Key Skills Level 1:

Communication; Application of Number; Information and Communication Technology

Written to the 2004 Standards

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Series Editor

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Preface

The material in this book gives you the opportunity to understand Key Skills and practise them so you are able to meet the high standards set out in the Level 1 Key Skills Standards for:

- Communication;
- Application of Number; and
- Information and Communication Technology.

The introductory section of this book explains each of the Key Skills and how to gain a qualification.

The book is then divided into three separate chapters covering the three Key Skills mentioned above.

Each chapter is further divided into three distinct parts:

1 Reference Sheets

These sections provide all the necessary background information to prepare you for each of the Key Skills. They provide useful exercises that will:

- aid your learning;
- can be used for revision; and
- prepare and aid you for the Part A Tasks and End of Assessment questions.

2 Part A Tasks

Working through these will help you produce work at the right level and prepare you for the End Assessment.

As you complete each task you will become more confident about what is expected in Key Skills and be able to use your knowledge and understanding to pass the End Assessment and put together a Portfolio of Evidence.

3 End Assessment questions

These sections provide examples of the type of questions that are likely to appear on an End Assessment paper and that you may have to pass as part of your Key Skills qualification.

Further resources

When your tutor thinks you have enough knowledge of Key Skills, she/he will give you an assignment, or assignments, to complete. Working successfully through the assignment(s) will show you are able to apply your knowledge and understanding, and produce work that will go into your Key Skills Portfolio of Evidence. These assignments are contained in the Tutors' book.

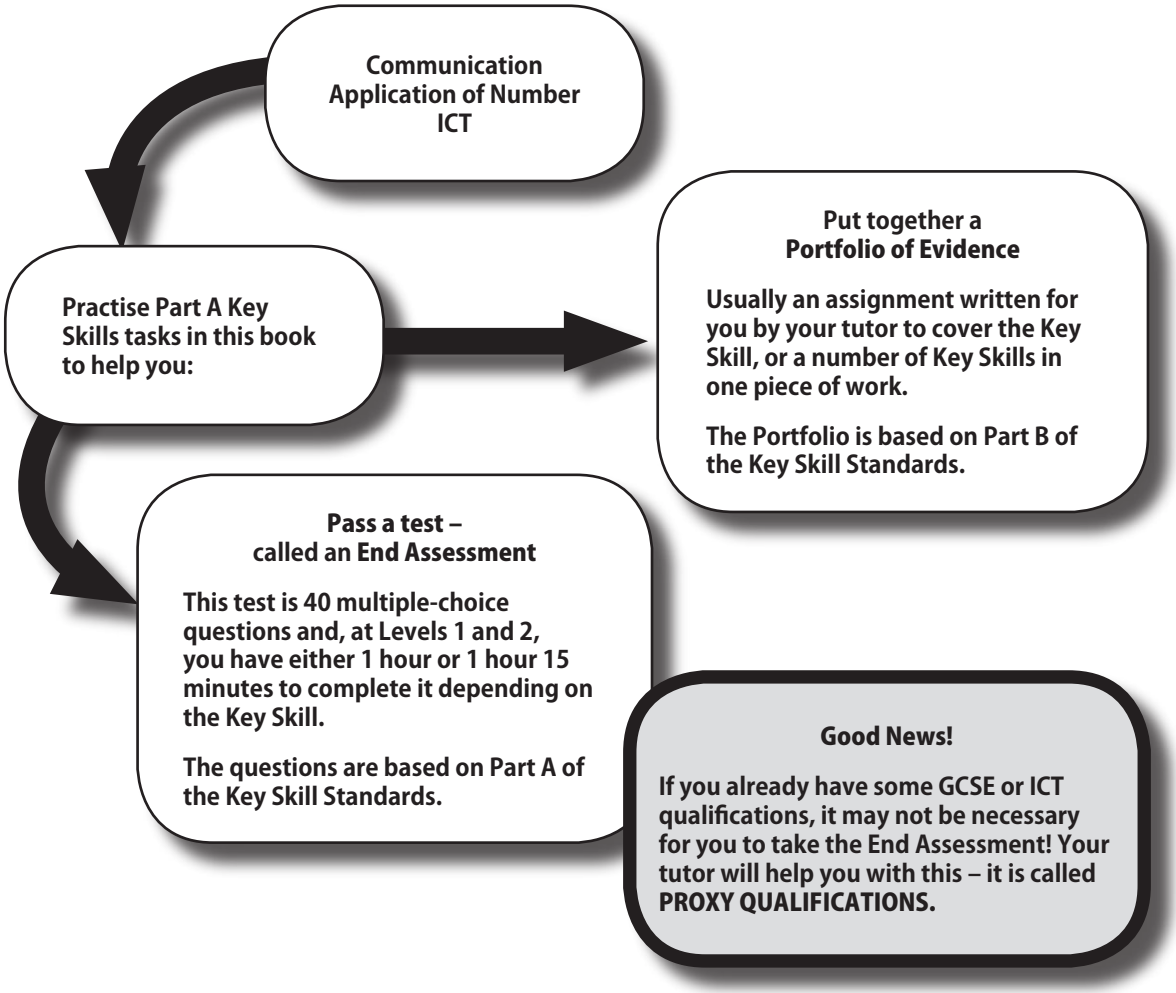
Additional resources and information can be found at www.lexden-publishing.co.uk/keyskills.

Software

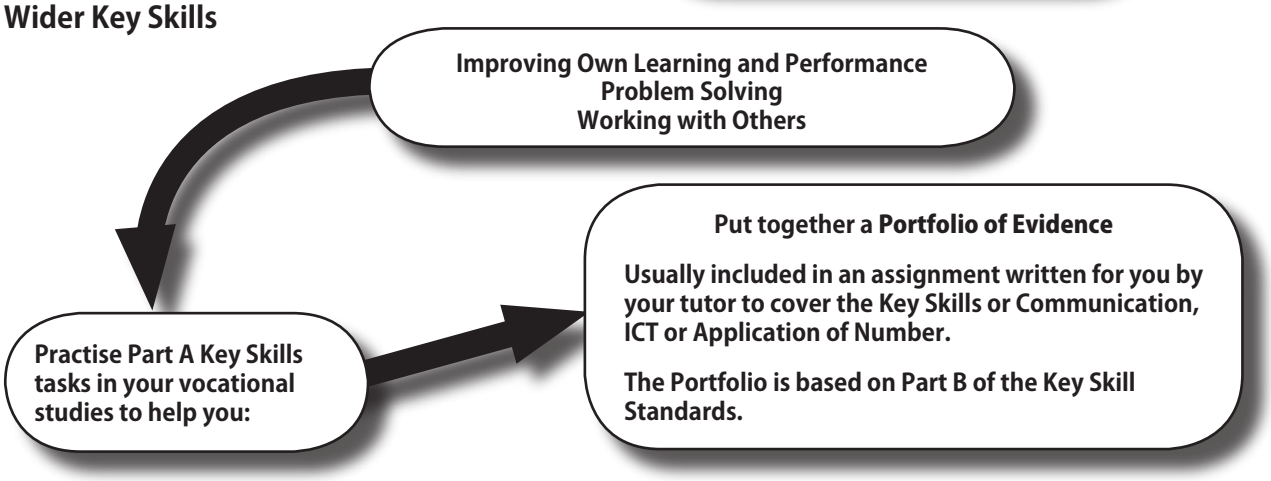
The software used throughout this publication is Microsoft Office 2003® and Internet Explorer 6® running on Microsoft Windows XP®.

HOW TO GAIN A KEY SKILLS QUALIFICATION

Mandatory Key Skills



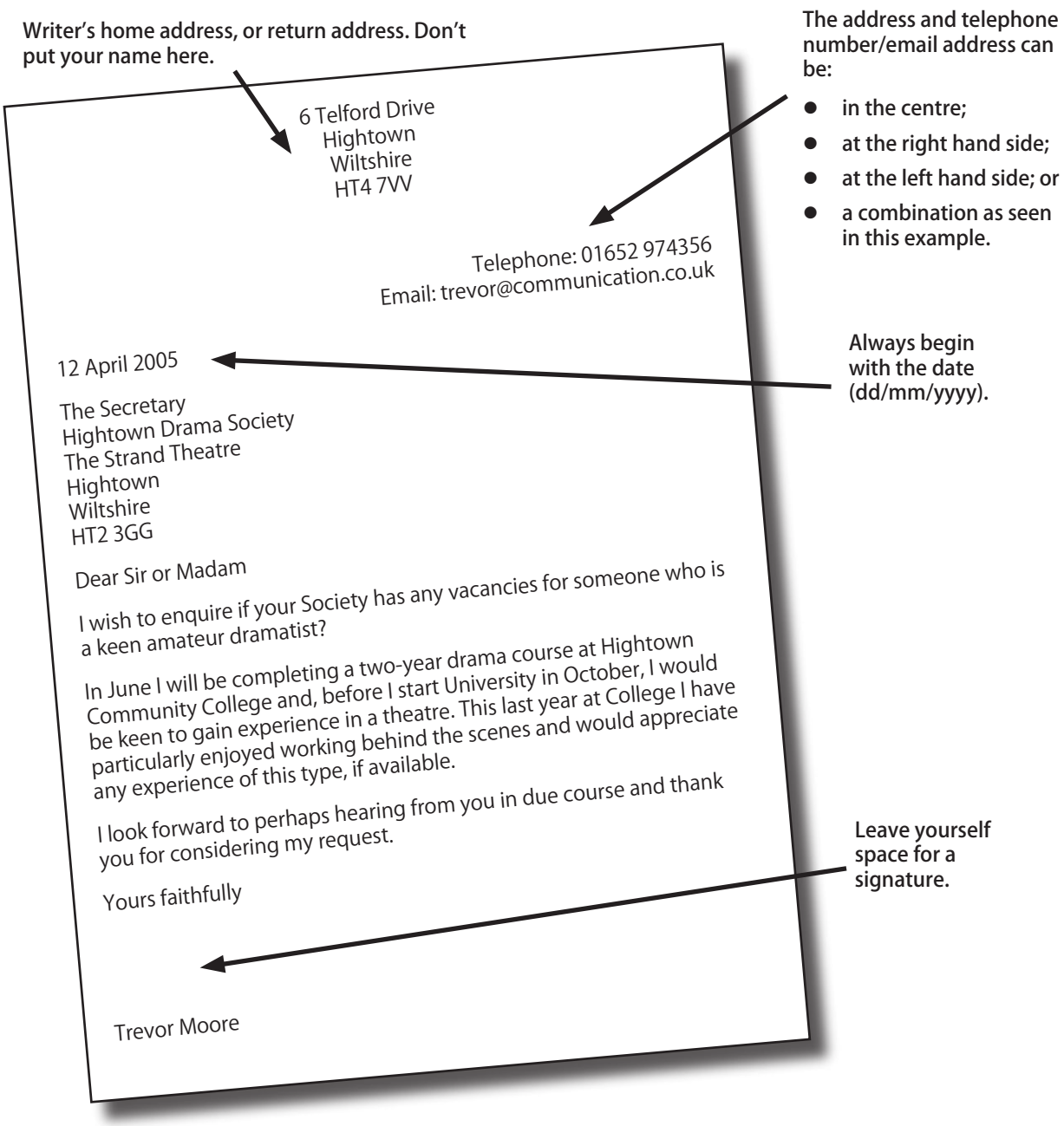
Wider Key Skills



Opportunities to work towards achieving the Wider Key Skills are provided in the Portfolio assignment work and are included in the Tutors' book that accompanies this text.

A personal letter written to a company

The following is an example of a personal letter written to a company:



The letter is addressed to someone's title because the name of the recipient is unknown.
In this way the **salutation** is Dear Sir or Madam
The **complimentary close** is Yours faithfully

Note: It is usual for a female to write her title: Mrs Tina Moore or Tina Moore (Mrs)
A MAN NEVER CALLS HIMSELF MR. So if you receive a letter from 'T Moore', you can assume it is from a man!

WRITING AND SETTING OUT MEMOS

A memorandum – plural memoranda

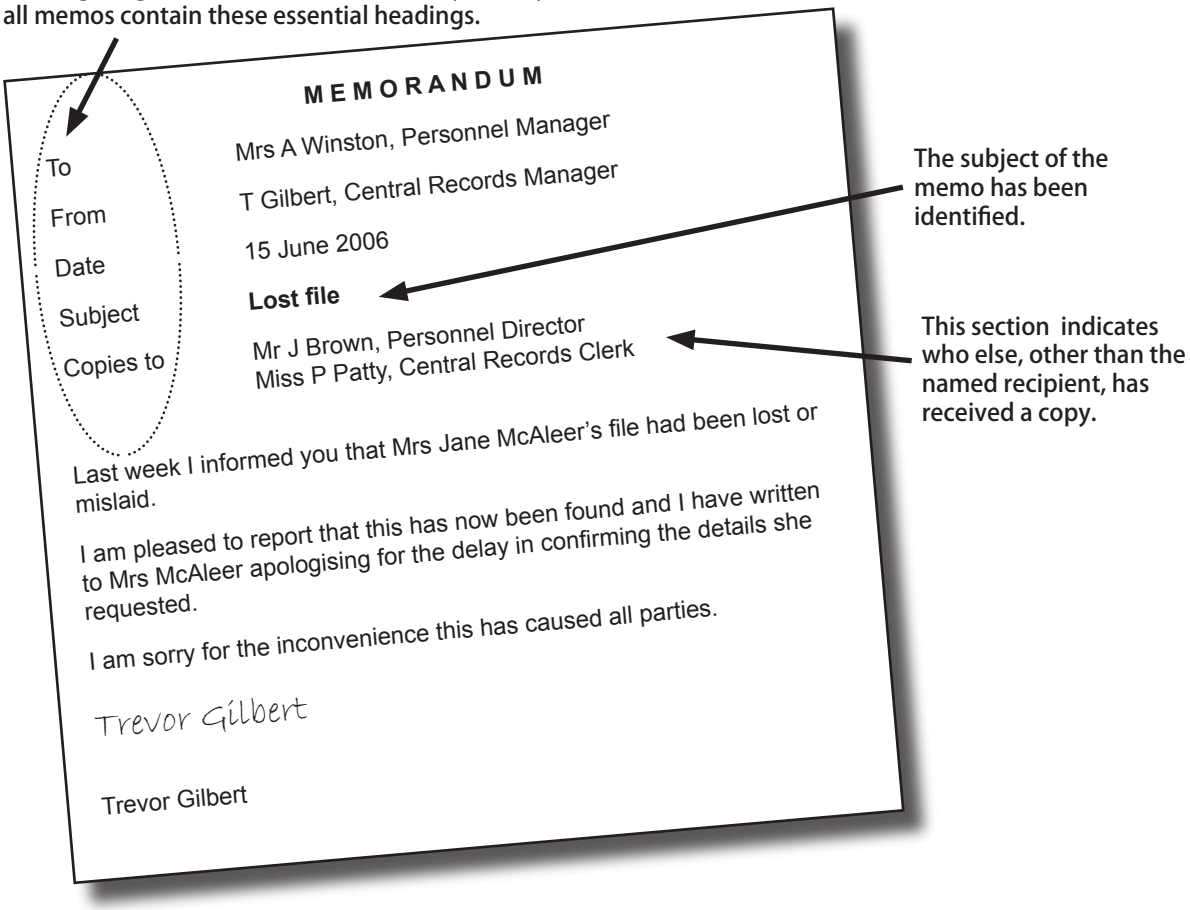
(abbreviated to memo)

A memo is an **internal** method of communication.

Memos must be short documents, and usually deal with one subject. A long document within an organisation is usually sent in the form of a report.

The memo should be signed by the sender.

Although organisations have their own style of layout for memos, all memos contain these essential headings.



Typical layout of a memorandum (memo). This is formal as it includes people's titles (Mr, Mrs, Personnel Manager, etc).

In this example you will see the message is short and simple and deals with only one point.

Who the memo is from, and to whom it is being sent, are identified and the document is dated and signed.

TASK 16: STOP SMOKING

Student Information
In this task, you will read information and use relevant parts of the information to design a poster to include relevant image(s).
You will then work with a partner to discuss your own and the other person's posters. You will write a summary of your discussion. Ask your tutor for a blank copy of **Appendix 3 Pro Forma**.

REMEMBER:
When using a image make sure it helps the reader to better understand the topic. Use an image to enhance and explain. *See pages 8 –9* on *Using images in communication*.

The information you include must be accurate.

Study the sheets carefully to make sure you complete all the important parts.

Spelling, grammar and punctuation are important.

Designing a poster and discussing it with a partner

Scenario

Your educational establishment is keen to promote **STOP SMOKING** to its students. The organisation already has a **NO SMOKING INSIDE** policy.

You have to design a poster on your own, then discuss it with a partner.

Activities

1 Using the information in **Appendices 1** and **2** design an A4-sized poster aimed at discouraging teenage smoking.

The Principal will look at all the posters produced and the one he thinks is the most successful in communicating the message, will be reproduced and displayed on notice boards around the building.

Make use of the information you have been given, and show you have understood the content of the graphs by including some of their information.

You should use appropriate images to help the reader understand some of the points you make.

2 When you have completed your poster, ask your tutor to select a partner with whom you can work.

With this partner you are going to discuss both posters and make recommendations for how to improve each of them.

Discussing your poster. You must tell your partner about your poster, i.e. why you included the information you used – why you thought it was relevant to the poster's intention; why you displayed the information as you did; why you chose the images it contains.

Your partner will listen, probably ask questions, and then you will discuss how your design could be improved.

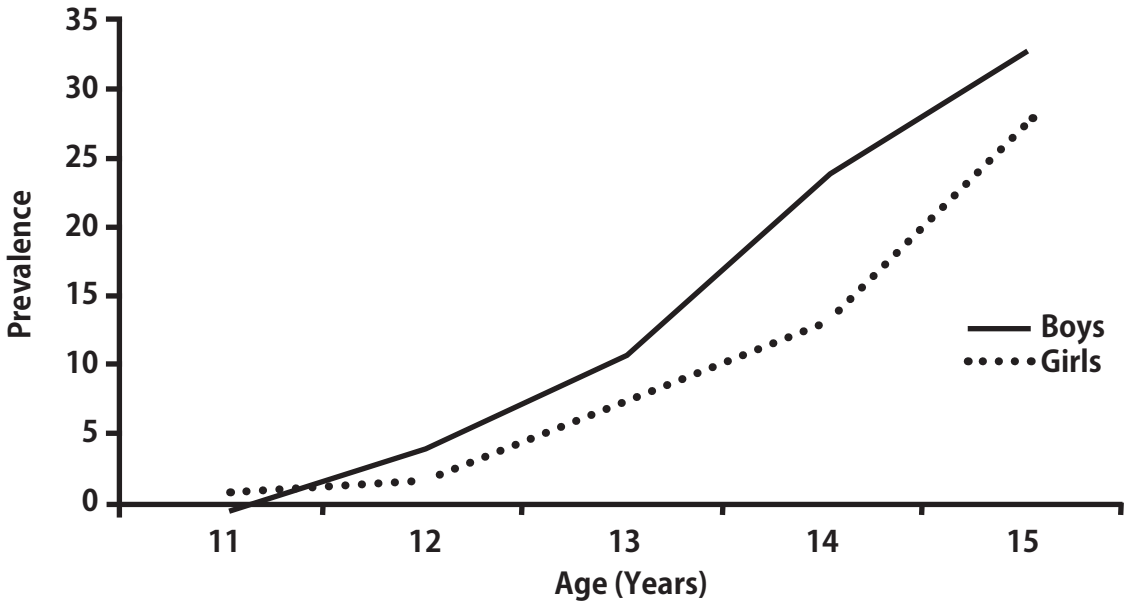
After the discussion, make notes on the **Appendix 3 Pro Forma**.

Discussing your partner's poster. This time you will listen to your partner telling you about his/her poster and you will be the one to ask questions and offer suggestions for improvement.

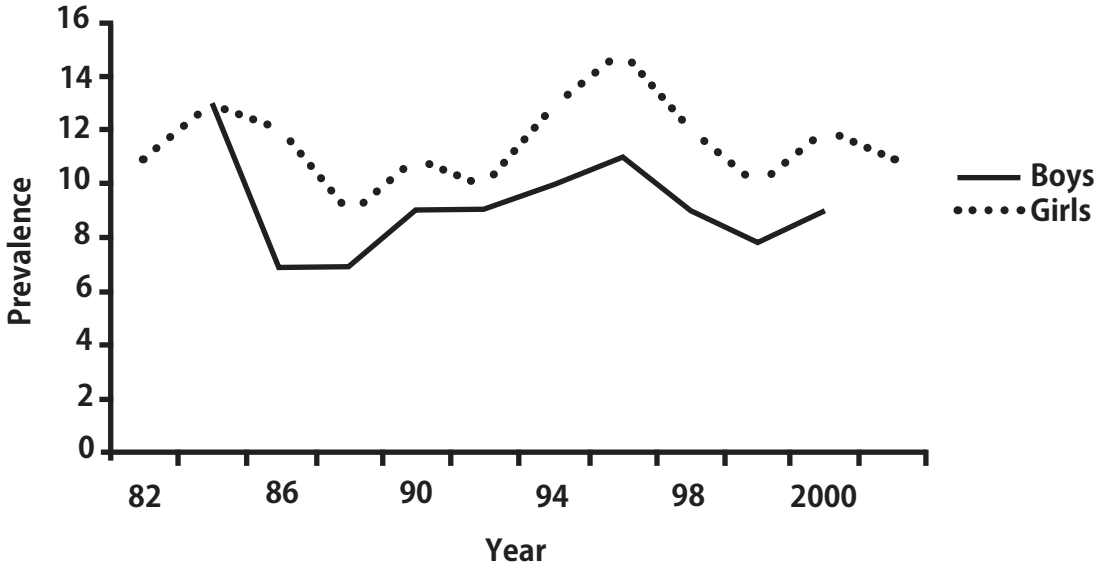
Hand in your poster and the notes you made on the form in **Appendix 3**.

Appendix 2

Smoking by age
(Prevalence of regular smoking by age)



Trends in adolescent smoking
(Prevalence of regular smoking in 11 – 15 year olds)

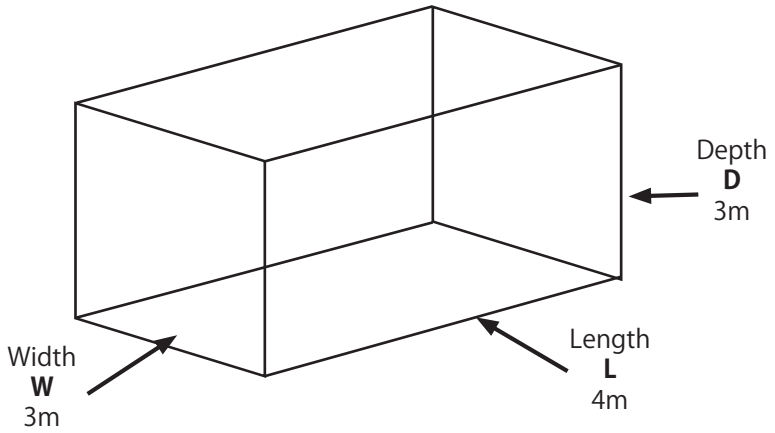


Volume

The volume of objects is generally found by multiplying the **length x width x depth** and is shown by the symbol ^{3}.

At **Level 1** you are expected to work out simple volume in box shapes. All of the dimensions are given.

Q What is the volume of the following object?



✓ The volume is found by **L x W x D**. Replace the letters with the numbers and this is 4 x 3 x 3 = 36m^3.

Using formula

At **Level 1** you will not be given specific formula to do. However, you will use formula to find the **area** and **volume** in simple objects.

Formula is something as simple as finding area, **L x W** where **L** is length multiplied by **W** width. It can also be in the volume of a cube, **L x W x D**. It is also used in finding the area of a circle by πr^2 or in the volume of a cylinder, $\pi r^2 d$, *but these are expected at Level 2.*

Whatever formula is given for you to use, it is simply a case of replacing **letters** or **symbols** with **numerical values**.

DATA

At **Level 1** you will be expected to work with up to **ten** sets of data displayed in various forms. You will need to understand, read, write, order, and compare data in tables, charts, diagrams and graphs.

Data can be displayed in not only numerical form, i.e. numbers, but also in various graphical modes. In other words, displayed in images, tables, charts, diagrams and graphs. This makes it possible to show comparisons, trends or even patterns in data.

Tables

A table is an easy way to record and display data. For instance, you have recorded the colour of cars in the college car park. There is a suitable title and column headings for colour and number of cars recorded. You may also place a total at the bottom to show how many cars there were in the car park.

Cars in the College	
Colour	Number
Silver	12
Blue	8
White	5
Black	10
Red	7

Tables can also display a vast amount of information and this may seem confusing at first.

Here is an example of a typical bank repayment table. So if you were interested in borrowing say £1,000 to buy a car, you can compare figures for **12** months, **24** months, **36** months, **48** months or **60** months.

Bank Repayment Period					
Amount of Loan £s	12 Months	24 Months	36 Months	48 Months	60 Months
£10,000	£916.67	£504.17	£369.72	£305.02	£268.42
£7,000	£641.67	£352.92	£258.81	£213.51	£187.89
£6,500	£595.83	£327.71	£240.32	£198.26	£174.47
£6,000	£550.00	£302.50	£221.83	£183.01	£161.05
£5,500	£504.17	£277.29	£203.35	£167.76	£147.63
£5,000	£458.33	£252.08	£184.86	£152.51	£134.21
£4,500	£412.50	£226.88	£166.38	£137.26	£120.79
£4,000	£366.67	£201.67	£147.89	£122.01	£107.37
£3,500	£320.83	£176.46	£129.40	£106.76	£93.95
£3,000	£275.00	£151.25	£110.92	£91.51	£80.53
£2,500	£229.17	£126.04	£92.43	£76.26	£67.10
£2,000	£183.33	£100.83	£73.94	£61.00	£53.68
£1,500	£137.50	£75.63	£55.46	£45.75	£40.26
£1,000	£91.67	£50.42	£36.97	£30.50	£26.84

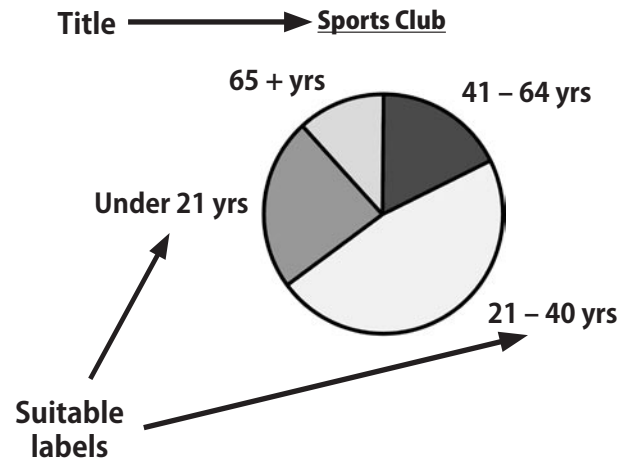
Amount borrowed against repayment period

Charts

Charts are very appealing in appearance and can make viewing data easy, especially when comparing or contrasting. Rather than just showing numbers, they can be in the form of a **pie chart** or a **bar chart**, etc. Generally at **Level 1** the charts used tend to be either pie charts or bar (vertical, horizontal) charts.

Pie charts

Here is an example of a pie chart showing the ages of people attending a sports club. There is an appropriate title and labels for the segments:



It can be clearly seen that the **most popular** age group is the 21 – 40 year olds.

The **least popular** group is the 65 years and over.

It is also easy to compare the age groups as a whole or individually.

However, the age groups can also have a numerical value applied of: **figures or percentages and even degrees** displayed alongside the groups.

This adds more detail to the chart.

Bar charts

Bar charts can display single sets of data and also two or more sets of data. This is useful when **comparing information**. However, this is good as long as there are not too many bars displayed, as this can be confusing.

Bar charts tend to be displayed either **vertically** or **horizontally**. A title is generally included and axes displayed with suitable scales or labels.

TASK 4: HALF BAKED

Student Information	REMEMBER:
In this task you will be calculating volume, area, the profit ratio of customers, and reading scales.	Break the task down into small manageable parts. Clearly show all methods of working out. Show you are checking your calculations for accuracy.

Volume, weight, check calculations and profit

Scenario

Today you are working in a bistro named **Half Baked**. It is situated in the centre of town and is very popular. You are employed as a chef and occasionally help serve customers.

Activities

1 The ingredients for baking scones are shown here:

Ingredients for 8 scones	
200ml full fat milk	150g sultanas
250g self raising flour	40g butter

Show a method that will calculate how much butter is required to make 64 scones.

2 Cream teas are served at a cost of £2.50 in the bistro and during the afternoon sixty are sold making a profit of £150.

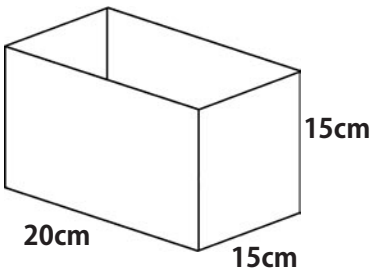
Show a check calculation that would make sure the profit is correct.

3 During one busy weekend the customers using the bistro were in the ratio of 3 : 7 males to females. If a total of 200 people came in, calculate how many males to females there would be.

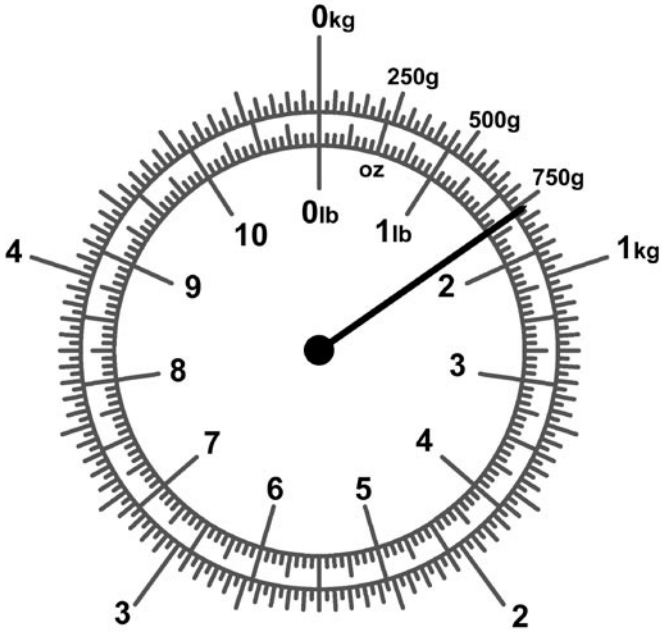
Clearly show your method of working out.

4 The bistro makes a turnover of £12,672 one week. Write this figure in words.

5 Bread is baked in cooking tins. Calculate the volume of the following bread baking tin in centimetres cubed.

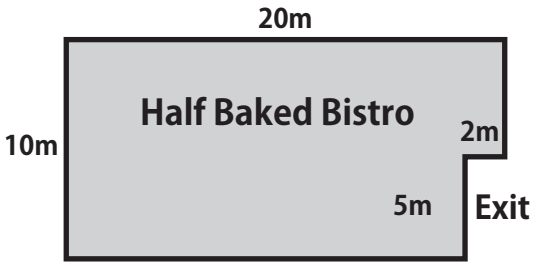


6 Flour is weighed to make bread. Look at the following set of kitchen scales and accurately read the scale to the nearest 1/4 pound.



7 New carpet is required for the bistro. Look at the following diagram of the bistro.

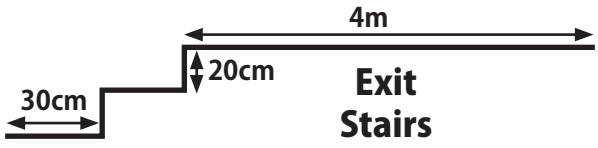
Calculate the total area in metres^2.



8 If new carpet costs £22.50 per m^2; work out the cost of the new carpet for the bistro.

9 A new piece of carpet is also required at the exit stairs of the bistro.

Look at the diagram of a side view of the stairs.



The exit stairs are 2 metres wide. Calculate the area of the stairs.

10 Calculate the additional cost of carpet for the exit stairs.

11 Form a total cost of carpet for the bistro and the area in metres squared covered.

USING THE INTERNET AND EXPLORING THE WORLD WIDE WEB

What is the Internet?

The word **Internet** is abbreviated from **internetwork**, which literally means a network of interconnected networks. It allows computers to communicate with each other and exchange information. By using your computer to access the Internet you are able to view information from the huge global "library" of electronic information known as the **World Wide Web** (**www**) and communicate with others, for example by sending and receiving **email**.

Using the World Wide Web

This huge global library is made up of millions of websites that are, in turn, made up of web pages. A website might contain just one page or millions of pages. To move around a website you use **hyperlinks**. Hyperlinks are used on text (usually identified in a different colour to the text) and on pictures (graphics).

The easiest way to identify a hyperlink is to look at your mouse pointer. As you place it over a hyperlink it changes to a hand like this:

All websites have a **Uniform Resource Locator** (**URL**), which is often referred to as a **web address**. URLs are used in hyperlinks to link pages and other websites together and can be used in the browser address bar to access a website directly. It is very important, when using a URL to access a website, to type it in correctly otherwise you will not find the correct website. Think of it like a telephone number if you dial the wrong number you either speak to the wrong person or don't get through at all!

To view web pages and "surf" the Internet you need to use a web browser, for example **Internet Explorer**, **Netscape** or **FireFox**. In our examples we will use **Internet Explorer**.

Accessing a web page using its web address

To access the Internet using Microsoft's **Internet Explorer**:

- Double-click the icon which can be found on the desktop or select it from the **Start** menu and then **All Programs**.

The first page you will see is known as the **Homepage**. This is set in the browser and can be changed to a more useful website if necessary. Typically the homepage might be the school or college's website or intranet site, or your favourite search engine site such as **Google**.

To go to another website:

- Click in the address box. This should highlight the current URL and you can type the new URL directly into the address bar. If it doesn't highlight the current URL then use the **delete** or **backspace** keys to delete it.
- Type in **www.lexden-publishing.co.uk/keyskills**.
- Click the **Go** button (or press the **Enter** key) to visit our website.
- Move your mouse around the page to find the hyperlinks.

Tip

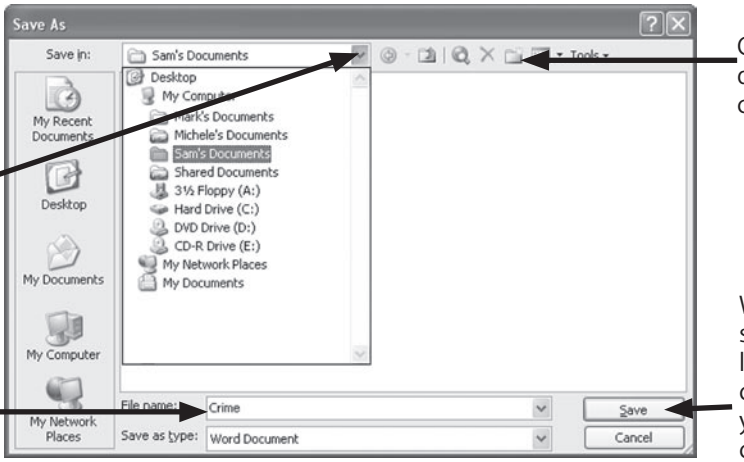
You don't need to type in **http://** as the browser will do this for you.

Saving your work

Save

If you intend to keep your work then you need to **save** it. Do this often as you work to reduce the risk of losing your work. When saving your work for the first time:

- Select the **File** menu.
- Select the select the **Save** menu item to display the **Save As** window.
- Give your document an appropriate filename and choose a folder or drive to save your file to, e.g. a floppy disk or network drive.



Click the down arrow to change the location of where you save your file here.

Create a new directory by clicking here.

Type an appropriate filename for your document here.

When you have selected the location and chosen a name for your document click **Save**.

When you save your work again simply select the **File** menu and **Save** again or click on the **Save** button on the **Standard Toobar**.

The **Save As** window is not displayed in subsequent saves.

Save As

You will often need to save different versions of your documents with new filenames. To do this:

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Fonts

Fonts are a complete collection of letters and symbols belonging to a **typeface** that can be displayed in any **point size** or **weight** (**bold**, **italic**, **etc**.). A **typeface** is the style and design of a **font**.

Font Size describes the size of the text and is also known as the **Point Size**.

Choosing the right typeface for your task is important and you need to think about who your document is going to be read by. If you are writing a letter for a job, it wouldn't be advisable to use **Comic Sans** or a **Script**. You might, however, chose a more formal typeface such as **Times New Roman** or possibly **Arial**. Try not to mix too many typefaces in your document.

Text alignment

There are four types of alignment:

Align Left – this aligns text so that it is straight on the left-hand side and ragged on the right.

Center – this centres text across the column. Both sides of the text are ragged.

Align Right – this aligns text so that it is straight on the right-hand side and ragged on the left.

Justify – this is when all of the text is completely straight on both sides of the column.

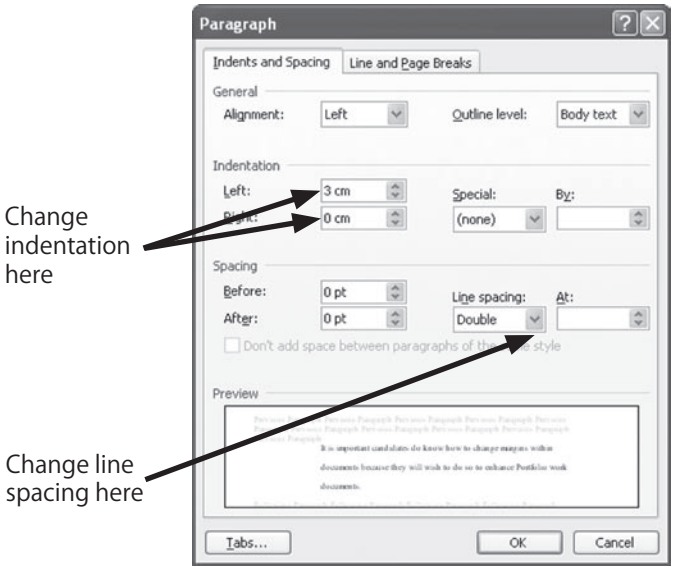
Note

The cursor must be placed in the text you want to change (or highlighted if there is more than one paragraph to change) before making one of these selections.

Indenting text

Paragraphs can be indented to make them stand out from other paragraphs. To do this:

- Place the cursor in the paragraph to be changed (or highlight the text if there is more than one to be changed).
- Select the **Format** menu and then the **Paragraph...** menu item.
- In the **Paragraph** window under **Indentation**, change the **Left** or **Right** setting to match your requirements.



Numbered and bullet lists

It is often useful to create numbered or bullet lists. For example:

1. Chocolate
2. Sweets
3. Burgers

- Chocolate
- Sweets
- Burgers

This is done by placing the cursor in the text you want to change and then selecting either:

for a numbered list; or

for a bullet list form the **Standard Toolbar**.

SPREADSHEETS

What is a spreadsheet?

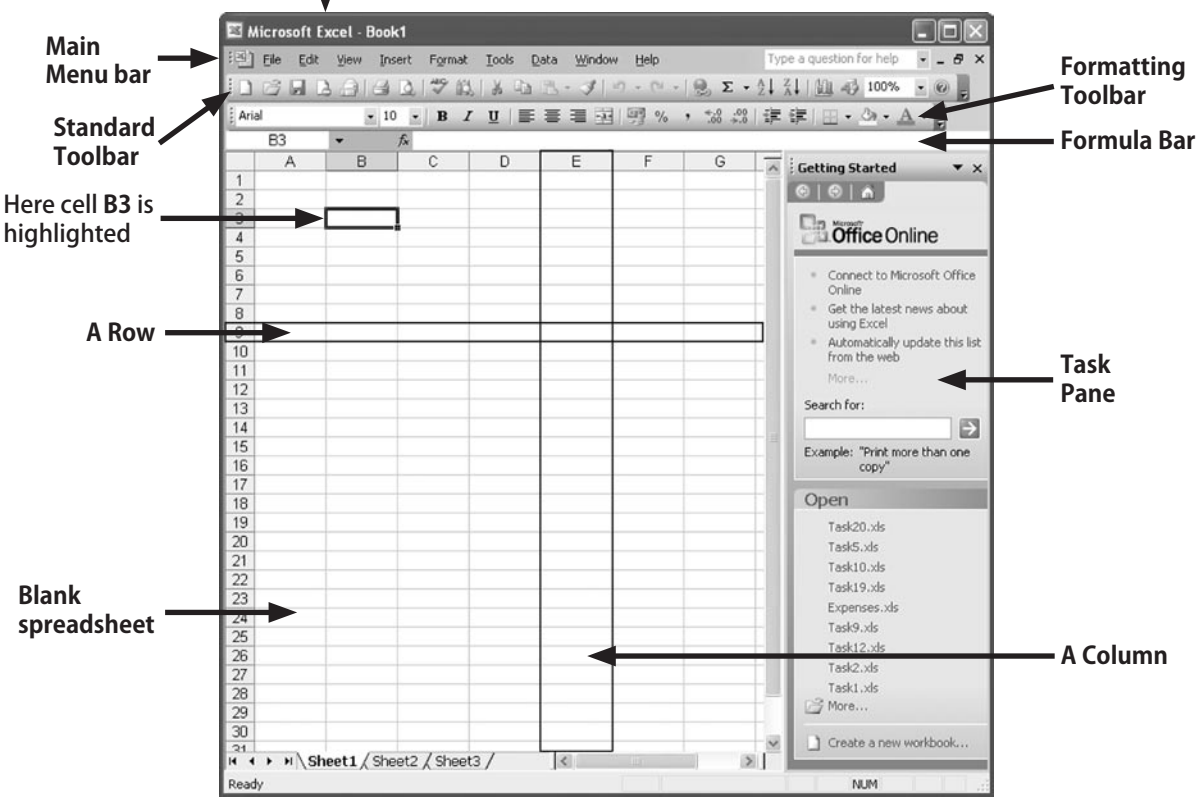
Spreadsheets are widely used in business and are mostly used for analysing figures such as accounts. By adding formulae to a spreadsheet's cells, repetitive tasks can be made much easier. For example, if you were a wine merchant you could create a spreadsheet that worked out the cost of a case of wine based on the unit cost of the wine. If the price of the wine changed you would simply put in the new price and the spreadsheet would automatically work out the case price.

Microsoft Excel is the spreadsheet application used in this book.

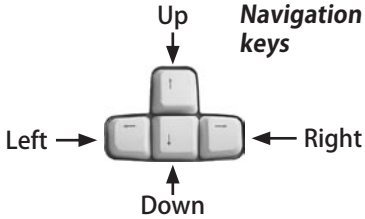
Creating a new spreadsheet in Excel

When you first open Microsoft Excel, a blank **Workbook** is normally created by default. A **Workbook** is the name given to an Excel document containing more than one **spreadsheet** (**Worksheet**). If a Workbook has not been created click on the **New** button.

Title Bar
This displays the name of the document. Unsaved **Workbooks** are called **Book1**, **Book2**, etc., depending how many new **Workbooks** you have created during that session.



A spreadsheet is made up of **columns** and **rows** made up of boxes called **cells**. Each cell has an **address** – like a grid reference on a map In the figure above cell **B3** has been selected. You can identify the cell you are working in as it will have a black box around it. You can move around the spread sheet using navigation keys on the keyboard.



Saving your work

Save

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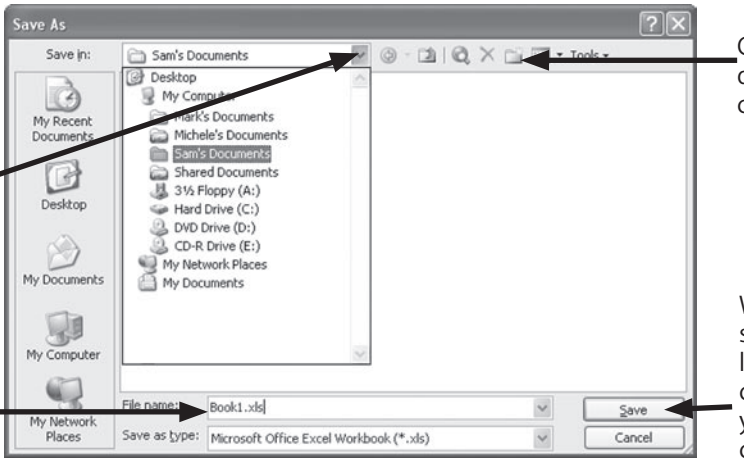
- Select the **File** menu.
- Select the **Save** menu item to display the **Save As** window.
- Give your spreadsheet an appropriate filename and choose a folder or drive to save your file to, e.g. a floppy disk or network drive.



Click the down arrow to change the location of where you save your file here.

Create a new directory by clicking here.

Type an appropriate filename for your spreadsheet here.

When you have selected the location and chosen a name for your spreadsheet click **Save**.

When you save your work again simply select the **File** menu and **Save** again or click on the **Save** button on the **Standard Toobar**.

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Save As

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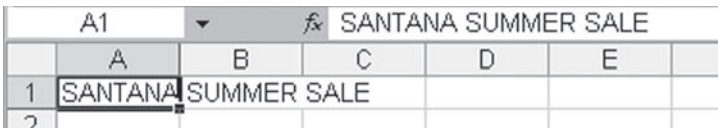
- Give your spreadsheet an appropriate filename and choose a folder or drive to save your file to, e.g. a floppy disk or network drive.

Inserting and editing data

To add data to a spreadsheet:

- Click on the cell in which you want to add the data and start typing. You will notice that the text is also displayed in the **Formula Bar**.



- When you have finished typing press the Enter key on the keyboard.

Excel assumes that you are entering a column of data and highlights the cell below ready for you to start typing.

To edit the data:

- double-click on the cell you want to edit. This will place the text cursor in the cell ready for you to start editing;

or

- click on the cell you want to edit and then edit the text displayed in the **Formula Bar**.

Formatting text

To change the **Font** and its **attributes** (**size**, **weigh**t, etc.):

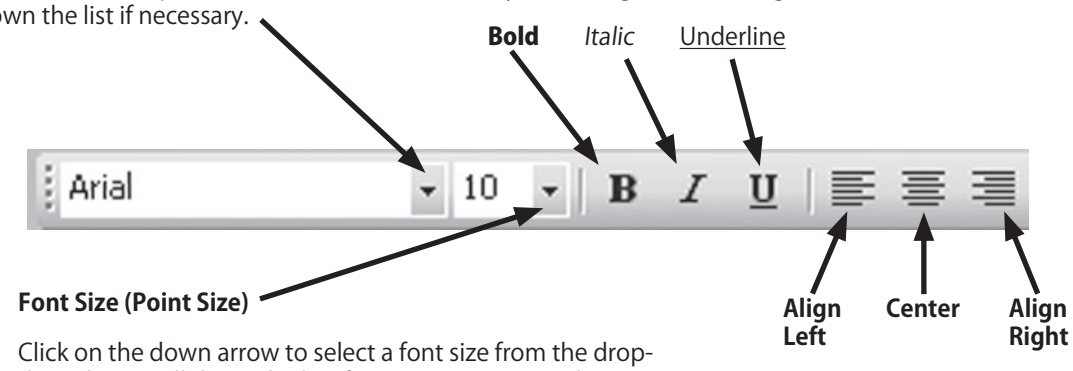
- Highlight the cell or cells to be formatted and select one or more of the options available from the **Formatting** toolbar (*see below*).

Font (typeface)

Click on the down arrow to select a font from the drop-down list. Scroll down the list if necessary.

Font attributes

Click on one or more of these buttons to apply. the required style. Clicking the button again will remove the formatting.



Click on the down arrow to select a font size from the drop-down list. Scroll down the list if necessary. You can also type a size in if you want to if it's not shown in the list.

Formatting columns and rows

Changing column widths

The width of a column may be adjusted using one of the following methods:

- Double-clicking with the mouse between columns so that the text will fit exactly into the column.

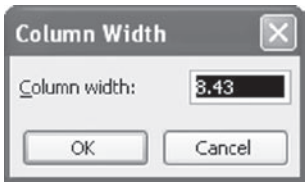
Or

- Dragging with the mouse until the desired width is reached.

Or

- Highlight column by clicking on the column header (A, B, C, etc.).
- Select the **Format** menu and then the **Width** menu item.
- Enter the desired width in characters or cms, etc. in the **Column Width** window.

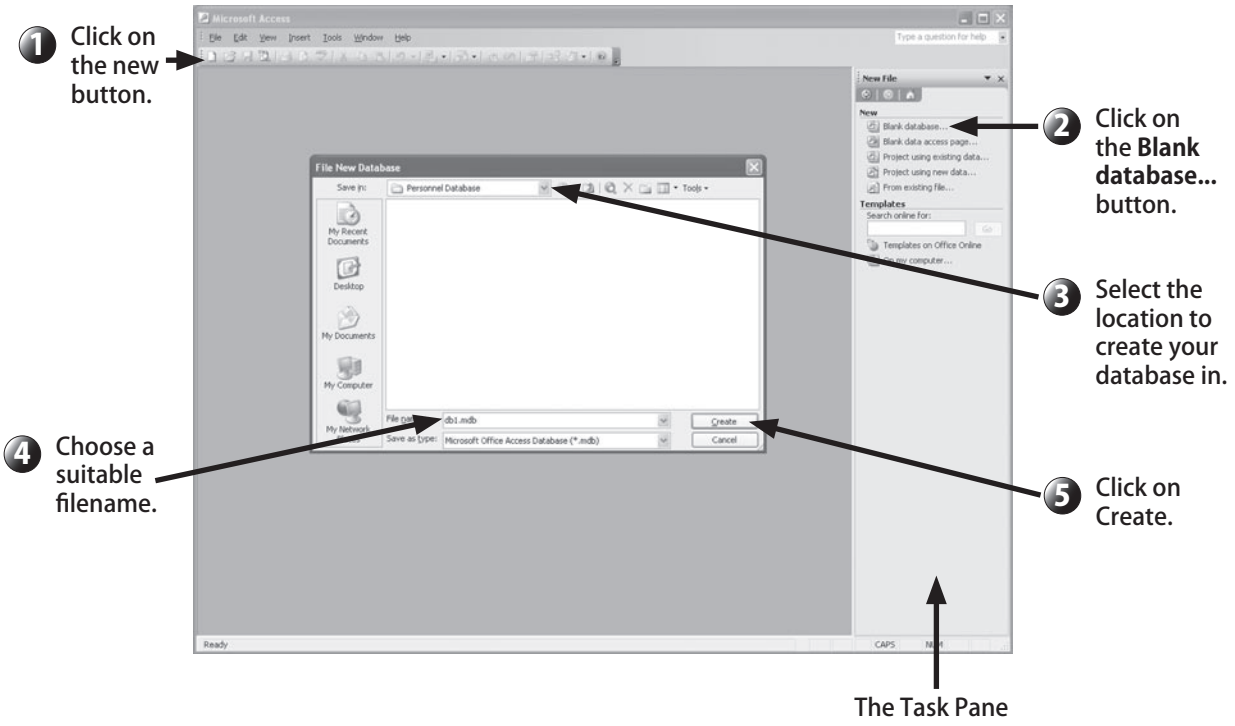
Position the pointer between the columns ↔ and then double-click or drag the column to the size you require.



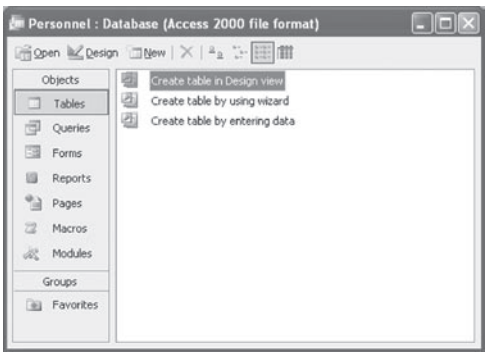
Database creation

- Launch **Microsoft Access**.
- Click on the **New** button. 
- A **Task Pane** will appear on the right-hand side of the screen. Click on the **Blank database...** button.

- Select the location you want to save your database into.
- Access automatically provides a filename of **db1.mdb**, (or **db2.mdb**, etc., depending how many databases have been started). Give your database a useful name that you will remember. In this case we will call it **Personnel**.
- Click on the **Create** button.



- The **Database window** will now be displayed.



TASK 14: MUNCH BOX

Student Information	REMEMBER:
In this task, you will need to ask your tutor for the file called **Munch Box**.	Read all instructions carefully. Ensure that your work is saved so that it can be found easily. Add your name and the date to the footer before printing. Refer to pages 167 – 176 and 178 for help with this task.

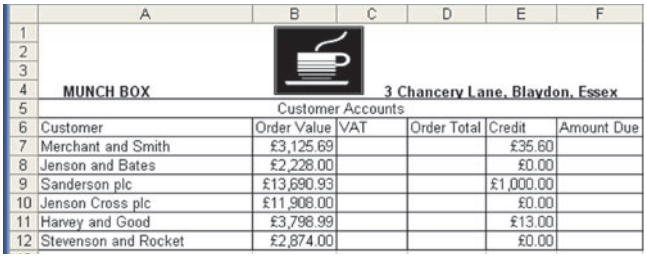
Formatting a spreadsheet

Scenario

You work in the Finance Department of **Munch Box** and today have to calculate customer accounts. In this task, you will open a spreadsheet, add formulae to calculate VAT and the Amount Due, as well as sorting the information.

Activities

1 Open the spreadsheet called **Munch Box**. Shown below is what you should have on your screen:



	A	B	C	D	E	F
1						
2						
3						
4	MUNCH BOX			3 Chancery Lane, Blaydon, Essex		
5	Customer Accounts					
6	Customer	Order Value	VAT	Order Total	Credit	Amount Due
7	Merchant and Smith	£3,125.69			£35.60	
8	Jenson and Bates	£2,228.00			£0.00	
9	Sanderson plc	£13,690.93			£1,000.00	
10	Jenson Cross plc	£11,908.00			£0.00	
11	Harvey and Good	£3,798.99			£13.00	
12	Stevenson and Rocket	£2,874.00			£0.00	

2 Sort the names in the **Customer** column to appear in **ascending alphabetical order**. You must keep the **Order Values**, etc., with the relevant customers, so remember to highlight all the cells beneath the column headings (**A7 – F12**).

3 Insert a formula that will calculate the **VAT** at **17.5%** for **Harvey and Good** and replicate the formula for the remaining VAT cells.

4 Insert a formula that will calculate the **Order Total** for each customer.

5 Insert a formula that will calculate the **Amount Due** for each customer (i.e. **Order Total - Credit**).

6 Add a custom footer to the spreadsheet that shows:

Your name *The spreadsheet filename* *Today's date*

7 **Save** the spreadsheet.

8 **Print** one copy of the spreadsheet making sure it fits on **one page**.

9 **Print** a second copy of the spreadsheet, showing the formulae. Make sure it fits on **one page** and all entries are visible.

10 **Close** the saved spreadsheet.

TASK 15: RADIANT

Student Information	REMEMBER:
You will be creating, sorting and querying a database.	Read all instructions carefully. Ensure your work is saved so that it can be easily found. Refer to pages 189 – 197 for help with this task.

Creating, sorting and querying a database

Scenario

You work in a fitness centre called **Radiant**, based in Howarth in West Yorkshire and today have been asked to update part of the database of members' details and query it.

Activities

You are going to create the database shown in **Appendix 1**.

1 Launch **Microsoft Access** and create a new table in **Design view**.

2 Add the **Field names** and **Data types** as follows:

Title	Text
Surname	Text
Initials	Text
Address 1	Text
Address 2	Text
Membership Number	Number

3 Save with the name **Radiant**.

4 Enter the information shown in **Appendix 1**.

5 **Sort** the **Membership Number** field into ascending numerical order.

6 **Print** the sorted database.

7 Add details of a new client as follows:

Miss	Hardacre	Y	8 Matlock Grove	Bakewell	4457

8 Resort the **Surname** field into ascending numerical order.

9 **Print** the sorted database.

10 **Close** the database.

(Continued)

Activities (continued)

You are going to query the database to show only female members.

11 Open the database and select the **Queries object** in the database window.

12 Select **Create Query in design view.**

13 Select the **Radiant** table and click the **Add** button.

14 Close the **Show Table** menu.

15 Add all the fields to the query.

16 In the **Criteria** row for **Title** enter the criteria to return female members, i.e. Mrs or Miss or Ms.

17 **Run** the query.

18 **Sort** the **Surname** field into ascending alphabetical order.

19 **Print** the query.

20 **Save** the query as **Female Members**.

21 **Close** the database application.

Appendix 1

Title	Surname	Initial(s)	Address 1	Address 2	Membership Number
Mrs	Sidi	D	11 The Grange	Howarth	3452
Miss	Cuthbert	H	34 Sycamore Gardens	Hightown	3770
Mr	Routledge	T	38 Sycamore Gardens	Hightown	3801
Mrs	Paige	E	54 Star Hill	Holmfirth	3899
Ms	Bennett	L	54 Darcy Square	Howarth	2871
Mr	Rattenbury	R H	76 Regent Place	Lowtown	2981
Miss	Austin	E	Peak View Arms	Castleton	2521
Ms	Tate	L	11 Uphill Close	Lowtown	1325
Mrs	Dimmock	C R	Pinetree Cottage	Holmfirth	1781
Mr	Dimitri	I	17 The Grange	Howarth	1146
Mr	Black	S	7 Simmington Mews	Howarth	1468
Mr	Guilder	D	21 Alderley Way	Castleton	6388
Miss	Bridge	T	Brock Hill Farm	Lowtown	3447
Mrs	Naylor	G	The White Swan	Lowtown	3664
Mrs	Deerham	B H	Oaktree House	Howarth	2272
Miss	West-Whickham	W	1 Market Square	Bakewell	1909
Mr	Furton	P J	15 Denby Court	Howarth	1007
Mrs	Keegan	D	14 Brock Hill Lane	Lowtown	2115