

General Certificate of Secondary Education
June 2003



BUSINESS AND COMMUNICATION SYSTEMS 3126/2H
HIGHER TIER
Paper 2

Thursday 22 May 2003 Morning Session

H

In addition to this paper you will require:

- a stationery folder;
- 16 sheets of A4 plain paper.

You may use a dictionary and a calculator.

Time allowed: 2 hours

Instructions

- You are to attempt **all** four 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 3126/2H.
- This paper consists of the following tasks:

Task One	Company Profile	<i>(12 marks)</i>
Task Two	Letter Composition	<i>(25 marks)</i>
Task Three	Database and Memorandum	<i>(30 marks)</i>
Task Four	Spreadsheet and Chart	<i>(33 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** four 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: 12 marks**

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

- Compose a suitable heading with emphasis.
- Change the three shoulder headings into side headings as shown below.
- Search the document, replacing the word “applicants” with “candidates” wherever it appears in the document.
- Copy and paste the file **CONTACT** at the end of the article, with correct line spacing.
- Fully justify the entire document.
- Correct any errors.
- Save and print.

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

We can help you to find the write 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 to further services: Executive Search and Advertising.

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

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.

TURN OVER FOR THE NEXT TASK

Turn over ►

Task Two – 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 4), 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 Three – Database and Memorandum**Total for this task: 30 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 earn between £20 000 and £25 000 and live outside London.
- (ii) **Print** the list of candidates found, showing Surname, Forename, Minimum salary and Region. Use a suitable title. *(5 marks)*
- (b) (i) **Search** the database to find all candidates with either Desktop Publishing **or** Word Processing skills.
- (ii) **Sort** these records in descending age order.
- (iii) **Print** the list of candidates found showing their Surname, Forename, DoB and Skills. *(5 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 **two** additional fields which would be required if the database were to be used to send mail-merged letters to the candidates.
- Explain the steps needed to send a mail-merged letter to all the candidates with Word Processing skills in the North West region.
- Explain **two** benefits to The People Bank of creating a mail-merged letter rather than word processing individual letters or sending a standard letter.
- Save and print the memo. *(20 marks)*

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

The consultants at The People Bank earn a basic salary of £22 000 per year plus commission. The commission is based on the number of candidates who take up jobs as a result of interviews arranged by the consultant. The amount of commission is higher for more highly paid appointments. The appointments are graded 1, 2 and 3. The table below shows the number of successful appointments arranged by each consultant in 2002.

Consultant	Grade 1	Grade 2	Grade 3
Jamel	3	2	1
Karin	2	1	0
Helena	3	5	2

The commission for each appointment is £100 for a grade 1 appointment, £120 for grade 2 and £150 for grade 3.

- (a) **Create** a spreadsheet for Gerard to work out the **total earnings of each consultant**. The spreadsheet must have a suitable heading and should use formulae. Read the information in the box below before attempting the question.

Gerard wants to be able to use the spreadsheet in the future if any of the figures or rates change, but he does not know how to set up formulae.

It should therefore be possible to change:

- the commission for each grade;
- the basic salary;
- the number of appointments of each grade made by each consultant;

without changing any of the formulae in the spreadsheet.

- **Save** and print a copy of your spreadsheet showing the totals.
 - **Print** a copy showing the formulae. *(24 marks)*
- (b)
- **Create** a suitable chart to compare the total earnings of the three consultants. Label the chart and create a suitable heading. *(5 marks)*
 - **Import** the chart into a new word processing document. *(1 mark)*
 - **Explain** your reasons for the type of chart you have selected. *(3 marks)*
 - **Print** the complete document.

END OF TASKS