

Surname		Other Names	
Centre Number		Candidate Number	
Candidate Signature			

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General Certificate of Secondary Education
June 2004



BUSINESS AND COMMUNICATION SYSTEMS 3126/1F
FOUNDATION TIER
Paper 1

Monday 24 May 2004 1.30 pm to 2.30 pm

F

No additional materials are required.
You may use a calculator.

Time allowed: 1 hour

Instructions

- Use blue or black ink or ball-point pen.
- Fill in the boxes at the top of this page.
- Answer **all** questions in the spaces provided. If you wish to extend any answer, additional space is provided on page 16.
- Do all rough work in the question paper. Cross through any work you do not want marked.

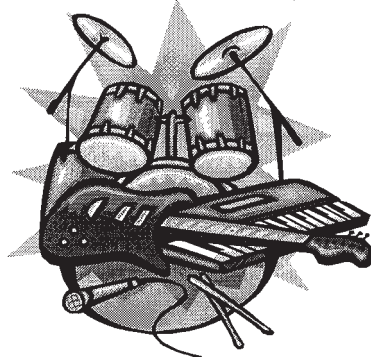
Information

- The maximum mark for this paper is 80.
- Mark allocations are shown in brackets.
- You will be awarded up to 5 marks for the quality of your written communication including accurate spelling, punctuation and grammar.

For Examiner's Use			
Number	Mark	Number	Mark
1			
2			
3			
4			
5			
Total (Column 1)	→		
Total (Column 2)	→		
Quality of Written Communication			
TOTAL			
Examiner's Initials			

Answer **all** questions in the spaces provided.

SCENARIO



Abandon

Abandon is a business which arranges concerts for pop groups in return for a percentage of the takings. Rock Boatman is the manager. He contacts the owners of suitable venues, such as theatres, town halls and arenas, arranges all the details of the concerts and publicises them.

Rock employs only one other person, his assistant, Jane Pennyworth.

1

Total for this question: 8 marks

Circle the correct answer in each of the following questions.

- (a) Which one of the following items of hardware is **not** an input device?

Keyboard **Laser Printer** **Mouse** **Scanner**

- (b) Which one of the following databases is **not** covered by the Data Protection Act?

Cars in a showroom **Video shop members** **Patient records in a hospital** **Job applicants' CVs**

- (c) Which one of the following methods of communication is most often used for an **external** communication?

Letter **Meeting** **Memorandum** **Noticeboard**

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

Dismissal **Redundancy** **Resignation** **Retirement**

- (e) Which one of the following terms **best** describes the type of training given to **new** employees?

External **Induction** **Off the job** **On the job**

- (f) Which one of the following is **best** assessed through a job interview?

Enthusiasm **Hobbies** **Previous work experience** **Qualifications**

- (g) Which one of the following is an organisation run by the Government to help recruitment?

The Health & Safety Executive **A Job Centre** **OFSTED** **A Private Recruitment Agency**

- (h) Here is part of a monthly payslip for one of the employees of Abandon.

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?

£1948.00 **£1382.00** **£1202.00** **£1052.00**

(8 marks)

8

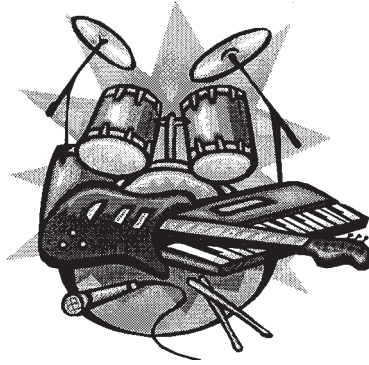
Turn over ►

2

Total for this question: 25 marks

Rock Boatman, the Manager of Abandon, has decided to take on two publicity assistants. They will use desktop publishing (DTP) software to produce leaflets, posters and tickets for concerts.

Rock places the following advertisement in the local press.



Abandon

The leading pop agency
requires two

Publicity Assistants
to work 37 hours a week

Salary £15 000 pa plus fringe benefits

Must be experienced in producing quality marketing materials
using desktop publishing software

Send for an application form and further details to
Rock Boatman
18 Hartman Street
Newtown
NT2 3UP

- (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.

Item 1.....

Reason

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Item 2.....

Reason

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(6 marks)

- (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).

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(2 marks)

- (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.

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(2 marks)

QUESTION 2 CONTINUES ON THE NEXT PAGE

Turn over ►

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

Item 1.....

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Item 2.....

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Item 3.....

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(3 marks)

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

Item 1.....

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Item 2.....

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Item 3.....

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(6 marks)

(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.

(i) Successful applicants

Method

Reasons

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.....

(3 marks)

(ii) Unsuccessful applicants

Method

Reasons

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(3 marks)

25

TURN OVER FOR THE NEXT QUESTION

Turn over ►

3

Total for this question: 21 marks

Rock asks Jane, his assistant, to order the furniture and equipment for the new members of staff. She must make sure that each workstation is designed so that the new employees can work safely and comfortably.

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

Chair

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Monitor

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Desk.....

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(6 marks)

NO QUESTIONS APPEAR ON THIS PAGE

QUESTION 3 CONTINUES ON THE NEXT PAGE

Turn over ►

(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.

Input device

Explanation and example

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Storage device

Explanation and example

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Output device

Explanation and example

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(9 marks)

COMPUTER HARDWARE DIRECT The UK's no 1 hardware retailer



CD Drive

Can be used to read and write 650Mb CDs. Installs in seconds. Create a CD in under 4 minutes. Includes CD writing software.

Only £125.80



Laptop Computer

1.2GHz processor
20Gb hard disk drive
14.1" TFT display
Integrated 24xCD ROM
Bundled with business software

Only £863.62



Floppy Disk Drive

3.5" standard
1.44Mb floppy disk drive
1 year warranty

Only £7.63



Optical Mouse

Precision and accuracy with this optical mouse for only £30



Colour Inkjet Printer

Photo quality printing
14 pages per minute mono, 10 pages per minute colour.
£81.07

Spares

Cartridges £25 (print approximately 2500 pages each)



Laser Printer

Up to 12 pages per minute high resolution printing from this black and white laser printer. Sale price £199.99

Spares

Toner cartridges £60 each (print approximately 10000 pages each)
Drum kits £80 (last approximately 20000 pages each)



Scanner

Scan photos, text, graphics with this 1200 dpi scanner for only £111.62



Loudspeakers

Powerful stereo speakers for your PC

Only £66.97

QUESTION 3 CONTINUES ON THE NEXT PAGE

Turn over ►

(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.

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(3 marks)

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

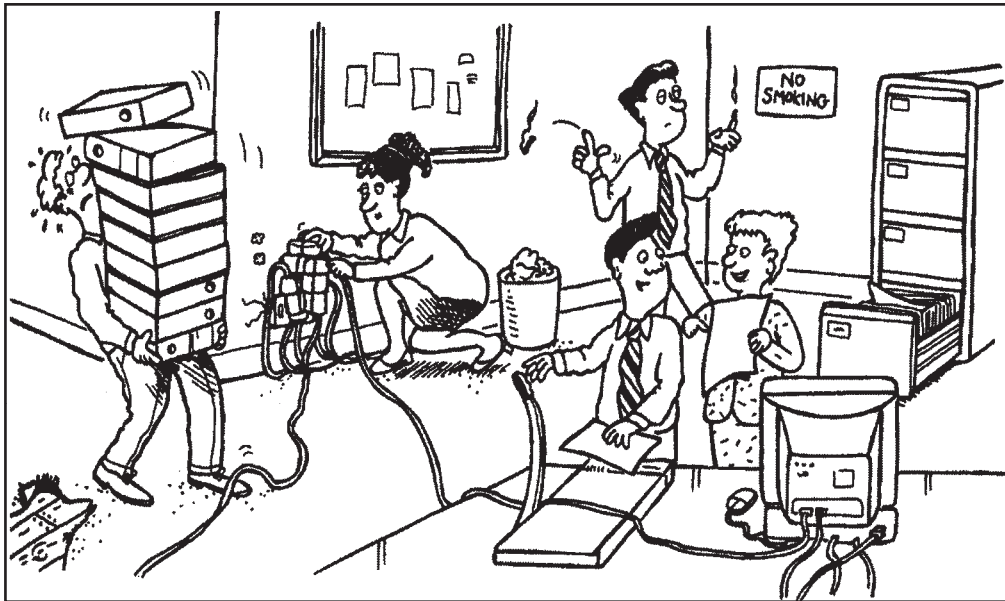
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(3 marks)

4

Total for this question: 15 marks

The picture below is taken from a Health and Safety training guide.



Source: adapted from BILL OWENS, *GCSE Business and Communication Systems* (Hodder & Stoughton) 2001

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

Hazard 1

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How it could be prevented

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Hazard 2

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How it could be prevented

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Hazard 3

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How it could be prevented

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(6 marks)

QUESTION 4 CONTINUES ON THE NEXT PAGE

Turn over ►

(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.

External training course

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Training them himself.....

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Training manual

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(6 marks)

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

Method

Reasons

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(3 marks)

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.

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(6 marks)

END OF QUESTIONS

