B) Webcam
(C) Keyboard
(D) Headphones

16. Which of the following should be given the MOST consideration by a company which is desirous of designing an office that is ergonomically efficient?

(A) Employees' personal attire
(B) Employees' personal desire
(C) Types of office furniture being used
(D) Types of office equipment being used

17. One way to avoid repetitive strains or injuries due to prolong viewing of a computer monitor is to use

(A) a screen flicker
(B) an anti-glare screen
(C) an ergonomic mouse
(D) an ergonomic keyboard

18. Which of the following storage media normally requires a USB connector?

(A) Flash drive
(B) Cloud drive
(C) Compact disk
(D) Memory card

19. Which of the following types of software is used to boot a computer?

(A) Utility
(B) System
(C) Firmware
(D) Application

20. Mary is producing an electronic presentation for the CEO who will be travelling shortly and wishes to take the presentation with him.

What is the MOST appropriate media for Mary to store the presentation on?

(A) Compact disk
(B) Floppy disk
(C) Hard drive
(D) Flash drive

21. The term 'wrap' used in Microsoft Word

(A) allows the index of text
(B) automatically centres texts
(C) saves text automatically
(D) automatically moves text to the next line



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Items 22–23 refer to the following diagram.




22. Which data capture method is represented in the diagram above?

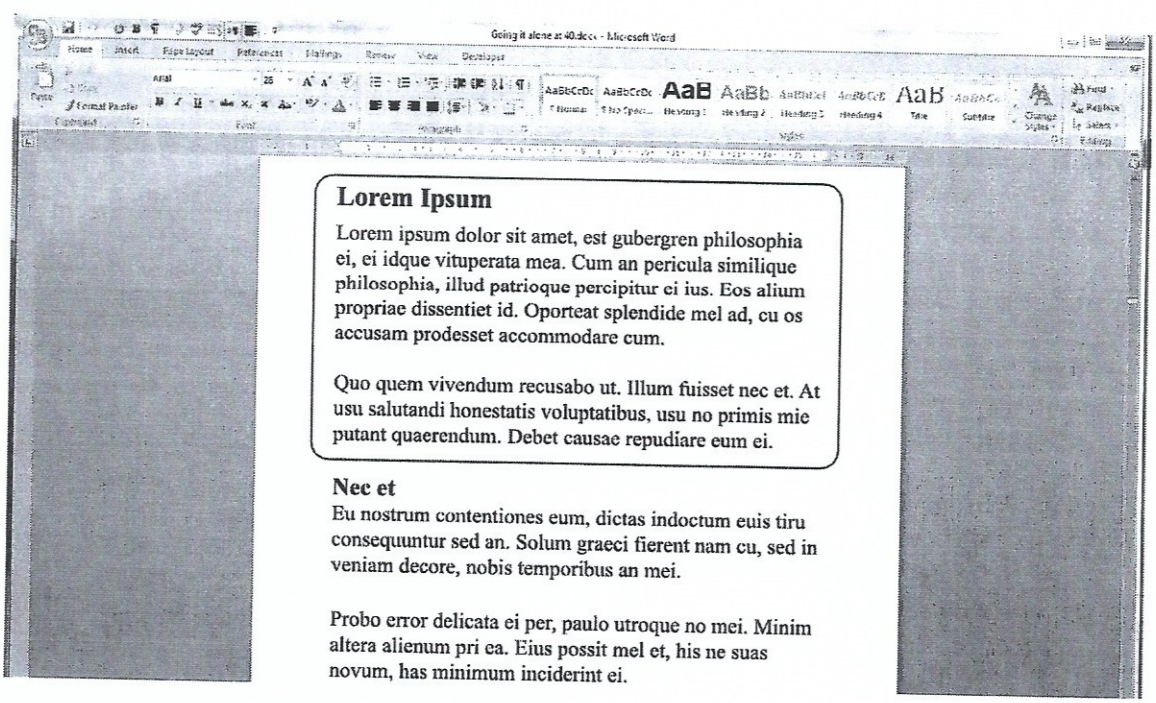
(A) Point of sale
(B) Barcode
(C) Scanner
(D) Digital

23. Which of the following advantages is unique to the data capture method shown in the diagram?

(A) Automatically shows which options have been chosen
(B) Automatically processes information for cheque payments
(C) Enables automatic coding of manufactured products
(D) Enables automatic itemized billing of items purchased

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Item 24 refers to the following screenshot.




24. Which paragraph alignment has been applied?

(A) Left
(B) Right
(C) Centre
(D) Justified



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25. Data contained on bank cards are accessed by sliding the card through a machine. This process is called

(A) pulling
(B) reading
(C) swiping
(D) drawing

26. Dropbox, Google Drive and OneDrive are all examples of which of the following?

(A) Cloud storage
(B) Optical drive
(C) USB thumb drive
(D) Network attached storage

27. Private cloud storage may BEST be defined as a service that is

(A) provided to many organizations at a high cost
(B) free of cost and available to many organizations over the internet
(C) dedicated to one organization and available to authorized persons
(D) less costly than traditional means and available in certain regions only

28. Which of the following features is used to create a presentation with a consistent appearance on all slides?

(A) Animation
(B) Slide master
(C) Design template
(D) Auto correct wizard

29. At the end of a business letter, five blank lines are inserted before the writer's name for the

(A) salutation
(B) typist's initials
(C) writer's signature
(D) enclosure notation

30. Which of the following combinations of keys is used as a shortcut for saving a document on a computer?

(A) Ctrl+V
(B) Ctrl+S
(C) Ctrl+F
(D) Ctrl+P

31. Which of the following is NOT a legal document?

(A) Will
(B) Lease
(C) Agreement
(D) Specification

32. The MAIN purpose of the minutes of a meeting is to

(A) give notice of an upcoming meeting
(B) list the decisions taken at the meeting
(C) list items to be discussed at the meeting
(D) summarize what has taken place at the meeting

Items 33–35 refer to the following table. Peace Valley High School keeps a spreadsheet of examination results in four subjects. Part of the spreadsheet is shown below.

**Peace Valley High School**
**Business Department Exam Results**

| | A | B | C | D | E | G |
|---|---|---|---|---|---|---|
| | NAME | POB | POA | EDPM | OA | AVERAGE SCORE |
| 1 | Martin | 33 | 24 | 19 | 44 | 30 |
| 2 | Davis | 41 | 54 | 70 | 31 | 49 |
| 3 | Kerr | 82 | 69 | 57 | 52 | 65 |
| 4 | Abbott | 44 | 21 | 50 | 85 | 50 |
| 5 | Marriott | 73 | 51 | 73 | 51 | 62 |

**33.** What formula was entered in G3 to calculate Kerr's average?

(A) =AVERAGE(A3:G3)
(B) =AVERAGE(A3:E3)
(C) =AVERAGE(B3:E3)
(D) =AVERAGE(B3:G3)

**34.** Which name would appear in cell A4, if the data in column A was arranged in alphabetical order?

(A) Keer
(B) Davis
(C) Martin
(D) Abbott

**35.** The school has kept the spreadsheets of all the examination results for the last five years. Which of the following charts would allow results to be easily compared?

(A) Pie chart and bar chart
(B) Column chart and bar chart
(C) Pie chart and doughnut chart
(D) Column chart and doughnut chart

**36.** Arrangement of data in a specific order is called

(A) sorting
(B) linking
(C) learning
(D) inquiring

**37.** Electronic mail may be transmitted using a

(A) printer
(B) scanner
(C) computer
(D) fax machine

Item **38** refers to the following extract from a document.

**Tech World**
**Shop #25, 54th Avenue**
**St Michael**
***Your future training needs***

**38.** Which of the following groups of formatting features is used in the document?

(A) Full, block, centred
(B) Bold, centred, italic
(C) Justified, bold, number
(D) Right, superscript, bold

**39.** Which of the following denotes the default justification of numbers in a spreadsheet?

(A) Left
(B) Right
(C) Bottom
(D) Centred

**40.** Which of the following are advantages of using electronic mail (e-mail) instead of postal mail?

I. Speed of delivery
II. Access from any location
III. Receipt of bulk mail from unknown sources

(A) I and II only
(B) I and III only
(C) II and III only
(D) I, II and III

**41.** What is the highest level in the hierarchy of data organization?

(A) Data file
(B) Database
(C) Data bank
(D) Data record

**42.** Which of the following is the correct order for headings in a memorandum?

(A) To, From, Subject, Date
(B) To, From, Date, Subject
(C) From, Subject, Date, To
(D) From, Signature, Date, To

**43.** Which of the following is the MOST appropriate salutation used in a formal business letter where the person's name is not known?

(A) Hi Sir
(B) Dear Sir
(C) Dear Mister
(D) To whom it may concern

**44.** Your manager wishes to hold a meeting on 18 December at 10:00 a.m. Which of the following documents should be prepared and distributed prior to the meeting?

(A) Motion
(B) Agenda
(C) Minutes
(D) Resolution

**45.** Jhanel is preparing the minutes of a meeting but is not sure of the correct order in which to type the headings. Which of the following is the correct order in which the headings should appear in the minutes?

I. Minutes of last meeting
II. Apologies for absence
III. Matters arising from minutes

(A) I, II, III
(B) II, III, I
(C) II, I, III
(D) III, II, I

Item **46** refers to the following extract of a trial balance.

**ABC LTD**
**Trial Balance (Extract)**
**as at 30 November 2017**

| Name of Account | DR $ | CR $ |
|---|---|---|
| Capital | | 75 000 |
| Sales | | 25 000 |
| Purchases | 25 000 | |
| Furniture | 15 000 | |
| Commission rent | 200 | |
| Telephone charges | 1000 | |
| Cash in hand | 57 000 | |
| Suspense | 1800 | |
| TOTALS | 100 000 | 100 000 |

**46.** Which of the following is the correct classification for the document above?

(A) Bank statement
(B) Legal document
(C) Technical document
(D) Financial statement

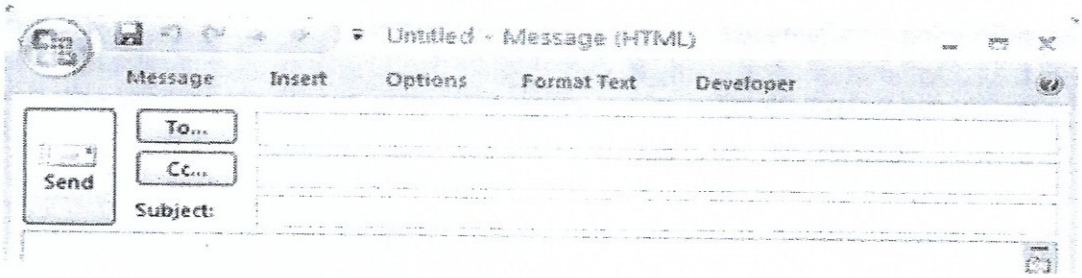
**47.** Which of the following would BEST guard computers against viruses?

(A) Installing an anti-virus program
(B) Installing computer security devices
(C) Servicing the computer devices regularly
(D) Hiring an expert to search for viruses on the system



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Item 48 refers to the following template.




**48.** Which means of communication can be composed using the template above?

(A) Letter
(B) Memo
(C) E-mail
(D) Requisition

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Item 49 refers to the icon below.




**49.** For which of the following activities is this icon used?

(A) Creating files
(B) Sending emails
(C) Forwarding mails
(D) Replying to mails

**50.** Amelia is sending an email but needs to send a file with the message. What is being referred to as 'file'?

(A) Folders
(B) Attachment
(C) Downloads
(D) Documents

**51.** Which of the following is a distinct ADVANTAGE of electronic filing?

(A) Duplication of data
(B) Excessive maintenance
(C) Increased efficiency and speed
(D) Increased use of technology

**52.** Which of the following is an example of a literary work?

(A) Poem
(B) Dance
(C) Movie
(D) Painting

**53.** Which of the following actions would be illegal under the Copyright Act?

(A) Asking the owner permission to use one of his photographs in a book
(B) Citing a quotation in an assignment
(C) Purchasing an original movie and making a copy for a friend
(D) Preparing a bibliography of books used in an assignment

Items **54–55** refer to the following scenario.

Nathalee submitted a research project to her teacher, but she was penalized because the project contained words from another person's project, and did not acknowledge the author.

**54.** What term is used for the act that Nathalee committed?

(A) Hacking
(B) Phishing
(C) Plagiarism
(D) Copyright

**55.** Which of the following would be the BEST advice for Nathalee to avoid the act committed?

(A) Do not use another person's research or ideas in the paper.
(B) Paraphrase the ideas of others in your words and cite the original source.
(C) Ensure that most of your research paper is based on cited quotations from other people.
(D) Include another person's ideas into your research and write them as if they are your own ideas.

**56.** Which of the following characteristics is NOT considered a work ethic?

(A) Posture
(B) Attitude
(C) Integrity
(D) Behaviour

**57.** Which of the following is NOT considered a desirable habit in the workplace?

(A) Recognizing diversity
(B) Wearing the appropriate attire
(C) Respecting the rights of others
(D) Sharing confidential information

Item **58** refers to the following scenario.

In working the front desk at a law firm a secretary interacts with clients, customers as well as co-workers, treating all persons fairly, politely and professionally, even if there is a disagreement on a point of view.

**58.** Which elements of desirable work approach are demonstrated in the scenario?

(A) Personal integrity and willingness
(B) Respect for others and courtesy
(C) Respect for others and willingness
(D) Courtesy and cooperation

**59.** Which of the following are NOT protected by copyright?

(A) Films
(B) Books
(C) Inventions
(D) Broadcasts



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**60.** Which of the following symbols indicates that a literary work is protected by copyright?

(A) 


(B) 


(C) 


(D) 


**END OF TEST**

**IF YOU FINISH BEFORE TIME IS CALLED, CHECK YOUR WORK ON THIS TEST.**