

Surname		Other Names	
Centre Number		Candidate Number	
Candidate Signature			

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General Certificate of Secondary Education
June 2003



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

F

Tuesday 20 May 2003 Morning Session

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

Time allowed: 1 hour

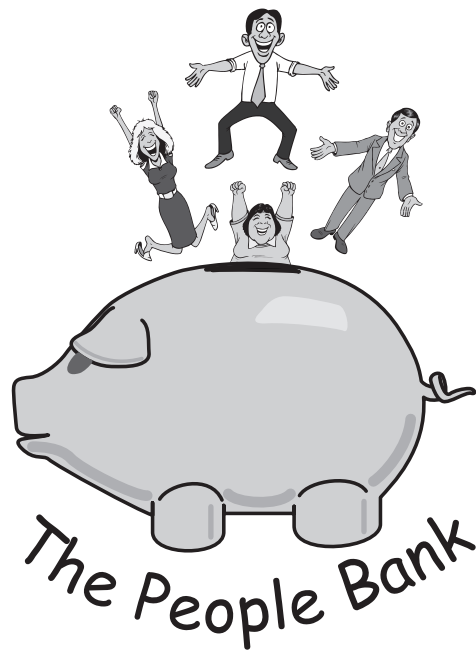
Instructions

- 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 100.
- Mark allocations are shown in brackets.
- You will be awarded up to 5 marks for the quality of written communication, including accurate spelling, punctuation and grammar.

For Examiner's Use			
Number	Mark	Number	Mark
1			
2			
3			
4			
5			
6			
7			
8			
Total (Column 1)	→		
Total (Column 2)	→		
Quality of Written Communication			
TOTAL			
Examiner's Initials			



SCENARIO

The People Bank is a private recruitment agency. It has a database of people looking for work and companies with job vacancies. It charges the companies a fee for advertising their job vacancies and carrying out the first stage of the selection process.

The People Bank has a website which allows people using the site to view job advertisements and to send in their CV by e-mail.

Gerard Summers is the Manager of The People Bank. He often works away from the office, travelling around the country to meet his clients face to face. He has five staff: Jamel, Karin and Helena, who are consultants, Peter, the secretary, and Chi, the clerk.

Answer **all** questions in the spaces provided.
If you wish to extend any answer, additional space is provided on page 16.

1

Total for this question: 8 marks

Complete each of the following sentences by **circling the correct answer**.

- (a) The type of office layout which best encourages teamwork is:

Cellular **Hierarchical** **Individual** **Open Plan**

- (b) The best way to protect a file from being lost due to computer failure is to:

Install anti-virus software **Lock the computer** **Make regular back-ups** **Use passwords**

- (c) Information on the qualifications, experience and characteristics required for a job vacancy is called a:

Contract of employment **Curriculum Vitae (CV)** **Job description** **Person specification**

- (d) The payment method which gives employees more money the more hours they work is called:

Bonus **Fringe benefits** **Piece rate** **Time rate**

- (e) When a person leaves a company because their job no longer exists, this is called:

Discrimination **Dismissal** **Induction** **Redundancy**

- (f) An example of internal communication at The People Bank would be:

A conversation between the Manager and the Secretary **An e-mail from a client** **A telephone bill** **A telephone call from a company with a job vacancy**

- (g) An item which is **not** normally included in an Agenda is:

Any other business **Apologies** **Matters arising** **Results of votes taken**

- (h) In order to send an e-mail, it is usually necessary to use a:

Browser **Modem** **Printer** **Scanner**

(8 marks)

Turn over ►

2

Total for this question: 6 marks

Gerard, the Manager of The People Bank, often works away from the office and travels around the country.

- (a) Circle **two** pieces of hardware from the following list that Gerard will find most useful to take with him.

Mobile telephone Laptop computer Digital camera Scanner
Fax machine CD-writer Laser printer (2 marks)

- (b) Using your answers in (a), explain how useful each item would be to Gerard.

Item 1.....

Item 2.....

(4 marks)

6

3

Total for this question: 6 marks

When Gerard is not travelling he often works from home.

- (a) State and explain **one** advantage to Gerard of working from home, rather than in the office.

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(2 marks)

- (b) State and explain **one** advantage and **one** disadvantage to The People Bank of Gerard working from home, rather than in the office.

Advantage.....

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(4 marks)

6

TURN OVER FOR THE NEXT QUESTION

Turn over ►

4

Total for this question: 11 marks

Details from applicants' curriculum vitae (CVs) are stored on The People Bank's database. This information is covered by the Data Protection Act.

(a) State **two** things that The People Bank must do because of the Data Protection Act.

1

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2

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(2 marks)

The People Bank uses the following methods to keep the data confidential:

- all staff have their own password to the computer system;
- if any computer is not used for 10 minutes a screen saver automatically appears and a password is needed to turn it off;
- staff are trained in the importance of confidentiality.

(b) Explain how effective each of these methods would be in keeping the applicants' data confidential.

Passwords

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Password protected screen saver

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Staff training.....
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(9 marks)

$\frac{11}{11}$

TURN OVER FOR THE NEXT QUESTION

Turn over ►

5

Total for this question: 8 marks

When a company contacts The People Bank about a vacancy, the consultants at The People Bank carry out a search on the database to find the best applicants. They then send the curriculum vitae (CVs) for the best applicants to the company.

(a) What is a CV?

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(2 marks)

(b) State **two** pieces of information, other than name and address, which would be on a CV.

1

2

(2 marks)

(c) Explain **one** advantage and **one** disadvantage to an IT company of using The People Bank to recruit candidates instead of advertising the vacancies themselves.

Advantage.....

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Disadvantage

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(4 marks)

8

6

Total for this question: 27 marks

The consultants at The People Bank enter the information from the companies with vacancies into their database. This information is then used to produce job advertisements for the website, newspapers and specialist IT journals.

- (a) State and explain **three** possible results of incorrect data being entered into the Vacancies database.

Result 1.....
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Result 2.....
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Result 3.....
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(6 marks)

QUESTION 6 CONTINUES ON THE NEXT PAGE

Turn over ►

- (b) For each method of advertising given below, explain how effective you think it would be in attracting suitable applicants for IT vacancies. Give reasons for your answers.

National newspaper

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The People Bank website

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Specialist IT journals

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(9 marks)

(c) List **three** pieces of information which would be included in a job advertisement produced by The People Bank.

1

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3

(3 marks)

(d) Explain why each piece of information **you have listed in (c)** would be important.

1

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2

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3

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(6 marks)

(e) The People Bank staff often advise companies on equal opportunities laws and regulations. Name **three** laws that prevent discrimination in the workplace.

1

2

3

(3 marks)

The following is a job description and person specification that The People Bank has received from a publishing company.

JOB DESCRIPTION

- **Job Title:** Office Assistant
- **Location:** various locations in cities around the UK
- **Purpose:** to give secretarial support to the managers of a busy publishing company
- **Activities:** word processing, desktop publishing, reception duties, answering the telephone
- **Responsible to:** the Managing Director

PERSON SPECIFICATION

- **Physical characteristics:** smart appearance, age 21-25
- **Experience and qualifications:** GCSEs in Maths, English and ICT, experience of similar work desirable but not essential as training will be given, an aptitude for computer work essential
- **Personality characteristics:** able to work to deadlines, cope with pressure and communicate with customers

SALARY

- £20 000

Jamel, one of the consultants at The People Bank, has to decide which CVs to send to the publishing company. The table below shows some of the details stored in the database of people looking for vacancies.

Surname	Forename	Area	Date of birth	Minimum salary	Skills
Bhudia	Sam	North West	01/01/1985	£18 000	Web page design
Clarke	Josie	North	23/08/1980	£20 000	Word Processing, Spreadsheets, Presentation software
Dalsania	Neera	South East	30/04/1977	£22 000	Databases, Word Processing, Desktop Publishing
Lee	Chun	London	18/11/1981	£19 000	Customer Service, Presentation software, Spreadsheets

Use the information given in the job description, person specification and database to explain how suitable you think **each** of the applicants in the table might be for this vacancy. Give reasons for your answer.

Sam Bhudia.....
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Josie Clarke.....
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Neera Dalsania.....
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Chun Lee.....
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(12 marks)

12

Turn over ►

8

Total for this question: 17 marks

The consultants at The People Bank earn a basic salary of £22 000 per year plus commission. The commission is based on the number of candidates who take up jobs as a result of interviews that the consultant arranges. The amount of commission is higher for more highly paid appointments. The appointments are graded 1 (the least well paid), 2 and 3 (the best paid). The table below shows the number of successful appointments arranged by each consultant in 2002.

Consultant	Grade 1	Grade 2	Grade 3
Jamel	3	2	1
Karin	2	1	0
Helena	3	5	2

The commission for each appointment is £100 for a grade 1 appointment, £120 for grade 2 and £150 for grade 3.

- (a) Calculate Karin’s total annual salary plus commission for 2002. Show **all** your workings out.

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(8 marks)

(b) State and explain **two** advantages to The People Bank of paying commission to its consultants.

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(6 marks)

(c) State and explain **one** disadvantage to The People Bank of paying commission to its consultants.

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(3 marks)

END OF QUESTIONS