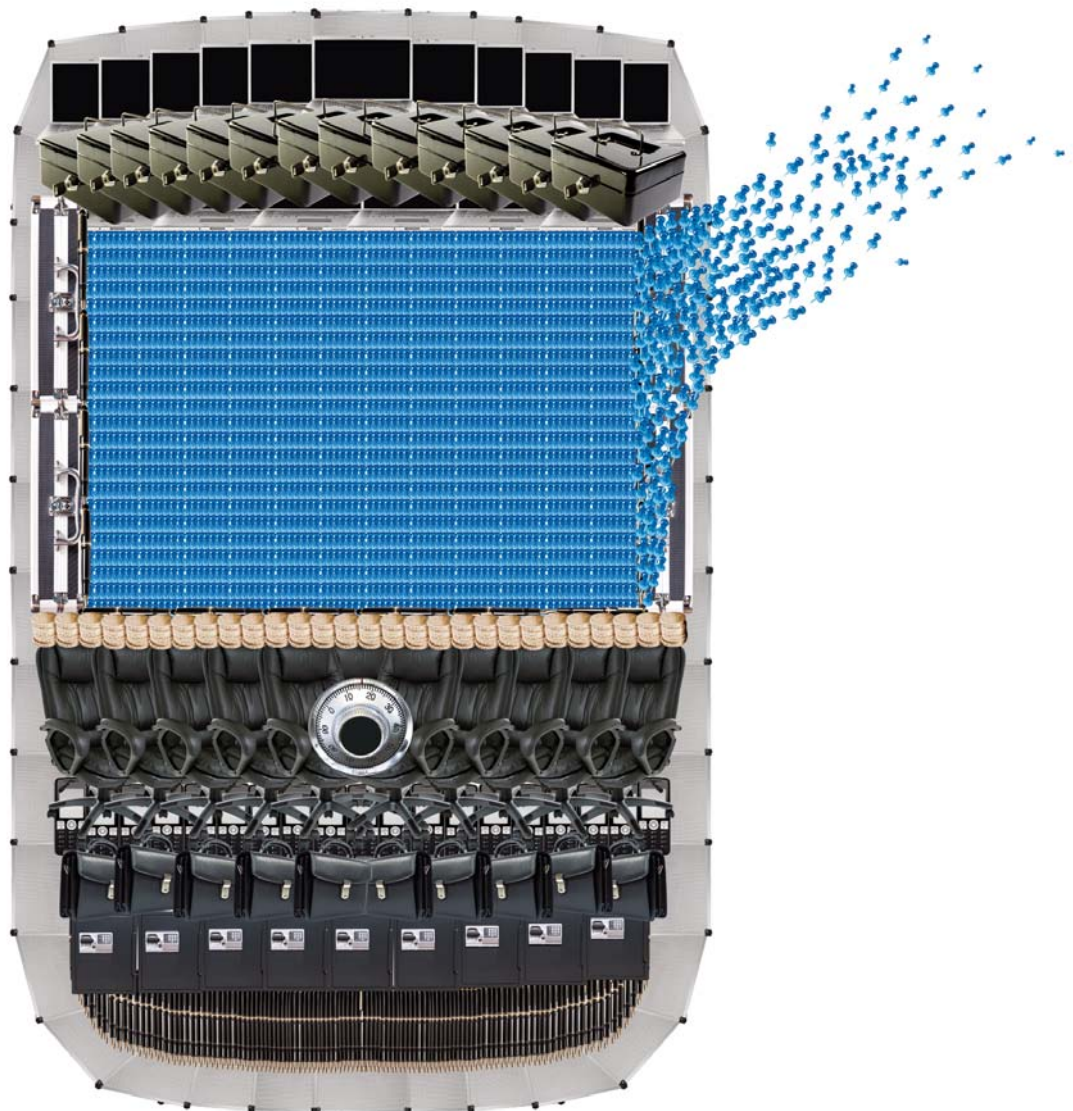


TEACHERS' NOTES

UNIT 2 - BUSINESS COMMUNICATION AND ADMINISTRATION



Business, Administration and Finance Diploma

BAF3U2/TN

Unit 2 Business communication and administration

Teachers' Notes

Confidential

Open on receipt

TEACHERS' NOTES AND CD-ROM FOR PAPER BAF3U2

These instructions **MUST** be given immediately to the person(s) responsible for the Diploma in Business, Administration and Finance paper BAF3U2.

This document contains material which must be prepared prior to the examination on xxxx.

INSTRUCTIONS TO THE EXAMINATIONS OFFICER

It is the responsibility of the Examinations Officer to ensure that the information contained in these instructions is given **immediately** to the person(s) responsible for the Diploma in Business, Administration and Finance paper BAF3U2.

The Teachers' Notes and CD-ROM are strictly confidential and must be kept under secure conditions by the Examinations Officer or by the particular supervisor to whom they are entrusted. They should be given to the Invigilator for the duration of the actual examination and afterwards returned to the Examinations Officer.

Additional copies of the Teachers' Notes and CD-ROM cannot be supplied by AQA-City & Guilds.

Centres must ensure that candidates are unable to obtain access to the internet during the course of the examination.

At the end of the examination, please instruct candidates to hand in both the stationery folder containing their worked questions in numerical **question order** and the examination paper.

The stationery folders containing the worked tasks and the examination papers should be sent to the examiner once all sittings have been held.

BAF3U2/TN

CONFIDENTIAL INSTRUCTIONS TO THE PERSON(S) RESPONSIBLE FOR THE DIPLOMA IN BUSINESS, ADMINISTRATION AND FINANCE EXAMINATION

1. It is the responsibility of nominated person(s) to ensure that appropriate preparations are made for the Diploma in Business, Administration and Finance.
2. Suitably qualified person(s) are to be nominated by Heads of Centres to conduct the examination. The instructions and the details of materials contained in this document are for the use of nominated person(s) *and are strictly confidential*. Once the materials have been prepared, they must be kept securely until the time of the examination.
3. The examination papers will contain a mixture of questions that should be answered on the examination paper and practical tasks requiring the use of a computer. Candidates will be required to attempt **all** questions and tasks in any one paper. Suitable equipment must be provided to enable each candidate to work independently, and arrangements must be made for suitable equipment to be available to ensure that a candidate does not lose time in the event of a failure of equipment.
4. Any equipment failures should be reported to the examiner in the space provided on the stationery folder supplied by AQA-City & Guilds for the return of each candidate's work.
5. The files in this document must be supplied ready for use by the candidates. These files can be either manually keyed or copied from the CD-ROM.
6. When you place the CD-ROM into your computer, it will display all the files which can be copied and pasted.

All fonts are in Arial, font size 11 unless otherwise stated. You may change this to the standard font used at your centre, if necessary, except where specific font types and/or sizes are given.

Once you have copied and pasted all the files, check each file for accuracy against the Teachers' Notes. You should also check that you have not duplicated any files.

7. If you have manually keyed the files, a hard copy of your original files (tutor's copy) **must** be forwarded to the examiner with the candidates' scripts. Files must be keyed **exactly** as they appear in this document.
8. AQA-City & Guilds will provide a stationery folder, for each candidate to use for the return of the worked tasks, and plain A4 paper. The centre must provide all other materials.
9. Where a centre, due to insufficient equipment being available, is unable to accommodate all the candidates for the paper in the time scheduled on the timetable, the centre may apply to the Centre Services department of AQA-City & Guilds for permission to hold additional sessions. Centres are required to write to AQA-City & Guilds as soon as possible after the submission of entries and, in any case, not later than the end of April for the June series and November for the January series. Requests received after this date may not be approved. Details concerning these requests are at the discretion of AQA-City & Guilds.
10. Where centres have obtained permission from AQA-City & Guilds to hold more than one session for the examination, the person(s) responsible should ensure that all equipment is returned to the same state as that for the first group of candidates. No candidate's work should be stored in such a way that it can be retrieved by any subsequent candidate using the equipment.

11. For centres where candidates will be using single-station computer equipment, the person(s) responsible should ensure that candidates are each provided with a copy of the prepared disk. To avoid possible confusion and to ensure the authenticity of each candidate's work, each disk should be labelled with the candidate's name and candidate's number. A hard copy of the work should be printed and sent to the AQA-City & Guilds examiner. Please do **not** send disks to the examiners.
12. For centres where candidates will be using workstations which are grouped or networked, each candidate should be allocated a **separate file** containing the prepared material which can be accessed only by the candidate allocated that file.
13. Ideally, candidates should be able to print a hard copy of the worked tasks during the course of the examination. However, AQA-City & Guilds recognises that this may not be possible in some centres where a printer may be linked to more than one workstation. The person(s) responsible may print a hard copy of each candidate's work after the test has finished and the candidates have left the room, or supervise candidates printing their own work. No alterations to the candidates' work can be made at this stage. Where the printing of several candidates' work is queued in a print buffer, the person(s) responsible should ensure that the printer is adjusted to position each new sheet of paper correctly.
14. The person(s) responsible should check that each candidate has placed the centre number and his/her name and number on each task, **either as a header, footer or handwritten**. If these have been omitted, the person(s) responsible should write these numbers on the worked tasks.
15. **At the end of the examination, all candidates must hand in their copies of the question paper. These papers must be stored under secure conditions until all sittings have been completed.**

CENTRES THAT ARE UNABLE TO USE THE CD-ROM PROVIDED

Files for **Question 1** have to be keyed in, in advance, by the person(s) responsible. Pages 4 – 7 contain the material for these questions. **THIS MATERIAL AND ITS LAYOUT MUST BE FOLLOWED EXACTLY, ALTHOUGH LINE ENDINGS MAY DIFFER.**

After keying in the material, it should be double-checked to ensure that it is correct.

Files must be prepared in such a way that each candidate has an identical copy which has not been used and cannot be accessed by any other candidate.

Please ensure that candidates complete all the sections on the front cover of their stationery folders, and that the details of the computer hardware and software are correct.

IF YOU HAVE NOT USED THE CD-ROM PLEASE SUBMIT HARD COPIES OF YOUR ORIGINAL FILES (TUTOR'S COPY) FOR QUESTION 1 WITH YOUR CANDIDATES' SCRIPTS.

Material for Question 1(a)**FILE NAME: JOB ADVERTISEMENT**

Set up a word processing file called **JOB ADVERTISEMENT** which contains the following data.

**Post of Administrator**

Full-time on a permanent contract. The hours of work would be from 9 am to 5 pm (Monday to Friday) with 25 days paid holiday. The basic salary would be £18 000 per year. It is also important that they fit in well with the other staff in the shop and help out with customers at busy times.

Applicants will need to send in a CV to the Leeds shop which is located at 23 Swan Lane, Leeds, LS3 5TR.

Material for Question 1(b)

FILE NAME: PURCHASE ORDER

Set up a spreadsheet file called **PURCHASE ORDER** which contains the following data.

	A	B	C	D	E	F	G			
1										
2				PURCHASE ORDER						
3										
4		To: Party Accessories Ltd 18 Centurion Road Leeds LS96 0AX Tel No: 0113 317 000								
5										Order No: 0306
6										Date: 10 January 2009
7										
8										
9										
10										
11										
12		QUANTITY	CATALOGUE NO	DESCRIPTION	UNIT PRICE	AMOUNT				
13										
14										
15										
16										
17		TOTAL								
18		Special Instructions: None								
19										

Material for Question 1(c)

FILE NAME: LETTER

Set up a word processing file called **LETTER** which contains the following information.



The Manager
Dress for Fun
23 Swan Lane
Leeds
LS3 5TR

Mrs J Hennessy
Head Teacher
Cannockbury School
The Close
Headingly
Leeds
LS12 5TH

Material for Question 1(d)

FILE NAME: MEMO

Set up a word processing file called **MEMO** which contains the following information.

M E M O R A N D U M

To: Sophie Ref: EN/03/10
From: Applicant 001 Date: 18 January 2010
Subject: Action to be taken following Mrs Hennessy's complaint

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