

General Certificate of Secondary Education  
June 2003



**BUSINESS AND COMMUNICATION SYSTEMS 3126/2F**  
**FOUNDATION TIER**  
**Paper 2**

Thursday 22 May 2003 Morning Session

**F**

**In addition to this paper you will require:**

- a stationery folder;
- 18 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.

**Information**

- The Examining Body for this Paper is AQA. The *Paper Reference* is 3126/2F.
- This paper consists of the following tasks:

<b>Task One</b>	<b>Company Profile</b>	<i>(10 marks)</i>
<b>Task Two</b>	<b>Database and Memorandum</b>	<i>(33 marks)</i>
<b>Task Three</b>	<b>Spreadsheet</b>	<i>(16 marks)</i>
<b>Task Four</b>	<b>Letter Composition</b>	<i>(25 marks)</i>
<b>Task Five</b>	<b>Job Advertisement</b>	<i>(16 marks)</i>

- The maximum mark for this paper is 100.
- Mark allocations are shown in brackets.
- You will be awarded marks for the quality of your written communication including spelling, punctuation and grammar.
- If required, printing may be carried out after the two hours allocated for the paper have expired.
- You will be told the arrangements for printing at your Centre.
- No alterations to the text or layout may be made after the two hours have expired.
- You may ask for more plain paper if you require it.

**Advice**

- You are advised to spend 5 minutes reading the whole paper before you start work.

Copyright © 2003 AQA and its licensors. All rights reserved.

---

Attempt **all** five tasks.

---



### 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.

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

Recall the file **HOMEPAGE** which is the text (shown below) from The People Bank’s home page on its website. Make the following amendments.

- Compose a suitable heading with emphasis. *(3 marks)*
- Reverse the order of the paragraphs headed “Advertising” and “Executive Search”. *(2 marks)*
- Search the document, replacing the word “applicants” with “candidates” wherever it appears in the document. *(1 mark)*
- Copy and paste the file **CONTACT** at the end of the article with correct line spacing. *(2 marks)*
- Place a suitable border around the entire page. *(2 marks)*
- Save and print.

The People Bank is a recruitment agency specialising in the Information Technology industry.

We can help you to find the right person for your IT vacancy. Our staff have detailed knowledge of the industry, which will help them to select the best possible applicants for your positions.

#### Computer Matching

We have an extensive database of details of IT specialists in a wide range of areas who are seeking new challenges.

If it proves impossible to find suitable applicants from our existing database, we offer two further services: Executive Search and Advertising.

#### Advertising

Our staff can help you to compose and choose the most appropriate medium for your advertisement to ensure that it is seen by a wide range of highly qualified applicants.

#### Executive Search

Using our extensive contacts within the industry, we approach individuals who are not currently seeking employment directly.

**TURN OVER FOR THE NEXT TASK**

**Turn over ►**

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

- 1 Recall the file **CANDIDATES** which is part of The People Bank’s Candidate database.

The fields used are:

**ID:** unique number to identify each candidate

**Surname**

**Forename**

**DoB:** date of birth

**Region:** area in the country where the candidate lives

**Minimum:** lowest salary the candidate would accept

**Skills:** skills the candidate already has

**Available:** number of days notice the candidate has to give to his or her current employer

**Contract:** type of appointment the candidate is looking for: temporary, permanent or either.

The **Skills** field is coded. The codes used are:

Code	Skill
WP	Word Processing
DB	Database
M	Management
PS	Presentation Software

Code	Skill
SS	Spreadsheet
DTP	Desktop Publishing
P	Programming
CS	Customer Service

- (a) (i) **Search** the database to find all candidates who want a permanent job.  
(ii) **Sort** the records in order of Date of Birth.  
(iii) **Print** the list of candidates, showing the Surname, Forename and DoB fields. (4 marks)
- (b) (i) **Search** the database to find all candidates who live in the South East whose minimum salary is less than £22 000.  
(ii) **Print** the list of candidates found showing the Surname, Forename and Available fields. (4 marks)
- (c) (i) **Edit** the file by replacing the data in the Region and Contract fields with suitable codes.  
(ii) **Print** the amended file. (4 marks)

- 2 Recall the file **MEMO** which is a memorandum heading.

Compose a memo to the Manager of The People Bank, including the following points.

- State and explain **two** advantages and **one** disadvantage to The People Bank of coding the fields.
- State and explain **two** ways in which a database package could be useful to The People Bank, giving reasons why it would help the business.
- Suggest which storage device would be best to keep the backup copy of the Candidate database. Give reasons for your answer.
- Save and print the memo. (21 marks)

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

Gerard, the Manager of The People Bank, makes frequent journeys around the country. He claims expenses for his petrol. The company pays 50p per mile.

Recall the file **MILEAGE** which is a spreadsheet. Gerard wants to use this to work out his mileage claim.

- Sort the table into date order. *(2 marks)*
- Use the mileage table below to fill in the correct **number of miles** for each journey. *(6 marks)*
- Enter formulae in the **amount claimed** column to calculate the amount Gerard should receive for each journey. *(3 marks)*
- Enter formulae at the bottom of the **Number of miles** and **Amount claimed** columns to calculate the total mileage and amount claimed. *(2 marks)*
- Format all sums of money to two decimal places. *(2 marks)*
- Save the spreadsheet and print a copy.
- Print another copy **showing the formulae**. *(1 mark)*

**Mileage Table**

Birmingham Example: Brighton – Oxford = 109 miles

171	Brighton									
196	375	Carlisle								
86	264	120	Manchester							
172	319	95	114	Middlesbrough						
202	359	59	145	39	Newcastle					
159	169	282	185	223	254	Norwich				
68	<b>109</b>	271	161	227	257	161	Oxford			
86	233	162	38	103	133	147	141	Sheffield		
129	276	117	72	50	88	181	184	60	York	
120	99	314	203	250	285	115	56	168	211	London

**TURN OVER FOR THE NEXT TASK****Turn over ►**

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

Gerard, the Manager of The People Bank, has received the letter below.

140 Burlington Avenue  
London  
SE12 7UR

12 May 2003

Mr G Summers  
The People Bank  
12 Blake Street  
Guildford  
Surrey  
GU2 5HJ

Dear Mr Summers

**IT Vacancies**

I recently saw an advertisement in the Evening Standard which was placed by your agency. I am not online at home so am unable to access your website.

I am looking for a job in IT which would give me the opportunity to develop my IT skills. I am 22 years old and have a degree in Statistics. I have been working for one year as an administrator in a busy office of an insurance company. I have used a wide range of software, including word processing, spreadsheets and desktop publishing, and am interested in learning programming. I would be prepared to travel to any part of the South East.

I need to give my current employer one month's notice if I want to leave.

I look forward to hearing from you.

Yours sincerely

*J Peterson*

Janet Peterson (Ms)

Recall the file **LETTER** which is The People Bank's letterhead.

Using the information in Janet's letter (see page 6), compose a letter of reply from Gerard. Include the following information.

- Thank Janet for her letter.
- Select **three** suitable jobs from the table below.
- Summarise the information about the jobs for Janet, showing why you think they might be suitable.
- Recommend, with reasons, which job you think would be most suitable for Janet.
- Tell Janet that you have put her CV onto the Candidate database and explain that you will let her know if any further suitable vacancies occur.
- Ask Janet to write in if she would like to be considered for an interview for any of the vacancies.

The table below shows part of The People Bank's Vacancies database.

Job Title	Employer	Location	Age Range	Salary	Essential Skills	Desirable Skills	Latest Start Date
Project Manager	Arnold Andrews	South East	25-45	£30 000	Project Management	Website Design	31/05/03
Programmer	Bryce Walkers	South East	21-30	£18 000	Computer Aptitude	Programming	30/06/03
Office Assistant	Taylors	South East	16-25	£12 000	Word Processing	Spreadsheets	19/07/03
Office Supervisor	Johnsons	South East	21-30	£18 000	Word Processing, Spreadsheets	Management	18/07/03
Programmer	Easy Computers	North West	21-30	£16 000	Computer Aptitude	Programming	30/06/03
Administrative Assistant	Dix-Tech	London	18-25	£15 000	Word Processing, Spreadsheets	Presentation Software	01/07/03

**TURN OVER FOR THE NEXT TASK**

Turn over ►

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

Using the information in the Vacancies database below, create a job advertisement to be displayed in the local newspaper for the job at Dix-Tech.

- Select the necessary information from the database.
- Dix-Tech is a computer retailer whose head office is in London.
- Candidates should contact The People Bank.
- Use the facilities of your computer to improve the appearance of the advertisement and to emphasise the key points.
- Save the advertisement and print a copy.

The table below shows part of The People Bank's Vacancies database.

<b>Job Title</b>	<b>Employer</b>	<b>Location</b>	<b>Age Range</b>	<b>Salary</b>	<b>Essential Skills</b>	<b>Desirable Skills</b>	<b>Latest Start Date</b>
Project Manager	Arnold Andrews	South East	25-45	£30 000	Project Management	Website Design	31/05/03
Programmer	Bryce Walkers	South East	21-30	£18 000	Computer Aptitude	Programming	30/06/03
Office Assistant	Taylors	South East	16-25	£12 000	Word Processing	Spreadsheets	19/07/03
Office Supervisor	Johnsons	South East	21-30	£18 000	Word Processing, Spreadsheets	Management	18/07/03
Programmer	Easy Computers	North West	21-30	£16 000	Computer Aptitude	Programming	30/06/03
Administrative Assistant	Dix-Tech	London	18-25	£15 000	Word Processing, Spreadsheets	Presentation Software	01/07/03

**END OF TASKS**