

General Certificate of Secondary Education  
June 2008

**BUSINESS AND COMMUNICATION SYSTEMS**  
**Foundation Tier**  
**Paper 2**  
**Controlled Test**

3126/2F

**F**



To be conducted between Monday 12 May 2008 and Friday 16 May 2008.

To be distributed to candidates at the start of the Controlled Test.

**For this paper you must have:**

- appropriate computer hardware and software
- a stationery folder
- 14 sheets of A4 plain paper.

You may use a dictionary and a calculator.

Time allowed: 2 hours

**Instructions**

- You are to attempt **all** five tasks.
- You should put your Centre Number and Candidate Number (as shown on your Statement of Entry) at the top of every task **before** printing. The *Examining Body* for this paper is AQA. The *Paper Reference* is 3126/2F.
- You should complete the front of the stationery folder.
- This paper must be handed in at the end of the Controlled Test.

**Information**

- This paper consists of the following tasks:

<b>Task One</b>	<b>Advertisement</b>	(11 marks)
<b>Task Two</b>	<b>Database</b>	(25 marks)
<b>Task Three</b>	<b>Data capture form</b>	(13 marks)
<b>Task Four</b>	<b>Letter</b>	(21 marks)
<b>Task Five</b>	<b>Spreadsheet</b>	(30 marks)

- The maximum mark for this paper is 100.
- The marks for tasks are shown in brackets.
- You are reminded of the need for good English and clear presentation in your answers. Quality of Written Communication will be assessed in your answers to **Task Two (c)** and **Task Four (a)**.
- You will be told the arrangements for printing at your Centre.
- If required, printing may be carried out after the two hours allocated for the paper have expired. No alterations to the text or the layout may be made after the two hours have expired.
- You may ask for more plain paper if you require it.
- You are **not permitted** to access the internet during the course of this examination.

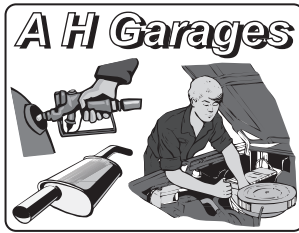
**Advice**

- You are advised to spend five minutes reading the whole paper before you start work.

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Attempt **all** five tasks.

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## SCENARIO

### *AH Garages*



Alan Honess owns five garages in Yorkshire selling fuel, accessories and spare parts. The main garage is at The Old Works, Farnley Road, Halem, HA25 3KA. Here, there is also a car showroom and a workshop where cars are serviced and repaired.

Alan employs a manager for each garage as well as for the car showroom in Halem.

The workshop is also the base for *AHG Racing* which is the name of a team that competes in classic car rallies. At the moment, Alan manages the team by himself.

Information and Communication Technology (ICT) plays a very important part in the management and operation of the business. To improve the use of ICT by the business, Alan set up a website five years ago.

**Task One – Advertisement****Total for this task: 11 marks**

Alan has decided to appoint a new manager for the workshop, who will also look after *AHG Racing*. He is going to place an advertisement in his local newspaper.

- (a) Recall the word processing file **ADVERT** which contains **some** key information in a text box.

Using this text and any other relevant information, create the advertisement for the newspaper. You should use text and formatting tools. **Do not** change the size of the text box.

It is important that:

- (i) The text is clear and error free. *(3 marks)*
  - (ii) The advertisement contains all the necessary information. *(3 marks)*
  - (iii) The key points are emphasised. *(3 marks)*
  - (iv) The advertisement is correctly laid out. *(2 marks)*
- (b) (i) Insert your name and candidate number into the header of the document.
- (ii) Save and print the advertisement.

**Turn over for the next task**

**Turn over ►**

**Task Two – Database****Total for this task: 25 marks**

Classic car rallying is an expensive sport and Alan is always looking for new sponsors. He distributes flyers locally advertising the *AHG Racing* team and requesting sponsorship. He also distributes flyers where the team competes in Radnor Forest, Wales.

Alan has received a number of replies by email to his flyer and these are stored in the database file **SPONSOR**. He uses the following field headings.

<b>Name</b>	The name of the person offering sponsorship.
<b>Business</b>	The name of the business that the person owns or works for.
<b>Location</b>	Where the business is based. The entries in this field are coded: <b>LO</b> for a local business in or near Halem <b>WA</b> for a business in Wales <b>NA</b> for a business operating nationally.
<b>Offer</b>	The form of sponsorship that is being offered.
<b>In return</b>	What <i>AHG Racing</i> has been asked to do in return for being sponsored.

- (a) Recall the database file **SPONSOR**.
- (i) Add the data from the two emails below to the database.

Alan

My name is Phil Anstruther and I own Anstruther and Co. We have a number of convenience stores in and around Halem. I've always been interested in rallying and would like to sponsor you for £500 per year for the next five years. In return, I'd like to publicise this sponsorship in our stores.

Thanks  
Phil

Dear Mr Honess

Websites Unlimited

We specialise in designing websites for rally teams all over the country. To introduce ourselves, how about £1000 worth of sponsorship for one year? In exchange, could we have a link to your website?

Would this be of help to you?  
Lisa Hankin (Director)

*(4 marks)*

- (ii) When Alan checks the emails he sees that there is additional data that he would like to store in the database.
- Add **two** extra fields to store some of this additional data. Give each field a heading. *(4 marks)*
- (iii) Key the additional data from the emails above into the two new fields. No field entry should consist of more than **five** words. *(3 marks)*

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- (b) Alan is very interested in the location of his sponsors.
- (i) Sort your database to group together all businesses with the same location code. *(1 mark)*
  - (ii) Print the sorted database in list format, **showing the field headings**. *(1 mark)*
  - (iii) Alan wants to know the most **popular** location of his sponsors. Search the database to answer this question. *(1 mark)*
  - (iv) Print **just** these records in list format.
- (c) Recall the word processing file **MESSAGE** which is an email. Use it to write an email to Alan Honess (ahoness@ahg.com) to explain how he could find more sponsors.
- (i) Complete the email headings. *(2 marks)*
  - (ii) Write the email to explain how the database file **SPONSOR** could help Alan to find more sponsors. Justify your answer. *(6 marks)*
  - (iii) Insert your name and candidate number into the header of the document.
  - (iv) Save and print the email.

You will be awarded up to three marks for accurate spelling, punctuation and the correct use of specialist terms. *(3 marks)*

**Turn over for the next task**

**Turn over ►**

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**Task Three – Data capture form****Total for this task: 13 marks**

The **SPONSOR** database file is used only to store details of sponsorship offers. **Addresses are not stored in this file.**

Alan often gets offers of sponsorship by phone and it is important to record the details correctly. He needs a form to record these details. Later, the details of these sponsorship offers can be keyed into the database file.

- (a) (i) Select a suitable software application to design an A4 form. The form should use **boxes** to record the details. A new sheet will be used to record each offer of sponsorship.

When designing your form you should:

- insert a suitable title
- consider the order in which the data are recorded on the database file
- make sure boxes are a suitable size for each piece of information
- make sure that you have included the extra details you added in **Task Two**
- make sure that entries can be handwritten in the boxes.

*(13 marks)*

- (ii) Insert your name and candidate number into the header of the document.
- (iii) Save the form as **DATA** and print a **blank** copy.

**Task Four – Letter****Total for this task: 21 marks**

Alan wants to formally write and thank the businesses that offered him sponsorship. He has their contact details in a separate database file he calls ADDRESS. The record below shows Ed Miller's details, with the field headings. Ed Miller has offered £500 sponsorship in return for displaying the rally car outside his superstore.

**Record from database file – ADDRESS**

First name	Surname	Business	Number	Road	Town	Postcode
Ed	Miller	OK Superstore	35	Straight Lane	Halem	HA25 11MJ

- (a) Recall the word processing file **LETTER**, which is *AHG Racing's* letterhead. Compose a letter from Alan to Ed Miller to thank him for his sponsorship offer and to confirm details.
- (i) Set out the letter correctly, using fully blocked style and open punctuation. Include all the parts of a letter in the correct places. *(10 marks)*
  - (ii) Accept Ed Miller's offer with thanks. *(1 mark)*
  - (iii) Confirm the details of the sponsorship deal. *(3 marks)*
  - (iv) Ask Ed to contact Alan if he has any queries. *(1 mark)*
  - (v) Insert your name and candidate number into the header of the document.
  - (vi) Save and print the letter.
- (b) Alan knows that it should be possible to use mail merge to save time when a number of similar letters have to be sent. Open a new word processing document and compose a note to Alan answering the following **two** questions.
- (i) Describe what is meant by 'mail merge'. *(3 marks)*
  - (ii) Explain how a mail merge could save time for Alan. *(3 marks)*
  - (iii) Insert your name and candidate number into the header of the document.
  - (iv) Save the note as **MAIL** and print it.

**Turn over for the next task****Turn over ►**

**Task Five – Spreadsheet****Total for this task: 30 marks**

*AHG Racing* has entered the classic car rally at Radnor Forest for the past two years. The rally starts when the competitors leave their parking area to go to the service area for last minute checks. This is followed by three further stages.

- (a) Recall the spreadsheet file **TIMES**. It shows *AHG Racing*'s timings for 2007 and 2008.
- (i) Use formulae to calculate the **Time** taken to complete each stage in 2007 and 2008. (4 marks)
- (ii) Add **two** rows after the final stage information.
- Use formulae to calculate:
- the **total** rally time for the three **stages** in 2007 and 2008. Give the row a heading.
  - the **average** total rally time for the three stages over 2007 and 2008. Give the row a heading. (6 marks)
- (iii) Insert your name and candidate number into the header of the document.
- (iv) Save and print out the spreadsheet showing the **formulae**. (1 mark)
- (b) Competitors have extra minutes added to their time if they spend too much time in the service area.
- (i) Alan wants to calculate the amount of time spent in the service area. Insert a new row under **Leave service area**. Use a formula to calculate the time spent in the service area in 2007 and 2008. Give the row a heading. (3 marks)
- (ii) In 2008, *AHG Racing* spent too much time in the service area and four minutes were added to their total time for the rally. Amend the formula used in **Total rally time** for **2008** to show the correct time. (1 mark)
- (c) (i) Change the appearance of the title and the column headings so that they stand out. (3 marks)
- (ii) Save the amended spreadsheet.
- Print the spreadsheet showing the formulae.
  - Print the spreadsheet showing the figures.
- (d) (i) Create a column chart to show the times for each of the three rally stages in **2008**. Include a title and axes labels. (4 marks)
- (ii) Insert your name and candidate number into the header of the document.
- (iii) Print this column chart as a **separate sheet** and save the file. (1 mark)



- (e) Compose a note to Alan answering the following **two** questions.
- (i) Describe **one** advantage of using formulae in spreadsheets. Support your answer with examples from the spreadsheet file **TIMES**. *(4 marks)*
  - (ii) Suggest another piece of information that Alan could obtain from the spreadsheet file **TIMES** by using formulae. Explain how this could be done. *(3 marks)*
  - (iii) Insert your name and candidate number into the header of the document.
  - (iv) Save the note as **QUESTIONS** and print it.

**END OF TASKS**

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