1. Olivia runs a convenience store in the high street. As part of the daily operation, her employees must complete a wide range of tasks.
2. Match up each task to be appropriate software.

|  |  |  |
| --- | --- | --- |
| 1. To store details of their suppliers such as address, phone number and email. |  | 1. Database management software |
| 1. Send letters to their customers about any upcoming special offers. |  | 1. Spreadsheet software |
| 1. To record stock levels and set a re-order level so they don’t run out of stock. |  | 1. Stock control software |
| 1. To record profit and losses and help manage their budget in the future. |  | 1. Word processing software |

**[4]**

1. Identify **one** advantage and **one** disadvantage to using spreadsheet software.

Advantage ………………………………………………………………………………………………………

……………………………………………………………………………………………………………………

Disadvantage……………………………………………………………………………………………………

……………………………………………………………………………………………………………………

**[2]**

1. Olivia uses her smartphone for work and leisure.

Identify the core function of a mobile phone.

…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

**[1]**

1. Describe **two** advantages of using a smartphone instead of a traditional mobile phone.

Advantage……………………………………………………………………………………………………….

……………………………………………………………………………………………………………………

……………………………………………………………………………………………………………………

Advantage……………………………………………………………………………………………………….

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……………………………………………………………………………………………………………………

**[4]**

1. Alexandra works for a university and has been told that she can telework from home for part of the week.
2. Give **two** benefits to Alexandra of teleworking.

1…………………………………………………………………………………………………………………..2…………………………………………………………………………………………………………………..

**[2]**

1. Give **two** drawbacks to Alexandra of teleworking.

1…………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………

2………………………………………………………………………………………………………………….

……………………………………………………………………………………………………………………

**[2]**

1. Alexandra’s university enables students to post and discuss course material online.

Identify **two** other benefits the Internet has on learning.

1…………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………

2………………………………………………………………………………………………………………….

……………………………………………………………………………………………………………………

**[2]**

1. State **two** benefits of collaborative working.

1…………………………………………………………………………………………………………………..2…………………………………………………………………………………………………………………..

**[2]**

1. List **two** ways in which Alexandra could use the Internet to work collaboratively from home.

1…………………………………………………………………………………………………………………..2…………………………………………………………………………………………………………………..

**[2]**

1. A new variant of COVID has emerged and the country must go into a national lockdown. As a result, schools will close and students will move to remote education.  **[QWC 12]**

Discuss the impact remote education will have on students. In your answer you might consider:

* Ethical issues
* Environmental issues
* Technology
* Legal issues

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1. Catherine buys a dress online.
2. Give **two** advantages to Catherine of buying clothes online.

1…………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………

2………………………………………………………………………………………………………………….

……………………………………………………………………………………………………………………

**[2]**

1. Give **two** disadvantages to Catherine of buying clothes online.

1…………………………………………………………………………………………………………………..

……………………………………………………………………………………………………………………

2………………………………………………………………………………………………………………….

……………………………………………………………………………………………………………………

**[2]**

1. Many businesses use EDI (Electronic Data Interchange)

Define what is meant by ‘Electronic Data Interchange’.

…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

**[1]**

1. Paul has finished his exams. He wants to sell his revision notes.
2. Describe how he could use an online auction site to do this.

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**[3]**

1. Online auction is an example of C2C (Consumer to Consumer selling).

Identify **one** advantage and **one** disadvantage to using C2C as a selling method.

Advantage ………………………………………………………………………………………………………

……………………………………………………………………………………………………………………

Disadvantage……………………………………………………………………………………………………

……………………………………………………………………………………………………………………

**[2]**

1. Paul also wants to buy some rate football cards for his collection.

Explain **one** advantage to Paul of buying them from an online auction rather than a high street store.

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**[2]**