

Mark Scheme June 2007

Results Mark
Scheme

GCSE Business & Communication systems (1504.03)

Business and Communication Systems
June 2007 - Paper 3F - Foundation Tier - Mark Scheme

1(a) Complete each of the sentences below.

(A01 – Demonstrate = 6)

- (i) VAT
- (ii) debit card
- (iii) an operating system
- (iv) a salary
- (v) an organisation chart
- (vi) a local area network

6

(b) For each of the questions

(A03 – Select/Analyse = 4)

- (i) C
- (ii) A
- (iii) C
- (iv) D

4

(c)(i) What is meant by a paper-based filing system?

(A01 – Demonstrate = 2)

records are stored in order on cards/paper/files

2

(ii) Place the following patients into alphabetical order.

(A02 – Apply = 2)

Dunnakey, F
East, M
Eastman, G
Garland, H
Martin, S
Mockford, L

(5-6 correct = 2, 3-4 = 1, 1-2 = 0)

2

(iii) Why is it necessary for a business to use a filing system?
(A04 - Evaluate = 4)

Valid points could include:

in order so can be found easily
everyone knows where the records are kept
helps efficiency if filed properly as it is quicker than sorting through records not in order makes the practice more organised
legal requirement

4

(iv) Why does Dovecotes use a database to store patient records?
(A04 – Evaluate)

Valid points could include:

large amounts of data can be stored – saving space
searching records is fast – saving time when dealing with lots of records
using backups means little risk of losing data
lists/reports can be produced useful when preparing day lists
print out address labels for mailshots – useful for sending to patients

2

2(a)(i) Complete the purchase order ...

(AO2 - Apply = 6)

Purchase Order No correct - C6894	1
Date correct	1
Full address there - Gosforth Dental Supplies 24 Osborne Road Gateshead NE24 6BB	1
Both product codes/quantities/descriptions there	2
12 dental probes DP67	
4 amalgam carriers AC55	
Signature	1

6

(ii) Explain why she does this.

(AO4 - Evaluate = 4)

Valid points could include:

in case of queries/problems – has proof of items ordered/transaction/items paid for/items returned – record – can see exactly who owes – good business practice – efficient

4

(iii) Why is a Statement of Account important to Dovecotes?

(AO4 - Evaluate = 4)

Valid points could include:

Shows money owed/invoices - shows money paid/cheques - shows credit notes/method of checking/running total - evidence if there's any dispute

4

(b)(i) To what extent is a time rate system useful to Dovecotes?

AO3 - Select/Analyse = 1, AO4 - Evaluate = 2)

Valid points could include:

time rate based on hourly rate so can monitor number of hours worked - easily see basic wage and overtime
know when late - see pattern of regular lateness
effort not guaranteed - doesn't provide incentive to work
paid regardless of speed or quality of work
only pay staff for the hours worked - not when they are not working

Level 2

Candidate makes judgement(s) 2-3

Level 1

Candidate analyses 1

(ii) Explain what is meant by Income Tax.

(AO3 - Select/Analyse = 3)

Valid points could include:

a statutory deduction from pay — calculated on earnings via tax code — not everyone pays the same — the more you earn the more you pay — collected each week/month from pay – goes to government

3

3 (a)(i) Explain ONE way in which access to patient information could be restricted.

(A02 - Apply = 1, A03 - Select/Analyse = 2)

Valid points could include:

levels of access - read only for some data - nurses
restrictions on amending/altering some details
access only on a particular computer - dentists
password protect some files

Level 2

Candidate analyses

2-3

Level 1

Candidate applies knowledge

1

(ii) Assess the effectiveness of anti-virus software.

(A04 - Evaluate = 3)

Valid points could include:

anti-virus software checks for viruses - it is easier to prevent viruses entering in the first place than having to deal with the consequences so finding and deleting before they do any damage is important - using the latest virus checking/deletion software with monthly updates ensures protection

3

(iii) Consider the implications if organisations do not protect data from being stolen, lost or damaged.

(A04-Evaluate = 4)

Valid points could include:

hackers can cause damage by deleting important files - need to rekey - time/expense
personal information can be used in an inappropriate manner - illegal/unethical
dependent on stored data if lost/damaged find it hard to carry on
if lost/damaged can be difficult to get back
losing patient data may mean wrong treatments are given - sue
because all in one place can be stolen/searched easily/quickly
because viruses can do real damage eg format hard drives
appropriate mention of DPA

4

(b)(i) Using THREE methods, describe how Dovecotes could prevent computer equipment from being stolen.

(A01 – Demonstrate 3, A02 – Apply 3)

Valid points could include:

Install an alarm system/CCTV means whole building secure

Fitting metal bars/shutters particularly on ground floor makes it more difficult to get into rooms/buildings

Keypad locks on doors can only be opened by authorised personnel

Alarms on all computers which work when main security alarms switched off eg during day

Attaching hardware to desks makes it very difficult to remove

6

QWC - 3 marks

Quality of Written Communication (QWC)

There are 3 marks available for Quality of Written Communication for this question.

To meet the criteria the candidate must:

- present relevant information in a form that suits its purpose (use of appropriate business language);
- ensure text is legible and that spelling, punctuation and grammar are accurate so that meaning is clear;
- use a suitable structure and style of writing (logical sequencing).

(ii) Explain any problems, other than loss of patient information, Dovecotes might have if computer equipment is stolen.

(A02 –Apply 1, A03 – Select/Analyse 3)

Valid points could include:

Could lose important data/information on hard drives – bad if not backed up on removable device or paper based – may need to re-key in – may not have up-to-date back up – implications of this

Cost/time of replacing hardware slows everything down whilst waiting for replacements – could affect efficiency

Level 2

Candidate analyses

2-4

Level 1

Candidate applies knowledge

1