

Surname					Other Names				
Centre Number					Candidate Number				
Candidate Signature									

For Examiner's Use

General Certificate of Education
 January 2009
 Advanced Subsidiary Examination



APPLIED BUSINESS **BS05**
Unit 5 Business Communication and Information Systems

Monday 19 January 2009 9.00 am to 10.30 am

<p>For this paper you must have:</p> <ul style="list-style-type: none"> • appropriate computer hardware and software • a stationery folder (enclosed) • 8 sheets of A4 plain paper. <p>You may use a calculator.</p>

For Examiner's Use			
Question	Mark	Question	Mark
1		3	
2			
Total (Column 1) →			
Total (Column 2) →			
TOTAL			
Examiner's Initials			

Time allowed: 1 hour 30 minutes

Instructions

- Use black ink or black ball-point pen.
- Fill in the boxes at the top of this page.
- You should put your Centre Number and Candidate Number (preferably as a Header or Footer) on each practical task that you are requested to print.
- Answer **all** questions.
- You must answer the questions in the spaces provided or on the plain A4 paper as appropriate. Answers written in margins or on blank pages will not be marked.
- 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 60.
- The marks for questions are shown in brackets.
- You will be told the arrangements for printing at your Centre.
- No alterations to the text or layout may be made after the 1 hour 30 minutes has expired.
- You may ask for more A4 plain paper if you require it.
- Questions 2(b) and 3(b)(ii) should be answered in continuous prose. In these questions you will be marked on your ability to use good English, to organise information clearly and to use specialist vocabulary where appropriate.



Answer **all** questions in the spaces provided or on the plain A4 paper as appropriate.

Read the **Background Information**.

Castle Housing Association

Housing associations aim to provide accommodation for people who face difficulties renting or purchasing their own accommodation. They achieve this by modernising existing properties and by arranging the building of low-cost housing.

Castle Housing Association (CHA) operates in London and the south east of England. It currently owns and manages over 10 000 homes and is involved in several low-cost housing projects across the London and South East region.

CHA is organised into three divisions.

- **Housing and Customer Services**

This division deals with the management and maintenance of *CHA*'s rented properties. It also provides a range of customer services, such as ensuring effective communication with customers, paying rent online and offering safety checks on properties.

- **New Business**

This division deals with new housing development schemes and house sales.

- **Finance and Corporate Services**

This division deals with all administrative, human resources and financial functions of *CHA*.



1 Read **Item A** and then answer the questions that follow.

Item A

The RAF housing development

In 2008, *CHA* began work on converting a disused RAF base (purchased from the Ministry of Defence) into 50 flats. All of the flats will be offered as rented accommodation to families in urgent need of housing. *CHA*'s **New Business** division is dealing with this development.

Brian Hardwick, the Site Manager, uses a spreadsheet to monitor the progress of the development. He also uses this spreadsheet to calculate the shortfall in the total number of flats modernised by the building contractor. The shortfall is the number of flats not developed by the completion schedule.

The development of the 50 flats was planned to be completed in three phases:

- Phase 1 – 10 flats to be modernised by 06/10/2008
- Phase 2 – another 20 flats to be modernised by 15/12/2008
- Phase 3 – the final 20 flats to be modernised by 16/02/2009.

Brian is disappointed that Phase 1 was not completed until 20/10/2008. Phase 2 was due to be completed by December 2008. Although it is now January 2009, this phase has also overrun its scheduled completion date.

The building contractor has said that, given the high standard of work required by *CHA* and our current level of resources, it is not possible to modernise more than three flats per week.

Brian realises that *CHA*'s usual standard of customer service has not been met and is concerned about meeting the Phase 3 completion date of 16/02/2009.

1 (a) Recall the spreadsheet called **CHA's RAF HOUSING DEVELOPMENT**.

1 (a) (i) Enter your name and candidate number into the header of the document.

1 (a) (ii) Update the spreadsheet using the following data.

Date	Actual Flats modernised each week	
29/12/2008	0	
05/01/2009	0	
12/01/2009	1	(1 mark)

Turn over ►



- 1 (a) (iii) Calculate the **Actual**: Total flats modernised for the following dates, by replicating the formula in cell F19:

29/12/2008

05/01/2009

12/01/2009

(1 mark)

- 1 (a) (iv) Save and print a copy of the amended spreadsheet.

- 1 (b) (i) Brian calculates the shortfall in the total number of flats modernised in the following way:

Shortfall = Planned total flats modernised – Actual total flats modernised

Insert a formula in cell G4 to calculate the shortfall for 08/09/2008.

Copy this formula into cells G5 to G22.

(2 marks)

- 1 (b) (ii) Save and print a copy of the amended spreadsheet showing the formulae.

- 1 (b) (iii) Produce a line graph showing the shortfall in the total number of flats modernised between 08/09/2008 and 12/01/2009.

The line graph should have a suitable **title** and **axis labels**.

(3 marks)

- 1 (b) (iv) Save the spreadsheet and graph. Print a copy of the line graph.

- 1 (c) Brian has been requested by *CHA* to report on the progress of the RAF housing development.

Open the word processing file called **PROGRESS REPORT**.

- 1 (c) (i) Enter your name and candidate number into the header of the document.

- 1 (c) (ii) Write a brief report on the progress of the RAF housing development using the information contained in **Item A** and the spreadsheet you saved in **(b)(iv)**.

Your report should include:

- the graph you saved in **(b)(iv)** to support the issues identified
- a recommended plan of action for completing Phase 3 by the original deadline of 16/02/2009.

(6 marks)

- 1 (c) (iii) Save and print the report.



- 1 (d) Brian wants to survey customer opinion on the quality of the flats modernised by the building contractor. He has decided to construct a questionnaire which could be completed quickly by the residents of the RAF housing development.

Open the word processing file called **CUSTOMER OPINION QUESTIONNAIRE**.

- 1 (d) (i) Enter your name and candidate number into the header of the document.

- 1 (d) (ii) Change the wording and the layout of the questionnaire to ensure that:

- the layout makes it easy for the residents to complete
- the instructions are clear
- the wording of the opening and closing paragraphs is appropriate.

(6 marks)

- 1 (d) (iii) Save and print the questionnaire.

Turn over for the next question

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(8 marks)

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Question 2 continues on the next page

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Amrita has drafted a possible layout for the front page of the A4, four-page newsletter (shown below). The suggested content is indicated in italics.

Issue 1 March 2009

CHA NEWS

The newsletter for Castle Housing Association residents

INSIDE

Picture of CHA Housing Team

CONTENTS

WHAT IS INSIDE THE NEWSLETTER WITH PAGE NUMBERS, A FEW PICTURES.

YOUR HOUSING AND CUSTOMER SERVICES TEAM IS HAPPY TO HELP ON

0845 123 4567

or by e-mail on customer@cha.co.uk

Our office is open
9am to 5pm
Monday to Friday

For emergency repairs outside office hours, residents should call on 0208 988 6543.

If you have any story ideas or news items, please contact Amrita Patel in Customer Services on 0208 132 46567

Get in touch with your local residents' association by calling the Housing and Customer Services team on 0845 123 4567.

RAF DEVELOPMENT BRINGS 50 NEW HOMES

To find out more go to www.chahousing/RAFdevelopment.co.uk

PICTURE OF NEW DEVELOPMENT

STORY ABOUT RAF DEVELOPMENT

CHA goes computerised

Picture of Rebecca Cook

STORY ABOUT REBECCA COOK JOINING TEAM AND BRINGING CHA INTO 21st CENTURY.

For further copies of this newsletter please contact Amrita Patel in the Customer Services Department on 0208 132 46567

Visit our website at: www.chahousing.co.uk



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There are no questions printed on this page

**DO NOT WRITE ON THIS PAGE
ANSWER IN THE SPACES PROVIDED**

Turn over ►



3 Read **Item C** and then answer the questions that follow.

Item C
Moving in

It is the responsibility of the **Housing and Customer Services** division to allocate properties to the people on *CHA*'s waiting list. Gary Preston, a housing manager for several *CHA* projects, uses a manual information system and keeps records of potential residents on cards.

Each card contains: date registered, contact name, contact address, the number and ages of the family unit, suitable location and special requirements, eg wheelchair access. Points are recorded on each card depending on the urgency for re-housing. The more points potential residents have, the sooner they will be re-housed.

Gary Preston puts red dots on the cards of those who are in most need for re-housing. He files the cards in order of 'date registered'.

Rebecca is Gary Preston's assistant. She is concerned that the information system is inefficient. It makes it difficult to find specific names and other details and takes too long to select potential residents for re-housing. Gary has agreed she should investigate a new electronic information system and report back to him.

Today, she received the following email:

From: Gary Preston	Sent: Mon 19/01/2009 08:38
To: Rebecca Cook	
Subject: Meeting with potential residents of the new RAF Development	

I would like you to arrange a meeting with the 50 potential residents who may be moving into the modernised RAF accommodation.

I have produced a PowerPoint presentation to be shown during the meeting. Please arrange the necessary audio-visual equipment. I have marked the cards of the potential residents with a yellow dot. You need to send an invitation letter, with a reply slip, to each contact name.

I want to use a nearby community centre. Please check the availability of this venue. The meeting should be held in the first week of February. I'll leave you to decide on the exact date. Refreshments should be provided.

Regards

Gary



- 3 (b) (i) Using **Item C**, list up to **seven** tasks which you think Rebecca should carry out in preparation for the meeting with the 50 potential residents, moving into the modernised RAF properties.

Use the **Priority** section of the table below to put the tasks into an order of priority for completion (1 = completed first, 2 = completed second etc).

Tasks	Priority

(4 marks)



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22

END OF QUESTIONS

