

Centre Number						Candidate Number				
Surname										
Other Names										
Candidate Signature										

For Examiner's Use	
Examiner's Initials	
Question	Mark
1	
2	
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10	
TOTAL	



AQA Level 1/2 Certificate
June 2014

Preparation for Working Life 4801/2

Written Paper 2

Friday 9 May 2014 1.30 pm to 2.45 pm

You will need no other materials.

Time allowed

- 1 hour 15 minutes

Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions.
- You must answer the questions in the spaces provided. Answers written in margins will not be marked.
- If you need extra paper, use the Additional Answer Sheets.
- Do all rough work in this book. Cross through any work you do not want to be marked.

Information

- The maximum mark for this paper is 50.
- The marks for questions are shown in brackets.
- You are reminded of the need for good English and clear presentation in your answers. Quality of written communication will be assessed in question 9.

A



J U N 1 4 4 8 0 1 2 0 1

Answer **all** questions.

1 A large company is opening a new holiday park in Horswick. The holiday park will offer a large number of job opportunities in the local area. These jobs are advertised on the internet.

Apart from the internet, identify **three** different ways in which the company could advertise the jobs.

[3 marks]

1

2

3

3

2 There are vacancies on offer for trainee sports organisers.

Caroline and Dwayne are school leavers. Caroline decides to apply for a trainee sports organiser job. She contacts the company by telephone to find out more details.

Briefly explain why it is important that Caroline should remember each of the following points when making the telephone call.

2 (a) She needs a quiet place to make the call because ...

[1 mark]

.....

2 (b) She should speak in a calm, clear voice because ...

[1 mark]

.....

2 (c) She should have details of the vacancy available because ...

[1 mark]

.....

3



3 Caroline decides to apply for a trainee sports organiser job. She has to complete an on-line application form.

3 (a) Briefly explain **one** advantage of an on-line application form for an employer.

[2 marks]

.....
.....

3 (b) Briefly explain **one** advantage of an on-line application form for someone applying for a job.

[2 marks]

.....
.....

4


Turn over for the next question

Turn over ►



- 4 Two weeks later Caroline receives an email inviting her for an interview at the new holiday park.

A copy of the email is printed below.

 email

 X

To: Miss Caroline Murray (cmurray1311@snailmail.com)

From: Human Resources Department, Horswick Holiday Park
(hrdept@holidayparks.co.uk)

Dear Caroline

I am pleased to invite you for an interview at Horswick Holiday Park on Friday 14 November 2014 at 11.30 am. Your interview will last approximately 30 minutes and will be with **Mr Shepherd** (Human Resources Manager).

The holiday park is located approximately 2 miles north of the centre of Horswick (postcode: **HK45 3XT**). There is a **railway station** in Horswick which is also served by **local bus routes (no's 17/30/30B)**.

Please confirm your intention to attend. Please bring an up-to-date CV to the interview. We look forward to seeing you in the near future.

Yours sincerely

Sharon Greenacre

Sharon Greenacre
(Human Resources Administrator)
www.holidayparks.co.uk

- 4 (a) After reading the email what is the first thing that Caroline should do? [1 mark]

.....

- 4 (b) Give **one** reason why Caroline should do this. [1 mark]

.....

2



5 Explain why it is helpful for Caroline to know:

5 (a) her interviewer's name

[1 mark]

.....

5 (b) the postcode for the holiday park

[1 mark]

.....

5 (c) the transport links to the holiday park

[1 mark]

.....

5 (d) the web address of the company.

[1 mark]

.....

4

6 Caroline names two referees on her CV.

As well as their names, give **two** other details that Caroline should give about her referees.

[2 marks]

1

2

2

7 Briefly explain how a referee would support Caroline's application.

[2 marks]

.....

.....

2

Turn over ►



8 As well as naming two referees, suggest **four** other headings under which Caroline should organise her CV.

[4 marks]

- 1
- 2
- 3
- 4

4

9 Dwayne has also been offered an interview for a trainee sports organiser job. On the day before his interview Dwayne goes through his notes on how to be successful at his interview. His notes include the following suggestions:

- 1 make sure that your appearance is smart
- 2 use appropriate interview etiquette
- 3 use positive body language
- 4 speak clearly
- 5 prepare some questions to ask at the interview.

Explain why each suggestion is likely to improve Dwayne's chances of success at his interview. Use relevant examples to support your explanations.

[20 marks]

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A large rectangular box containing 25 horizontal dotted lines for writing.

Turn over for the next question

20

Turn over ►



10 Two weeks after the interview, Dwayne receives a letter offering him a job. In the same letter he is invited to spend an induction day at the holiday park.

10 (a) On the induction day Dwayne meets Shona who will be his mentor when he starts work.

Explain what a mentor is and how Shona will help Dwayne.

[3 marks]

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.....

10 (b) Dwayne is also told that he will do some work shadowing.

Explain what is meant by work shadowing and how it will help Dwayne.

[3 marks]

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END OF QUESTIONS

6

