

GCSE 2004

June Series



Mark Scheme

Business & Communication Systems *(3126/1F)*

Mark schemes are prepared by the Principal Examiner and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation meeting attended by all examiners and is the scheme which was used by them in this examination. The standardisation meeting ensures that the mark scheme covers the candidates' responses to questions and that every examiner understands and applies it in the same correct way. As preparation for the standardisation meeting each examiner analyses a number of candidates' scripts: alternative answers not already covered by the mark scheme are discussed at the meeting and legislated for. If, after this meeting, examiners encounter unusual answers which have not been discussed at the meeting they are required to refer these to the Principal Examiner.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of candidates' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

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Foundation Tier – Theory Paper (3126/1F)

The answers given in this mark scheme are neither exhaustive nor prescriptive.
Credit should be given for all appropriate responses.

1**Total for this question: 8 marks**

(a) Which one of the following items of hardware is not an input device?	(1 mark)
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Laser printer (1)

(b) Which one of the following databases is not covered by the Data Protection Act?	(1 mark)
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Cars in a showroom (1)

(c) Which one of the following methods of communication is most often used for an external communication?	(1 mark)
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Letter (1)

(d) Which one of the following terms best describes how the employment of an employee caught drunk whilst at work would be ended?	(1 mark)
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Dismissal (1)

(e) Which one of the following terms best describes the type of training given to new employees?	(1 mark)
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Induction (1)

(f) Which one of the following is best assessed through a job interview?	(1 mark)
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Enthusiasm (1)

(g) Which one of the following is an organisation run by the Government to help recruitment?	(1 mark)
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A Job Centre (1)

(h) Here is part of a monthly payslip for one of the employees of Abandon.	
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Gross Pay	Income Tax	National Insurance	Pension	Net Pay
£1500.00	£283.00	£90.00	£75.00	£

What is the employee's net pay for the month?	(1 mark)
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£1052.00 (1)

2

Total for this question: 25 marks

- (a) Select **two** items from the advertisement opposite which are likely to attract candidates to apply for the job. Explain **one** reason why you think each item would attract candidates. (6 marks)

Any two from: leading pop agency, 37 hour week, 4 weeks holiday per year, £15 000 pa salary, fringe benefits (1 + 1). Accept job role itself, and the fact that there are two vacancies. **Not** logo.

2 x (1 + 1) for evaluation, eg leading pop agency attracts candidates because they think Abandon is a successful company (1), which means they will have job security (1).

Hours are quite short (1) compared with some other jobs which means candidates can fit in with social/family commitments (1).

Salary is reasonable (1) considering no qualifications are required and only a limited range of skills (1).

- (b) (i) Explain **one** reason why Rock has decided to ask candidates to fill in an application form, rather than send in a curriculum vitae (CV). (2 marks)

(1 + 1) for reason + development.

Eg application form shows all experience and qualifications set out in same order (1). This will allow Rock to compare applicants for the post more easily (1).

- (ii) Explain **one** reason why it might have been better for Rock to ask candidates to send in a CV rather than an application form. (2 marks)

(1 + 1) for reason + development.

Eg CV's would be received sooner (1) so Rock could appoint more quickly and start saving money on printing costs (1).

- (c) List **three** pieces of information, other than name, address and telephone number, which the application form will ask for. (3 marks)

3 x 1 Any three from: date of birth; nationality; National Insurance number; previous employment history; current post; qualifications; interests; references; gender; criminal offences; job applied for; why they want the job; or any other suitable piece of information.

- (d) Explain how each of the pieces of information you have listed in (c) would help Rock to select suitable applicants for the post of publicity assistant. *(6 marks)*

3 x (1 + 1) for evaluation, must be in context for second mark.

Eg previous employment shows applicant's skills (1) which will allow Rock to judge whether they will be able to produce the quality marketing materials (1).

Qualifications gives an idea of how hard candidate works /what skills they have (1), eg GCSE English might mean they can compose accurate advertisements (1).

- (e) Rock receives 20 applications for the job.

Rock has decided which applicants to appoint. He wants them to start **within the week**.

Recommend, with reasons, the best method of communication to use to inform the successful and unsuccessful applicants of his decision. *(6 marks)*

1 x 2 for suitable methods plus (1 + 1) x 2 for suitable evaluation in context – need to justify the **method**.

Eg successful candidates: telephone (1) because he needs to find out straight away whether they accept the job offer (1) so he can offer it to someone else if they say no (1).

Unsuccessful candidates: letter (1) because he does not need a reply (1) and it is less awkward than speaking to them face to face (1).

Award evaluation if valid even if method is unsuitable.

3**Total for this question: 21 marks**

(a) Identify and explain **one** factor that Jane should take into account when choosing each of the following pieces of furniture and equipment.

Chair

Monitor

Desk

(6 marks)

Chair: must be adjustable (1) so it gives good back support (1).

Monitor: must not flicker (1) or it would cause eyestrain (1).

Desk: must have room underneath for employee to move legs (1) and room on top for computer and papers (1).

(b) The new employees will use desktop publishing (DTP). From the advertisement on the opposite page select:

- an input device;
- a storage device;
- an output device.

Explain, with an example, what each of these devices would be used for.

(9 marks)

(1 + 2) x 3 marks

Give marks for valid evaluation of incorrect device.

Input device: mouse, scanner or keyboard on laptop (1).

For 2 marks, reason must be in context of Abandon.

Mouse: to move text and images round (1) on pages of publicity material (1).

Scanner: to input photographs into publicity material (1), eg of venues or bands (1).

Keyboard on laptop: to input text/commands (1) on letters to venue owners (1).

Storage device: floppy disk **drive** or CD **drive** (1).

Floppy disk drive: for backing up small files (1), eg letters to venues (1).

CD drive: for backing up files (1) eg publicity materials (1).

Output device: laser printer or inkjet printer (1) not laserjet.

Laser printer: to print monochrome documents (1) eg letters, tickets (1).

Inkjet printer: to print colour documents (1), eg publicity leaflets (1).

(c) Abandon's offices are open plan.

(i) Identify and explain **one advantage to the staff** of Abandon of working in an open plan office. *(3 marks)*

1 for advantage plus 1+1 for evaluation.

Eg open plan encourages friendships between employees (1), makes the workplace more friendly (1) and allows employees to share ideas (1).

(ii) Identify and explain **one disadvantage to the staff** of Abandon of working in an open plan office. *(3 marks)*

1 for disadvantage plus 1+1 for evaluation.

Increases distractions (1) so making it more difficult to get on with own work (1) and reducing job satisfaction (1).

4

Total for this question: 15 marks

(a) Select **three** hazards from the picture. Explain **one** way of **preventing** each hazard. (6 marks)

1 for each hazard plus 1 for each **preventative** measure, ie **not** how it can be mended.

Eg hole in carpet (1) monthly safety inspections (1).

Overloaded electrical sockets (1) ensuring enough electrical sockets were installed (1).

Employee carrying too many boxes (1) training/providing trolleys (1).

(b) Rock thinks that it is very important to train his new staff in health and safety. Jane suggests three ways he might do this:

- send them on an external training course;
- train them himself in the office;
- give them a health and safety training manual to read.

(i) Explain how effective you think each of the above methods would be in training the new staff in health and safety. (6 marks)

3 x (1+1) for evaluation + development.

Answers should relate to the effectiveness of training, not to other factors such as costs.

Eg external training course can be effective because the trainers are experts in their subject (1), but difficult to apply what is learned when back at work (1).

Training them himself could be effective because he will make it relevant to the workplace (1), but he may not have time or expertise to do it properly (1).

Health and safety training manual allows employees to read it at their own pace (1) but it will not specifically relate to the workplace (1).

(ii) Recommend which method Rock should use. Give reasons why your chosen method is the best. (3 marks)

3 marks for reasoned recommendation. Allow methods not mentioned above.

Eg Rock should train the employees himself because he knows what the particular hazards are and he will be able to answer questions (1). It will be cheaper than sending them on an external course (1) and more tailored to his office than a manual (1).

5

Total for this question: 6 marks

Jane's **annual** salary is £18 000. She also earns overtime for working at weekends. Jane's overtime rate is £20 per hour.

The sheet below shows Jane's overtime form for April.

Abandon

Overtime claim form

Name: Jane Pennyworth Staff code: M234 Month: April 2004

Date	Extra hours worked
3 April	3
4 April	2
17 April	4
24 April	4

Calculate Jane's total gross salary **including overtime** for **April**. Show all your workings. (6 marks)

Basic salary = £18 000/12 = £1 500 (2)

Overtime hours = 3 + 2 + 4 + 4 = 13 (1)

Overtime pay = 13 x £20 = £260 (2)

Total gross pay for April = £1 500 + £260 = £1760 (1)

Use own figure rule. Award marks for correct answer even if workings are not shown.

Guide to possible answers:

£18260	4 marks
£260	3 marks
£1760	6 marks

MARKING CRITERIA FOR QUALITY OF WRITTEN COMMUNICATION**Standard Criteria**

High Performance	Candidates spell, punctuate and use the rules of grammar with almost faultless accuracy, deploying a range of grammatical constructions; they use a wide range of specialist terms adeptly and with precision.	4-5 marks
Intermediate Performance	Candidates spell, punctuate and use the rules of grammar with considerable accuracy; they use a good range of specialist terms with facility.	2-3 marks
Threshold Performance	Candidates spell, punctuate and use the rules of grammar with reasonable accuracy; they use a limited range of specialist terms appropriately.	1 mark

Below Threshold Performance**0 marks**

Having marked the candidate's script for subject content, recording the question totals for each question, you must review the script as a whole and according to the bands of marks defined above, decide on the mark to be awarded to the candidate for their quality of written communication including spelling, punctuation and grammar. This mark should be written in the 'QoWC' mark box on the front of the answer book. Then you should add the question total marks together and add the 'QoWC' mark to give the grand total and enter this in the box for the total mark. The grand total for the whole paper (including 'QoWC') is the mark you should write and encode on the Examiner's Mark Sheet.