

General Certificate of Secondary Education
June 2004



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

Tuesday 8 June 2004 9.00 am to 11.00 am

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** 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.
- You should complete the front of the stationery folder.

Information

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

Task One	Advertisement	<i>(14 marks)</i>
Task Two	Spreadsheet	<i>(26 marks)</i>
Task Three	Database	<i>(25 marks)</i>
Task Four	Data Capture Form	<i>(20 marks)</i>
Task Five	Letter Composition	<i>(15 marks)</i>

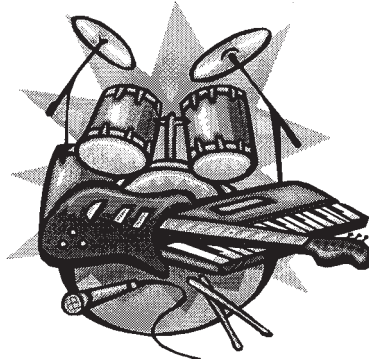
- The maximum mark for this paper is 100.
- Mark allocations are shown in brackets.
- You will be awarded marks for the quality of your written communication including accurate spelling, punctuation and grammar.
- If required, printing may be carried out after the two hours allocated for the paper have 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 five minutes reading the whole paper before you start work.

Attempt **all** five tasks.

SCENARIO



Abandon

Abandon is a business which arranges concerts for pop groups in return for a percentage of the takings. Rock Boatman is the manager. He contacts the owners of suitable venues, such as theatres, town halls and arenas, arranges all the details of the concerts and publicises them.

Rock employs only one other person, his assistant, Jane Pennyworth.

Task One – Advertisement**Total for this task: 14 marks**

- (a)
- Recall the word processing file **JOBADVERT**, which is a newspaper advertisement for two new publicity assistants. *(1 mark)*
 - Correct all errors. *(3 marks)*
 - Use the facilities of your computer system to improve the appearance of the advertisement, emphasising the key points. *(6 marks)*
 - Save and print the advertisement.
- (b) Create a new word processing document. Compose a note to Rock Boatman evaluating the advertisement you have produced. In your note:
- identify and explain **one** way in which the **appearance** of the advertisement will attract suitable applicants; *(2 marks)*
 - identify and explain **one** way in which you think the **appearance** of the advertisement could be improved to attract more applicants. *(2 marks)*
 - Save and print the note.

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

Task Two – Spreadsheet**Total for this task: 26 marks**

Jane has asked you to set up a spreadsheet to calculate the cost of the new equipment she will need for the new employees.

- Create a spreadsheet document with a suitable main heading. *(1 mark)*
- Create four columns with the headings: Item, Quantity, Price and Total Price, and emphasise the headings. *(1 mark)*
- Use the information in the advertisement opposite and the note from Rock below to complete the spreadsheet with details of the equipment Jane still needs to buy.

Jane

Please would you work out the costings for the new equipment we need for the two publicity assistants. I think we agreed that we need a laser printer, and we don't want to run out of consumables so we'd better get a spare drum and a couple of toner cartridges as well. They'll need something to save their work on; there will be hard disks with the computers but I think we should get a CD drive for backing up large files. They will be able to share this and the printer over the network. I've noticed that the two PCs we've bought don't have very good mice: better order those as well.

Thanks

Rock

(15 marks)

- Insert suitable formulae to calculate the total price of each item and the total of all the items. Use formulae for **all** calculations. *(4 marks)*
- Insert suitable formulae to calculate the grand total including VAT at 17.5%. *(2 marks)*
- Format all cells containing currency appropriately. *(2 marks)*
- Save the spreadsheet as **Equipment**.
- Print a copy of the spreadsheet showing the figures.
- Print a second copy showing the formulae. *(1 mark)*

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

- (a) Recall the file **VENUES**, which is part of the database of buildings which Abandon uses for concerts. The fields in the database are as follows:

ID	a unique number for each different venue
Name	the name of the venue
Town	the nearest main town to the venue
Region	the region of the UK, codes: L = London, M = Midlands, N = North, S = South, SC = Scotland, WA = Wales, NI = Northern Ireland
Contact	the person to contact at the venue
Telephone	the telephone number of the contact person
Seating	the maximum number of spectators allowed in the venue
Cost	the cost to hire the venue for one night

- (i) Search the database for all venues in both the South and London. *(2 marks)*
- (ii) Sort these records in descending order of seating within each region. *(2 marks)*
- (iii) Print in list format showing all fields. *(1 mark)*
- (b) Rock has just started to use databases and has asked you to teach him about them.
- Recall the word processing file **MEMO** and use it to compose a memo to Rock Boatman. *(3 marks)*
 - Rock is not certain whether to use a spreadsheet or a database to store and organise the Venues data. Compare the two packages and advise Rock on which one to use. *(6 marks)*
 - Identify and explain the data type used for each field in the database. *(8 marks)*
 - You will be awarded up to three marks for accurate spelling, punctuation, grammar and use of specialist terms. *(3 marks)*
 - Save and print the memo.

NO TASKS APPEAR ON THIS PAGE

TURN OVER FOR THE NEXT TASK

Turn over ►

Task Four – Data Capture Form**Total for this task: 20 marks**

Rock frequently receives telephone calls from pop group managers who want Abandon to organise a concert for them. The sheet opposite contains some of the notes Rock and Jane have made when taking telephone calls.

Using any suitable application, create a **data capture form** which Abandon employees can fill in when a pop group manager telephones in the future.

- Compose a suitable title for the form. *(2 marks)*
- Select only the headings which you consider necessary in order for Abandon staff to make the necessary arrangements. *(6 marks)*
- Create suitable sized boxes for the information. *(3 marks)*
- Ensure that headings and boxes are aligned neatly on the page. *(1 mark)*
- Complete the form with the details of Mary Ekina from the sheet opposite. *(8 marks)*
- Save and print a copy of your finished form.

21/3/04
 Steve Green of
 The Suds phoned.
 Wants a concert
 organised in July-Aug for
 5 member rock group: lead
 guitar, bass guitar, keyboards, drums
 & vocals. Their single: "Give me all
 you got" was no. 5 in charts.
 North & Scotland - any venue. 0161 258 6161

The Lookalikes want
 a concert in September,
 preferably the Croydon
 Empire or if not, anywhere
 in London. They're a
 4-piece girl band -
 Eve, Tracey, Jean + Jacqui.
 Manager: Eve Turner,
 21 Bath St, Bromley, Kent,
 SE20 4BA, 020 8999 5943
 24/3/04 message taken
 by Jane.

Can we do a concert at the
 Fulham Forum for Mystic
 Miasma, a folk group with 6
 artistes (vocals, acoustic guitar,
 flute + fiddle) some time in
 December? Please contact
 Jake O'Malley on 020 7651 4365
 Message taken by Jane, 30/3/04

1/4/04 - Mary Ekina, Solo artist.
 Sings Country and Western.
 Would like a gig between
 30 Aug and 12 October anywhere
 in the North. Promoting her
 latest single "If I had
 only known", Polygon Records.
 Please contact her
 manager, Dave Ekina,
 on 01524 53825.

Task Five – Letter Composition**Total for this task: 15 marks**

Recall the word processing file **LETTER**, which is Abandon’s letterhead. Use it to compose a letter on behalf of Rock Boatman to the Manager of The Lookalikes (for details, see the telephone messages sheet in **Task Four** on page 9).

- Set out the letter correctly using fully blocked style and open punctuation, including all the parts of a letter in the correct places. *(10 marks)*
- Thank her for her telephone call. *(1 mark)*
- Inform her that the Croydon Empire is booked for the month she requested, but the Royal Court is available. *(1 mark)*
- Tell her the seating capacity of the Royal Court (from the **VENUES** database used in **Task Three**). *(1 mark)*
- Ask her to contact Rock to discuss the publicity arrangements. *(1 mark)*
- Add a suitable closing sentence. *(1 mark)*
- Save and print the letter.

END OF TASKS

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