Mark scheme
June 2003

GCSE

Business and Communication Systems

3126

Paper 2F

Foundation Tier – Practical Paper (3126/2F)

The award (or non-award) of the positive marks for an item may be shown on the candidate's script by means of a tick (or a cross) in the appropriate place on the script. The value of the positive mark(s) awarded must be recorded in the right hand margin **in the order in which they occur in the mark scheme.** There is no need to annotate the script in full to show which marks have been awarded.

SCENARIO

The People Bank is a private recruitment agency which specialises in recruiting people for Information Technology jobs. It has a list of people looking for work and companies with job vacancies, and offers a range of services. It charges the companies a fee for advertising their job vacancies and carrying out the first stage of the selection process.

When a person looking for work contacts The People Bank, the staff collect their details and store them on a database. The details of companies looking for new employees are also stored on the database.

The People Bank has a website, which gives details of the services it provides and allows people using the site to view job advertisements and to send in their CV by e-mail.

Gerard Summers is the Manager of The People Bank. He often works away from the office, travelling around the country to meet his clients face to face. He has five staff: Jamel, Karin and Helena, who are consultants, Peter, the secretary, and Chi, the clerk.

AQA

Task One – Company Profile   **Total for this task: *10 marks***

Compose suitable (1) heading (1) with emphasis (1)   **3**

Move paragraphs into correct order (1) with correct line spacing (1)   **2**

Replace applicants with candidates (1)   **1**

Merge file CONTACT (1) with correct line spacing (1)   **2**

Add suitable (1) border (1)   **2**

Task One – Company Profile   **Total for this task: *10 marks***

Task Two – Database and Memorandum   **Total for this task:** *33 marks*

1. (a)   **4**

Search for candidates wanting permanent appointments (1) permanent or either.

Sort in order of date of birth ascending or descending (1)

Print showing full name, date of birth (2). Deduct one for each missing or extra field.
Deduct one if any field is truncated.

(b)   **4**

Search South East (1), salary less than £22 000 (1)

Print the list showing full name and availability (2). Deduct one for each missing or extra field.
Deduct one if any field is truncated.

(c)   **4**

Using suitable codes in the Region and Contract fields (2 for each field, award 1 if codes
not unique).

No need to print all fields.

AQA

Model Answers

Candidates requiring permanent appointments in order of Date of Birth

Surname	Forename	DoB
McDonald	Andrew	14/09/53
Smith	Adam	21/12/62
Abdi	Mansha	28/01/63
Dipala	Hitesh	23/02/70
Clarke	Josie	23/08/80
Bhudia	Sam	01/01/85

OR

Surname	Forename	DoB
McDonald	Andrew	14/09/53
Smith	Adam	21/12/62
Abdi	Mansha	28/01/63
Dipala	Hitesh	23/02/70
Flowers	Amanda	30/09/78
Clarke	Josie	23/08/80
Lee	Chun	18/11/81
Bhudia	Sam	01/01/85

Candidates from the South East with salary less than £22 000

Surname	Forename	Available
Ronalds	Jennifer	20

Database with suggested coded fields

Surname	Region	Contract
Bhudia	NW	P
Clarke	N	P
Dalsania	SE	T
Lee	L	E
Smith	M	P
Abdi	WA	P
Ronalds	SE	T
Flowers	NE	E
Dipala	L	P
McDonald	SC	P

2. Complete memo headings correctly to Gerard (2) or Manager (1), from Candidate (1),   **4**
    correct date (1)

Explain two advantages of coding fields (1+1) x2   **4**
Eg. saves time when keying in data (1), so takes less time to enter new vacancies (1);
reduces risk of errors (1), so unsuitable cvs are not sent (1).

Explain one disadvantage of coding fields (1+1)   **2**
Eg. Cannot immediately tell what codes mean, so new staff would have to be taught.

Give two ways database could be used (2x1)   **6**
Eg. mail merge to send details of services to existing companies; to store details of staff.
Give reasons for usefulness (1+1) x2
Explains each use in context of how it will help the People Bank, eg mail merge would be
useful because letters would be personally addressed to companies without the time required to
address them all manually, creating a good impression with companies.
Easy to add/amend/delete data
Search
Sort

Suggest suitable storage device with reasons (1 for device +1 for each reason/development) **3**
E.g. CD writer because it has high capacity and database might become large, and CDs
are robust which minimises risk of backup copy being lost due to disk failure.
Accept floppy disk.

Quality of written communication   **2**

1 mark   Candidate uses reasonable standard of spelling, punctuation and grammar.

2 marks   Candidate uses good standard of spelling, punctuation and grammar and correctly
           uses specialist terms and uses paragraphs.

AQA

Task Three – Spreadsheet   **Total for this task:** *14 marks*
                                                                                    (16 marks)

(Sort into date order – no marks awarded)   **(2)**

Complete mileage correctly (6)   **6**

Format sums of money to 2 decimal places (1+1): - deduct 1 for each sum of money not in correct   **2**
                              format and deduct 1 if any mileage figure
                              formatted to 2 decimal places

Enter correct formulae for mileage claimed: - correctly using mileage rate of 0.5 (1)   **3**
                              correct formula for first journey (award if no formula
                              print if answers correct) (1)
                              replicating formula correctly (1)

Use correct formulae for total number of miles (1) and amount claimed (1). Own figure rule.   **2**

Print showing formulae (1)   **1**

Worked answers

The People Bank				
Mileage Expense Claim Form				
Date	**From**	**To**	**Number of miles**	**Amount claimed £**
01/04/03	London	Brighton	99	49.50
02/04/03	Brighton	York	276	138.00
03/04/03	Birmingham	Manchester	86	43.00
03/04/03	York	Birmingham	129	64.50
04/04/03	Manchester	Norwich	185	92.50
05/04/03	Norwich	London	115	57.50
			890	445.00

The People Bank				
Mileage Expense Claim Form				
Date	**From**	**To**	**Number of miles**	**Amount claimed £**
01/04/03	London	Brighton	99	=D6*0.5
02/04/03	Brighton	York	276	=D7*0.5
03/04/03	Birmingham	Manchester	86	=D8*0.5
03/04/03	York	Birmingham	129	=D9*0.5
04/04/03	Manchester	Norwich	185	=D10*0.5
05/04/03	Norwich	London	115	=D11*0.5
			=SUM(D6:D11)	=SUM(E6:E11)

AQA

Worked answers

The People Bank				
Mileage Expense Claim Form				
Date	**From**	**To**	**Number of miles**	**Amount claimed £**
03/04/03	Birmingham	Manchester	86	43.00
02/04/03	Brighton	York	276	138.00
01/04/03	London	Brighton	99	49.50
04/04/03	Manchester	Norwich	185	92.50
05/04/03	Norwich	London	115	57.50
03/04/03	York	Birmingham	129	64.50
			890	445.00

The People Bank				
Mileage Expense Claim Form				
Date	**From**	**To**	**Number of miles**	**Amount claimed £**
37714	Birmingham	Manchester	86	=D6*0.5
37713	Brighton	York	276	=D7*0.5
37712	London	Brighton	99	=D8*0.5
37715	Manchester	Norwich	185	=D9*0.5
37716	Norwich	London	115	=D10*0.5
37714	York	Birmingham	129	=D11*0.5
			=SUM (D6:D11))	=SUM (E6:E11)

Task Four – Letter Composition   **Total for this task:** *25 marks*

Recall letterhead (1)   **1**

Parts of letter: must be in correct position with correct line space before for mark.   **7**
Correct date must be in full ie not figures only; must include the year(1).
Correct addressee and address (1 + 1) ie Ms J Peterson or Ms Janet Peterson.
Salutation and complementary close (1 + 1) ie Dear Ms Paterson (not Dear Janet).
Name and designation of manager (1+1) G Summers or Gerard Summers (with or without (Mr))
not Mr G Summers.

Select three suitable jobs from: 2, 3, 4 and 6 (3)   Programmer, Bryce Walkers,   **3**
                                                      Office Assistant, Taylors
                                                      Office Supervisor, Johnsons
                                                      Administrative Assistant, Dix-Tech

Accurately summarise details of name, job title and salary, for each job (3).   **3**

Give reasons for recommending each job, related to candidate's requirements (3).   **3**

Recommend most suitable job with reasons (Programmer) (3). Award up to 2 for   **3**
valid reasons for unsuitable job, not repeated reasons or reasons which apply to all three.

Include information about database (1)   **1**

Include request to contact if interested (1)   **1**

Quality of written communication   **3**

1 mark   Candidate spells and punctuates with reasonable accuracy.
2 marks   Candidate spells and punctuates with good accuracy and uses paragraphs.
3 marks   Candidate spells and punctuates with good accuracy, uses paragraphs and uses specialist
           terms accurately.

AQA

Task Five – Job Advertisement   **Total for this task:** *16 marks*

Use of facilities to enhance appearance of advert, e.g. clipart, borders, fonts, styles, size.   **6**

Level 3	Candidate has used an appropriate range of facilities accurately to draw attention to the key points and produce an effective advertisement	**5-6 marks**
Level 2	Candidate has used a good range of facilities showing some awareness of the key points.	**3-4 marks**
Level 1	Candidate has used only limited facilities or has used facilities with only limited effectiveness.	**1-2 marks**

<u>Inclusion</u> of job title, name of employer, essential skills, desirable skills, salary, contact details
(even if these details are not correct).   **6**

Select <u>correct</u> information from database; job title, employer, essential skills, salary.   **4**