General Certificate of Secondary Education
June 2003

BUSINESS AND COMMUNICATION SYSTEMS 3126/1H HIGHER TIER
Paper 1

Tuesday 20 May 2003   Morning Session

H

AQA
ASSESSMENT and
QUALIFICATIONS
ALLIANCE

> **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.
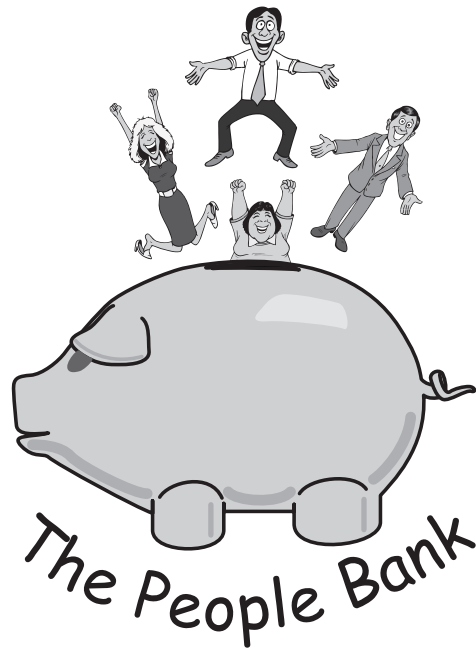
SCENARIO

The People Bank is a private recruitment agency which specialises in recruiting people for Information Technology jobs. It has a list of people looking for work and companies with job vacancies, and offers a range of services. It charges the companies a fee for advertising their job vacancies and carrying out the first stage of the selection process.

When a person looking for work contacts The People Bank, the staff collect their details and store them on a database. The details of companies looking for new employees are also stored on the database.

The People Bank has a website, which gives details of the services it provides and 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:** *18 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 which 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)

Turn over ▶

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

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2 ....

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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)

(d) Name **one** other payment method The People Bank could use to pay its consultants.

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(1 mark)

2   **Total for this question: *30 marks***

The following is a job description and person specification, which 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 curriculum vitaes (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	30/04/1978	£22 000	Databases, Word Processing, Desktop Publishing
Lee	Chun	London	18/11/1981	£19 000	Customer Service, Presentation software, Spreadsheets

(a) 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)

QUESTION 2 CONTINUES ON THE NEXT PAGE

Turn over ▶

(b) Assess the importance to the publishing company of **each** one of the physical characteristics and qualifications listed in the person specification on page 6.

Physical characteristics...

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Qualifications ....

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(4 marks)

(c) State **two** methods Jamel could use to send the curriculum vitaes (CVs) to the publishing company.

1 ....

2 ....

(2 marks)

(d) Evaluate the **two** methods you have chosen in (c) and recommend with reasons which would be the better method.

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(6 marks)

(e)   State and explain **three** consequences of selecting the wrong candidate for a vacancy.

1 ....

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2 ....

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3 ....

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(6 marks)

30

TURN OVER FOR THE NEXT QUESTION

Turn over ▶

3   **Total for this question:** *11 marks*

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

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

1 ....

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2 ....

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(2 marks)

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

- 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)

TURN OVER FOR THE NEXT QUESTION

Turn over ▶

(c)   Explain why you think The People Bank uses CVs and not application forms.

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(2 marks)

QUESTION 4 CONTINUES ON THE NEXT PAGE

Turn over ▶

(d) List **four** items normally included in a CV.

1 ....

2 ....

3 ....

4 ....

(4 marks)

(e) Evaluate the importance to The People Bank of **each** of the four items you have selected in (d) in helping to match applicants with vacancies.

1 ....

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2 ....

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3 ....

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4 ....

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(8 marks)

23

5

Total for this question: *13 marks*

The People Bank has its own website and makes frequent use of the Internet.

(a) Apart from a computer, keyboard and mouse, name **two** pieces of hardware and **one** piece of software needed to use the Internet.

Hardware ....

Hardware ....

Software...

(3 marks)

(b) List **four** ways The People Bank staff might use the Internet in the course of their work.

1 ....

2 ....

3 ....

4 ....

(4 marks)

(c) Explain the value to The People Bank of having its own website.

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(6 marks)

13

END OF QUESTIONS