



ASSESSMENT and
QUALIFICATIONS
ALLIANCE

Mark scheme

June 2003

GCSE

Business and Communication Systems

3126

Paper 2H

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Higher Tier – Practical Paper (3126/2H)

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.

Task One – Company Profile**Total for this task: 12 marks**

Compose suitable (1) heading (1) with emphasis (1)	3
Change shoulder headings into side headings (3x1) Deduct 1 for each heading with paragraph incorrectly aligned	3
Replace applicants with candidates (1)	1
Merge file CONTACT aligned to left margin (1) with correct line spacing (1)	2
Fully justify document (1)	1
Correct errors: right (1), two (1)	2

Task Two – 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 Peterson (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, Office Assistant, Taylors Office Supervisor, Johnsons Administrative Assistant, Dix-Tech	3
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 valid reasons for unsuitable job, not repeated reasons or reasons which apply to all three.	3
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.	

Task Three – Database and Memorandum**Total for this task: 30 marks**

1. (a) 2
- Search the database to find all candidates who earn between £20 000 and £25 000 (1) and live outside London (1).
- Print the list with a suitable title (1) showing full name, salary and region (2) (deduct one for each extra or missing field). Deduct one mark for truncated fields. 3
- (b)
- Search the database to find all candidates with either Desktop Publishing (1) or Word Processing (1) skills, or both. 2
- Sort these records in descending age order (1). 1
- Print the list of candidates found showing their full name, date of birth and skills (deduct 1 mark for each extra or missing field) (2). 2
2. Complete memo headings correctly to Gerard Summers (2) or Manager (1), from Candidate (1), correct date (1) 4
- State two additional fields for mailmerge: title; address; postcode (2) 2
- Explain the steps needed to send a mail-merged letter: create standard letter (1); in word processing (1); insert fieldnames or markers (1) for information which changes (accept examples, eg. name, address) (1); query database to select correct candidates (1); merge database with wp file (1); print (1). 6
- Explain the benefits to The People Bank of creating a mail-merged letter rather than alternative methods of writing to the candidates (6) Award one mark for each advantage and 1 or 2 for explanation, to a maximum of 3 advantages. 6
- 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.

Model Answers**Candidates outside London earning between £20 000 and £25 000**

Surname	Forename	Minimum	Region
Clarke	Josie	£20,000	North
Dalsania	Neera	£22,000	South East
Ronalds	Jennifer	£21,000	South East

Candidates with either Word Processing or Desktop Publishing skills, or both

Surname	Forename	DoB	Skills
McDonald	Andrew	14/09/53	M, DTP, PS, SS, DB, P, CS
Dalsania	Neera	30/04/78	DB, WP, DTP, PS
Flowers	Amanda	30/09/78	WP, PS, SS
Clarke	Josie	23/08/80	WP, SS, PS
Ronalds	Jennifer	16/08/81	WP, DTP
Sam	Bhudia	01/01/85	WP

Task Four – Spreadsheet and Chart**Total for this task: 33 marks**

- (a) Compose suitable (1) heading (1). **2**
- Select information from question and insert in spreadsheet: basic salary(1), commission x3, 7 appointments x3. **7**
- Create formulae to calculate total remuneration: basic salary (2) plus commission (6) times appointments (6). Award 1 mark for each element if number used instead of cell reference. **14**
- Print showing formulae (1) **1**
- (b) Create a suitable chart (1) **1**
- Label both axes/legend (2) **2**
- Use a suitable title (1) with emphasis (1) **2**
- Import chart into WP document (1) **1**
- Justify choice of chart type (3). 1 for each valid point, e.g. bar chart allows comparisons and shows amounts clearly. **3**

Model Answer

The People Bank Remuneration 2003			
Salary	22000		
Commission			
Grade 1	100		
Grade 2	120		
Grade 3	150		
Number of appointments			
	Grade 1	Grade2	Grade3
Jamel	3	2	1
Karin	2	1	0
Helena	3	5	2
Total Remuneration			
Jamel	22690		
Karin	22320		
Helena	23200		

The People Bank Remuneration 2003			
Salary	22000		
Commission			
Grade 1	100		
Grade 2	120		
Grade 3	150		
Number of appointments			
	Grade 1	Grade2	Grade3
Jamel	3	2	1
Karin	2	1	0
Helena	3	5	2
Total Remuneration			
Jamel	=B3+B6*B13+B7*C13+B8*D13		
Karin	=B3+B6*B14+B7*C14+B8*D14		
Helena	=B3+B6*B15+B7*C15+B8*D15		

Model Answer

Name	Basic salary	Grade 1 appointments	Grade 1 commission	Total commission on Grade 1	Grade 2 appointments	Grade 2 commission	Total commission on Grade 2	Grade 3 appointments	Grade 3 commission	Total commission on Grade 3	Total remuneration
Jamel	22000	3	100	300	2	120	240	1	150	150	22690
Karin	22000	2	100	200	1	120	120	0	150	0	22320
Helena	22000	3	100	300	5	120	600	2	150	300	23200

Name	Basic salary	Grade 1 appointments	Grade 1 commission	Total commission on Grade 1	Grade 2 appointments	Grade 2 commission	Total commission on Grade 2	Grade 3 appointments	Grade 3 commission	Total commission on Grade 3	Total remuneration
Jamel	22000	3	100	=C2*D2	2	120	=F2*G2	1	150	=I2*J2	=+B2+E2+H2+K2
Karin	22000	2	100	=C3*D3	1	120	=F3*G3	0	150	=I3*J3	=+B3+E3+H3+K3
Helena	22000	3	100	=C4*D4	5	120	=F4*G4	2	150	=I4*J4	=+B4+E4+H4+K4

Model Answer

