

ADVANCED SUBSIDIARY GCE UNIT

G041/IC

APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY

Unit 2: How Organisations Use ICT

INSTRUCTIONS FOR CANDIDATES

JUNE 2007

To be opened on receipt



This document consists of **15** printed pages and **1** blank page.

PRE-RELEASE TASKS – INSTRUCTIONS FOR CANDIDATES

Read the attached case study and these instructions carefully, then carry out the tasks detailed below. There are two types of task.

In Task 1 you will produce notes that will help you to answer questions in the examination for this unit. There are 30 marks available for Tasks 2 and 3.

You will need your completed tasks when you take the examination for this unit.

The work produced in response to the pre-release tasks must be submitted to your teacher when it is completed. The work must be presented as a hard copy.

It is not acceptable or advisable for you to copy large parts of material from other sources as the tasks require you to apply your knowledge to the case study. Any books, information leaflets or other material (e.g. videos, software packages or Information from the Internet) which you have used to help you complete this work must be clearly acknowledged in the work itself. To present material copied from books or other sources without acknowledgement will be regarded as deliberate deception.

You **must not** submit any material other than your response to the pre-release tasks.

The work must be collated so that it is presented in task order.

Each page of the work must be marked clearly with you name, Centre number and task number.

When you have completed the tasks you must sign and date a Candidate Authentication Statement. You must then ask your teacher to sign to confirm that the work is your own.

Task 1

Carry out your own research and make notes which:

- describe the functions of the sections and the roles of the personnel within Keep Fit Sports Centre (KFSC)
- identify the different types of customers of and suppliers to KFSC and describe the information passed between each and KFSC, the staff involved and the communication methods used
- describe the main processes carried out by KFSC, including the inputs, processing and calculations, and the outputs involved, including links to external organisations
- describe the ICT systems used in KFSC
- identify the strengths and weaknesses of the ICT systems used in KFSC and recommend and explain improvements/extensions to the systems in relation to the needs of the company.

Task 2

A family wants to set up a family membership to KFSC.

Draw a diagram to explain how information moves, within KFSC and with outsiders, during the process of setting up membership. The process starts when the family enquires about membership and finishes when they receive membership cards.

Your diagram should show:

- who sends the information
- who receives the information
- the types of information communicated
- the method by which it is communicated.

[15]

Task 3

Carry out some research and produce a word-processed report for the Office Manager of KFSC. Your report must explain the implications **to KFSC** of the Health and Safety at Work Act (1974) and subsequent Health and Safety Regulations and must evaluate the effect this may have on the staff.

Briefly evaluate the method(s) you used to complete this report.

The work you produce for Task 3 **must not** exceed 500 words, including the evaluation of the methods you used.

You should include a word count.

The quality of your written communication will be assessed through this task.

You **must** acknowledge all information sources you used.

[15]

Keep Fit Sports Centre (KFSC) case study

Introduction

Keep Fit Sports Centre is an independently owned and run sports centre in the northwest of England. The sports centre has a swimming pool, squash courts and a number of studios that can be used for classes such as dance, aerobics and yoga. There is also a large sports hall that can be used for sports such as badminton, basketball, volleyball and 5-a-side football. KFSC has four outdoor tennis courts and a shop that sells sports clothing and equipment.

Membership

KFSC runs a membership scheme. Although all facilities are available to non-members, only members can book in advance. Members pay only 50% of the non-member fee for the use of facilities. The fees are charged directly to the member's account. They also receive a 10% discount on purchases in the shop.

A range of different types of membership is available.

Type of membership	Who it is for	What it offers
7-day individual	A single adult	Advanced booking for any facility any day of the week
Mid-week individual	A single adult	Advanced booking for any facility Monday to Friday
7-day family	Up to two adults plus their children age ≤ 16 years	Advanced booking for any facility any day of the week by all family members
Senior	A single adult age ≥ 60	Advanced booking for any facility Monday to Friday
Student	A single student in full-time education age >16 years	Advanced booking for any facility Monday to Friday 1530 to 1800 during term time and all day during holidays
Student Plus	A single student in full-time education age >16 years	Advanced booking for any facility Monday to Friday 1530 to 1800 during term time and all day during holidays plus all day Saturday and Sunday
Affiliated team/club	Local sports teams/clubs	Regular bookings of relevant facility for matches and training

Children aged 16 or under can only join as part of a family membership.

Staffing and job functions (see Appendix 1)

KFSC is run by a Centre Director who has overall responsibility for the day-to-day management of the centre as well as ensuring that the centre is profitable in the long term. The Centre Director is aided by four managers who each take responsibility for one area of the centre.

Shop staff

The Shop Manager is responsible for all aspects of running the shop. This includes ordering stock and monitoring the amount of stock sold, researching new products and keeping track of the shop's finances. A number of sales assistants are responsible for serving customers and answering their queries, keeping the racks filled from the stock room and letting the shop manager know if the stock level of any item is getting low.

Main office staff

The Office Manager oversees the standard functions of human resources (HR), finance and administration. The office staff is made up of an HR executive who is aided by an HR assistant, two finance clerks and three administration assistants.

HR staff are responsible for all aspects of staff recruitment, welfare and training. Recruitment involves advertising vacancies, sending out and receiving application forms, arranging interviews and drawing up contracts for successful applicants. Staff welfare involves keeping staff records, ensuring members of staff get the correct wages and leave entitlement, and that other benefits such as pension contributions are made and recorded. Another important aspect of staff welfare is ensuring that KFSC complies with the requirements of legislation relating to staff, such as the Data Protection Act (1998) and the Health and Safety at Work Act (1974), including subsequent Regulations. The training aspect involves keeping records of training courses attended and qualifications obtained. The HR staff also arrange for staff to attend training courses when required.

The finance clerks are responsible for keeping records of all financial transactions. This includes income from the shop, from sports facility bookings and from membership fees, and outgoings such as payment of staff wages and invoices for goods and services. The finance clerks arrange for these payments to be made using an on-line banking facility. The financial records are used to produce monthly and annual reports for the owners of KFSC. They are also used to provide details of wages paid and tax deducted and to generate quarterly VAT returns for HM Revenue and Customs.

The administration assistants carry out general office procedures. These include producing and sending correspondence, dealing with correspondence received, producing confirmation purchase orders for goods and services, and checking invoices against goods received or work done before passing these to the finance clerks for payment.

Reception staff

The Membership Manager is responsible for dealing with all requests for membership, monitoring members' accounts, and sending out monthly accounts and annual renewal letters to members. This manager is also responsible for the day-to-day running of the reception desk and management of the team of receptionists. Receptionists take bookings from members, check in both members and non-members and take payments from non-members.

Sports facilities staff

The Sports Manager is responsible for all aspects of running the sports facilities. A team of coaches provide classes and individual training for different sports and activities. They also oversee the use of the facilities to ensure they are being used correctly and only by those who have booked them. The swimming pool also has a team of lifeguards who look after the welfare of swimmers and take action if anyone gets into difficulties.

Services required

KFSC does not employ cleaning and maintenance staff. The centre has a contract with a local cleaning company. The Centre Director negotiated the contract originally and is responsible for renegotiating it annually. The contract details the number of cleaning staff that will be needed and the number of hours they will be needed for, as well as the price.

Maintenance is also provided by several local companies. KFSC has contracts for regular maintenance, such as cleaning the swimming pool. The Sports Manager was initially responsible for negotiating these contracts and renegotiates them as necessary. The contracts detail the maintenance to be carried out, how often this will be done and the monthly or annual cost to KFSC.

If a problem occurs, the Sports Manager telephones the appropriate maintenance company for an emergency visit to fix the problem. The Sports Manager explains the nature of the problem and is

told when to expect the engineer. On arrival, the engineer assesses the problem and gives the Sports Manager an estimate of the cost. Providing the Sports Manager agrees the estimate, the work is carried out and the maintenance company sends an invoice detailing the price to be paid.

ICT Systems

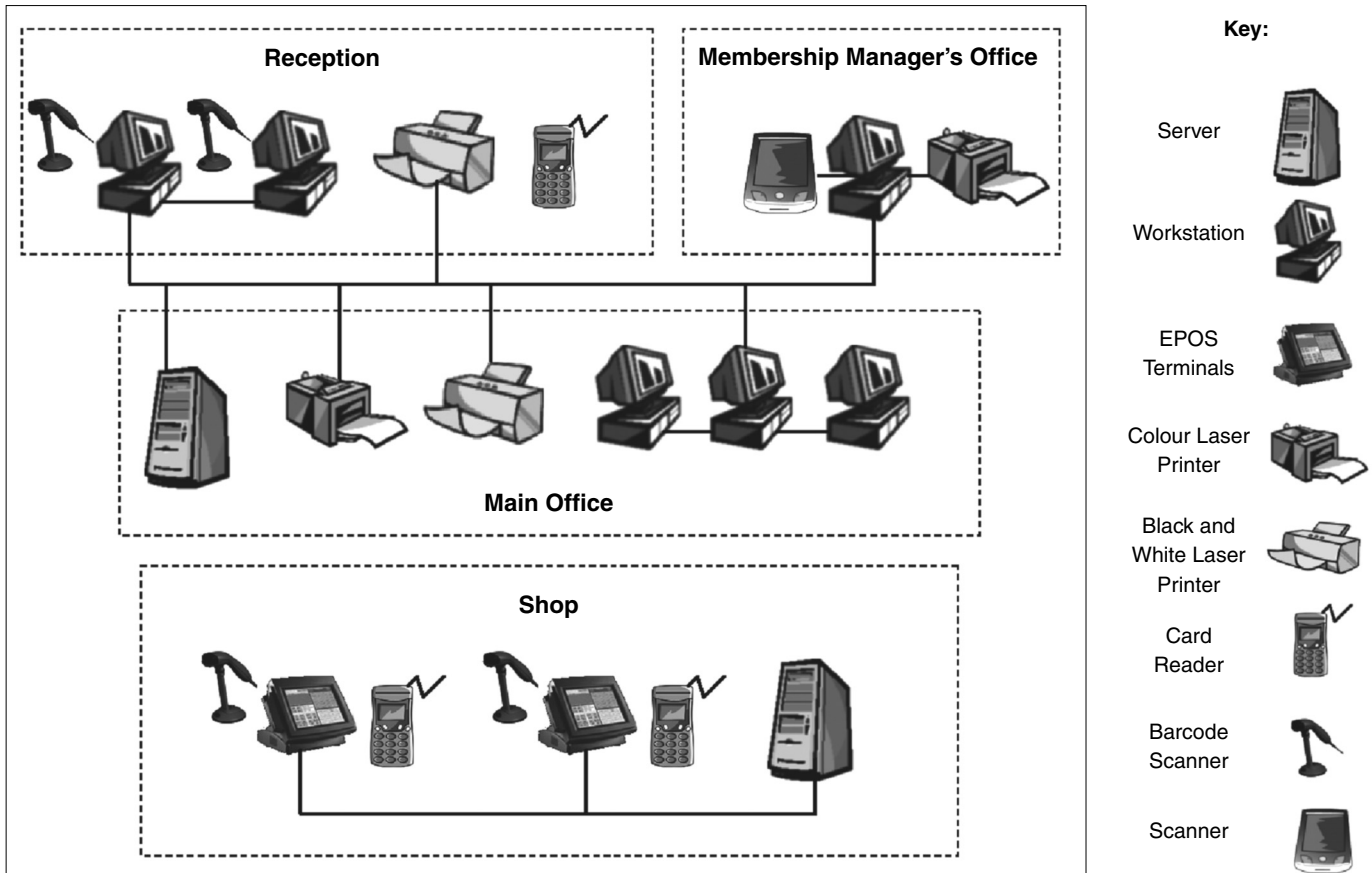


Fig. 1

(Not to scale. Not all workstations are shown)

Fig. 1 shows the ICT systems in KFSC. There is a local area network in the office and reception area of KFSC. The server is in a secure cupboard in the main office. The Office Manager's responsibilities include the day-to-day maintenance of the network and organising the nightly backup.

There are two workstations with barcode readers and a laser printer in reception. There is also a workstation, scanner and colour inkjet printer in the Membership Manager's office. Reception also has a chip and pin card reader with telephone connection to the banking system, so that non-members can pay for their use of facilities by credit or debit card.

In the main office there is a workstation for each member of staff. There is also a black and white and a colour laser printer. All printers can be used by any workstation.

The server holds all the software and data. Software includes word processing, desktop publishing (DTP) for producing publicity material, spreadsheet and accounts. Database management software has been used to create a booking system and to keep membership records. As well as membership and bookings records, the server also holds all financial, personnel and training records. Although all software and data can be accessed from any workstation, only the relevant members of staff have access rights. For example, only the Membership Manager and receptionists can access membership and booking records.

The shop has a separate ICT system. This consists of two electronic point of sale (EPOS) terminals with barcode readers and chip and pin card readers. All stock data is held on a dedicated server connected to the EPOS terminals. There is also a telephone connection to the banking system for authorisation of card payments.

Membership application

When an individual wants to become a member of KFSC, the first step is to telephone the centre to request an application form from the receptionist (see Appendix 2). The receptionist posts the application form, which includes a direct debit mandate, to the potential member. After completing the form, a passport sized photograph of the individual and the completed application form are posted back to the Membership Manager. The Membership Manager detaches the direct debit mandate and hands it to one of the finance clerks who posts it to the potential member's bank for approval. The bank faxes back the approval and sets up the direct debit. The finance clerk emails the Membership Manager to confirm that the direct debit has been approved and the Membership Manager enters the member's details into the membership database. A unique membership number is generated. The photograph is scanned in and added to the member's record. A membership card is printed (see Fig. 2), laminated, and posted to the new member. Family membership is organised in the same way but a photograph of each member of the family is required and a separate membership card is produced for each. The coach or manager of a local club or team that requires affiliated membership contacts the Membership Manager directly.

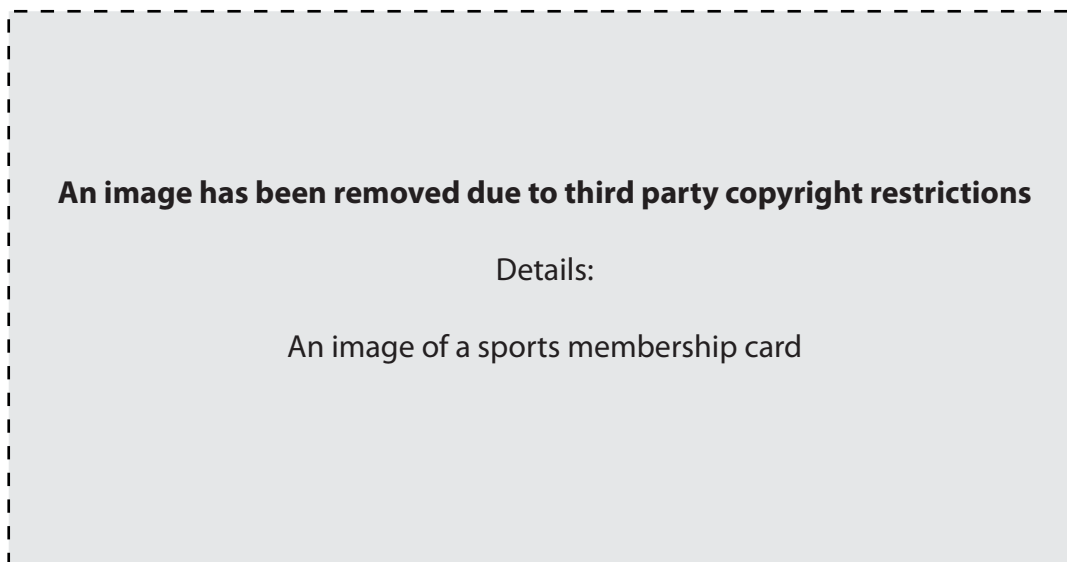


Fig. 2

Reception procedures

Members can make bookings by telephone or in person. Bookings can be made to use a whole facility, such as a squash court or tennis court. The number of each of these is limited. Bookings can also be made to use the swimming pool or to take part in a class or activity, such as a yoga class. For these activities there is a limit to the number of people that can be accommodated at a time. Members can also book a coach for an individual lesson. Bookings are made for a one hour session.

A receptionist uses a booking screen (Fig. 3) to check the availability of the facility or class and make the booking.

Fig. 3

The receptionist first asks the member which facility or class they want to book and when. The receptionist uses dropdown lists to select the facility or class, the date, the time and the name of the coach (if required). The screen shows whether the booking can be made or not. If it can, the member is asked for their membership number and the receptionist enters this using the keyboard. If the member is booking in person, they hand their membership card to the receptionist who uses the barcode reader to input the membership number. The member's details appear on screen and the member is asked to confirm their name and address. The receptionist clicks the 'Confirm Booking' button to confirm the booking and a unique booking number is generated. This is told to the member.

When the member arrives to use the facility or attend the class, they must either tell the receptionist the booking number, or hand over their membership card and tell the receptionist which facility or class has been booked. The booking details are brought up on screen and the receptionist clicks the 'Check-in' button to confirm the member's arrival. The cost of the facility or class is added to the member's account. A booking confirmation is printed (Fig. 4) showing the membership number, the facility or class booked, the date and time and how long it is booked for. The receptionist then presses the door release to allow the member into the centre.

Keep Fit Sports Centre Booking Confirmation			
Membership No.	5837	Name	Clive Eastwood
Facility booked	Swimming Pool	Date	23/10/2006
Time	1000	Duration	1 hour

Fig. 4

If a non-member wants to use a facility, the receptionist uses the booking screen to check whether there are spaces available for the current date and time. If there are, the receptionist enters XXXX as the membership number and clicks the 'Confirm Booking' button. The screen shows the cost for the facility, which the non-member must pay by cash or card. When payment has been made, the receptionist clicks the 'Check-in' button and a booking confirmation is printed, showing the membership number as XXXX and the name as non-member.

The booking confirmation slip is given to the member or non-member.

Once inside the centre, KFSC relies on the honesty of its members and non-members to only use the facilities booked for the time specified. Coaching staff can ask people for their booking confirmation slips to check, but staff are often too busy to do so. The Centre Director is concerned that some people are using facilities they have not booked, or using them for longer than they should. This is leading to a loss of revenue for the centre and could cause dangerous overcrowding in the swimming pool area, for example.

Membership fees are paid monthly by direct debit along with any charges incurred for using the facilities. Once a month the Membership Manager runs a report to create the members' accounts. The membership number is used to look up the type of membership and the dates, descriptions and prices of all bookings. The booking prices are totalled and the monthly membership fee is added to this total. Value added tax (VAT) is calculated and added to give the total amount due. An individual itemised account is printed and sent to each member for information (see Appendix 3). The system also prints a summary list consisting of all membership numbers with the members' names and the amount due from each. This is given to a finance clerk.

Office procedures

A finance clerk sends direct debit requests to each member's bank for the amount due. The finance clerk then enters the amounts requested from members' bank accounts into a sales ledger in the accounts software package. At the end of each day, the receptionist and the Shop Manager pass all money taken and details of all non-member payments or shop sales to a finance clerk. These are also added to the sales ledger. When a finance clerk pays an invoice or arranges payment of staff wages, details are added to the purchase ledger in the accounts software package.

As the centre is open from 6.30 am to 10.00 pm seven days a week, most of the staff work shifts and are paid an hourly rate. There is a book at the reception desk for staff to sign in at the start of their shift and sign out when they finish work. An extract is shown in Fig. 5.

Staff No.	Name	Date	Time in	Time out	Signature

Fig. 5

Each Thursday, the HR assistant uses the book to calculate the hours worked in the previous week by each hourly paid member of staff. The HR assistant keys in each staff number, to access the relevant personnel record, and then keys in the hours worked for the week by that member of staff.

All staff are paid monthly. KFSC runs its own payroll system. For hourly paid staff, the system first looks up the hours worked each week. These figures are added together and then multiplied by the hourly rate, which is also obtained from the personnel record. This gives the gross pay for the month. In the case of salaried staff, the annual salary is divided by 12 to give the gross pay for the month.

The next stage is to check if the member of staff contributes to the company pension scheme. If so, the monthly contribution is calculated and subtracted from the gross monthly pay. National insurance (NI) contributions are calculated. Then each member of staff's tax code is looked up and used to calculate the amount of tax to be paid. These amounts are also subtracted. The final figure is the net pay for the month. These figures are passed to a finance clerk who arranges payment into each staff member's bank account.

The gross and net pay for the month, the tax, NI and any pension contributions are added to running totals for the year. Payslips are printed which show the pay and deductions for the month and for the year to date (Appendix 4). Payroll information is passed to HM Revenue and Customs.

Procedures in the shop

Customers take the items they want to purchase to one of the EPOS terminals. The sales assistant uses the barcode reader to scan each item's barcode. The product code it contains is used to look up the description and price of the item on the stock database. These are displayed on the EPOS terminal screen and printed on a customer receipt and on the till roll. The 'number_in_stock' field in the stock database is reduced by one for each item purchased.

When all the barcodes have been scanned, the shop assistant presses the 'sub-total' key and the system adds all the item prices. If the customer is a KFSC member, they must show their membership card to receive the 10% discount. As there is no link to the membership system, members who do not have their card must pay the full price. Pressing the 'member discount' key triggers the system to calculate 10% of the sub-total and subtract it. The amount due is displayed. If the customer pays by cash, the amount tendered is input on the keypad and the EPOS terminal calculates the change due. The sub-total, discount (if any), amount due, amount tendered and change due are added to the customer receipt which is given to the customer. The sub-total, discount and amount due are added to the till roll. All prices are inclusive of VAT.

A customer paying by card inserts their card into the card reader. The connection to the banking system validates the card and the card reader instructs the customer to enter their PIN. If the PIN and card match, the transaction is approved and the customer is instructed to remove their card. Two copies of the receipt are printed. One is given to the customer and the other is put in the till drawer. Instead of amount tendered and change due, the receipt shows the card type, part of the card number, the card expiry date and an authorisation code.

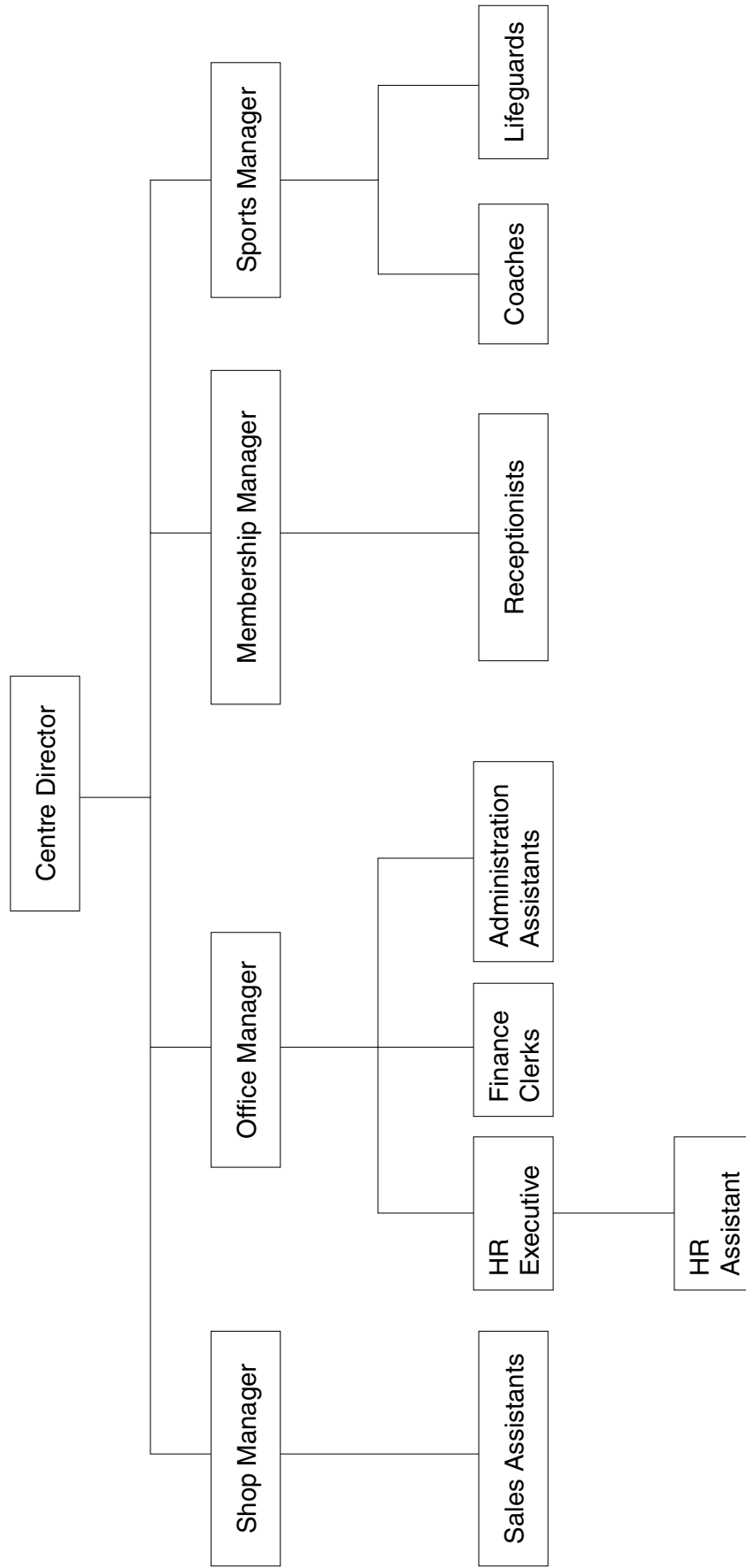
At the end of the day the Shop Manager prints out details of the day's sales on each EPOS terminal and removes all card receipts and the money, except for a £50 float. The money and card receipt amounts are added up, checked against the day's sales and any discrepancies are noted. The printout, money and card receipts are given to one of the finance clerks so that the details can be entered in the sales ledger and the money banked.

Once a week the Shop Manager checks the stock database to see how many of each item there are left in stock. The Shop Manager makes a list of which items need to be ordered, in what quantity and from which supplier. This is handed to one of the administration assistants who creates and sends the required purchase orders.

Organising events

Every so often KFSC holds events such as a 5-a-side football tournament, basketball tournament or swimming gala. The Sports Manager decides what type of event will be held and the date. These are put in a memo that is sent by internal mail to the receptionist so that the facility required can be block booked. The Sports Manager also sends a memo by internal mail to the administration assistant with details of the event. The administration assistant creates an advertisement for the event that is faxed to the local newspaper. The Sports Manager telephones potential sponsors to request donations for trophies and prizes. Interested teams contact the administration assistant by telephone to request an application form, which is posted to them. This is returned to the Sports Manager by post.

Appendix 1 – Organisational Structure of KFSC



Appendix 2 – Membership Application Form

Keep Fit Sports Centre – Membership Application

Please return to: The Membership Manager, KFSC, Blackpool Road, Poulton-Le-Fylde, Lancs, FY6 3OZ.

Please tick the type of membership required. (Details of benefits, eligibility and prices can be found in our brochure.)

Type of membership.	Eligibility	✓
7-day individual	Any adult	
Mid-week individual	Any adult	
7-day family	Up to two adults plus their children age <= 16 years	
Senior	Adults age >= 60	
Student	A student in full-time education age >16 years	
Student Plus	A student in full-time education age >16 years	

Surname		Date of Birth		First name(s)		Gender (please tick)	
Title	DD	MM	YYYY			M	F
Address 1		Telephone number (home)					
Address 2		Telephone number (work)					
Town		Telephone number (mobile)					
County		Email address					
Postcode							

Details of other members (family membership only)

Surname	First name(s)	Date of Birth			Gender (please tick)
		DD	MM	YYYY	M <input type="checkbox"/> F <input type="checkbox"/>
		DD	MM	YYYY	M <input type="checkbox"/> F <input type="checkbox"/>
		DD	MM	YYYY	M <input type="checkbox"/> F <input type="checkbox"/>
		DD	MM	YYYY	M <input type="checkbox"/> F <input type="checkbox"/>

Please attach a passport size photograph of each person requiring membership.

I wish to apply for membership of KFSC and agree to abide by the rules of the centre.

Signature _____ Date _____

Instruction to your Bank/Building Society to pay by Direct Debit

To: The Manager Bank/Building Society

Address

Postcode

Name(s) of account holder(s)

Account number Sort Code

Please pay KFSC Direct Debits from the account detailed in this instruction subject to the safeguards assured by The Direct Debit Guarantee. I understand that this instruction may remain with KFSC and if so, details will be passed electronically to my Bank/Building Society.

Signature _____ Date _____

Banks or Building Societies may not accept Direct Debit Instructions for some types of account.

Appendix 3 – Monthly account

Keep Fit Sports Centre

Blackpool Road, Poulton-Le-Fylde, Lancs, FY6 3OZ

Tel: 0125 1236789 Fax: 0125 1236780

Monthly Membership Account**Account Date** 21/11/2006**Membership No.** 5837
Name Clive Eastwood
Address 4 The Brackens
Blackpool
FY3 2BL

Date	Item	Price (£)
23/10/2006	Swimming Pool	2.00
28/10/2006	Yoga Class	3.00
07/11/2006	Squash Court	5.00
16/11/2006	Swimming Pool	2.00
20/11/2006	Yoga Class	3.00
21/11/2006 to 20/12/2006	7-day Individual Membership	25.00
	Total	40.00
	VAT	7.00
	Amount Due	47.00

This amount will be debited from your bank account on 28/11/2006.

Please check the details of this account and report any discrepancies to the Membership Manager within seven days.

Appendix 4 – Payslip

Keep Fit Sports Centre

Blackpool Road, Poulton-Le-Fylde, Lancs, FY6 3OZ

Tel: 0125 1236789 Fax: 0125 1236780

Pay Advice

SN: 80154
 Ms T H Jones
 29 Rugby Road
 Poulton-Le-Fylde
 Lancs
 FY6 0AB

PERIOD NUMBER	MONTH ENDING	TAX YEAR	ACCOUNT NUMBER	SORT CODE
08	28/11/06	06/07	00634687	30-91-59

Pay Date is 30/11/2006

OTHER INFORMATION			
Tax Code	489L	Tax Ref. No.	LP7/991/B7
NI Category	A	NI Number	XF749092B
Pension Scheme	Yes	Pension Cont.	5%
Hourly Rate	£5.50		

TOTALS TO DATE	AMOUNT
Pension Contributions	352.00
Taxable Pay	6688.00
Tax Paid	753.44
NI Paid	51.36

GROSS PAY MAKE UP		
TYPE OF PAYMENT	UNITS	AMOUNT
Hours worked	160	880.00
TOTAL GROSS PAY THIS PERIOD		880.00

DEDUCTION DETAILS	
TYPE OF DEDUCTION	AMOUNT
Income Tax	94.18
NI	6.42
Pension	44.00
TOTAL DEDUCTIONS THIS PERIOD	114.60
NET PAY	765.40

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