

**GCSE (FOUNDATION TIER)
BUSINESS AND COMMUNICATION SYSTEMS**

Foundation Tier

MONDAY 21 MAY 2007

F

1950/1

Morning

Time: 2 hours

Candidates answer on the question paper.
No additional materials are required.



Candidate
Name

Centre
Number

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Candidate
Number

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INSTRUCTIONS TO CANDIDATES

- Write your name, Centre Number and Candidate Number in the boxes above.
- Answer **all** the questions.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure you know what you have to do before starting your answer.
- Do **all** calculations and rough work in this booklet. Cross out any work you do not wish the Examiner to mark.
- Your Quality of Written Communication will be assessed across the whole paper. There are a maximum of 3 marks available.
- Do **not** write in the bar code.
- Do **not** write outside the box bordering each page.
- WRITE YOUR ANSWER TO EACH QUESTION IN THE SPACE PROVIDED. ANSWERS WRITTEN ELSEWHERE WILL NOT BE MARKED.

INFORMATION FOR CANDIDATES

- The number of marks for each question is given in brackets [] at the end of each question or part question.
- The marks allocated and the spaces provided for your answers are a good indication of the length of answers required.
- You may use diagrams wherever they will help to answer a question.
- You may use a calculator.
- You may **not** use a dictionary.
- The total mark for this paper is **100**.

FOR EXAMINER'S USE

1	
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QWC	
TOTAL	

This document consists of **19** printed pages and **1** blank page.

Scenario

You are an administrative assistant at Discs R Us. The business owns ten shops selling CDs, DVDs and computer games. You work at the head office in Liverpool. There are three other administrative assistants. You are all responsible to the office manager, Darren Levy.

1 Anne Woods is a new administrative assistant at the head office. She receives training during her first two weeks at work.

(a) Match the correct type of training to the description. Write your answers in the **spaces provided**.

Type of training:

On the job training

Off the job training

Induction training

Training usually given on the first day in a new job	
Training that takes place where the employee works	
Training that takes place away from the employee's usual workplace	

[3]

(b) Discs R Us has to pay Anne the same wage as the other administrative assistants because she does the same work.

State the law which is being followed in this case.

_____ [1]

(c) Anne spends many hours at a computer and, as a result, might develop health problems.

State **one** such possible health problem and describe how it might be solved.

Health Problem _____

Solution _____

_____ [2]

3

(d) Discs R Us has a policy that staff must not eat or drink whilst working at a computer.

Is it a good idea to have this policy? Give reasons for your answer.

[3]

[Total: 9]

2 The head office manager, Darren Levy, receives a salary of £24,000.

(a) What is the difference between a wage and a salary?

[2]

(b) From his salary of £24,000, Darren only received £16,800 after deductions.

State **two** deductions that are made from an employee's gross income.

1 _____

2 _____ [2]

(c) Darren is paid by cheque.

State **two** drawbacks to **Darren** of being paid by cheque.

1 _____

2 _____

[2]

- (d) Tariq Hussein, a shop assistant, is paid £6 per hour for a 40 hour week. He receives £10 per hour for each additional hour worked.

Calculate his total gross pay for the week ending Friday 11 May 2007. Use the form below to write your answers. Use the space below the form to do any rough work.

Employee: Tariq Hussein			
Week ending: Friday 11 May 2007			
Hours worked		Pay rate per hour	Total
40	×	£6	_____
5	×	£10	_____
Gross pay for the week:			_____

[3]

- (e) (i) State **one** type of software you could use to calculate staff wages.

_____ [1]

- (ii) State **one** feature of this software that makes it suitable for calculating wages.

_____ [1]

[Total: 11]

3 The sales manager, Jenny Jones, spends three days each week visiting shops owned by Discs R Us.

(a) Jenny uses a Personal Digital Assistant (PDA).

State **two** features of a PDA that make it useful to Jenny when she is away from the office.

1 _____

2 _____
_____ [2]

(b) State **two** possible security risks to Discs R Us of Jenny using a PDA when she is away from the office.

1 _____

2 _____
_____ [2]

(c) Jenny is given a username and password so that she can use the head office computer network.

Give **one** reason why Jenny should change her password frequently.

_____ [1]

(d) Discs R Us has a policy that staff may not use their own storage devices, for example compact discs (CDs) and USB “memory sticks”, on the head office computer network.

Explain why Discs R Us has this policy.

_____ [2]

[Total: 7]

4 Discs R Us is planning to set up a website where customers can buy its products on-line.

(a) Name **one** type of hardware that customers would need to use in order to **view** the website.

_____ [1]

(b) Name **one** type of software that customers would need to use in order to **access** the website.

_____ [1]

(c) State **two** benefits to **Discs R Us** of selling its products on a website.

1 _____

2 _____

_____ [2]

(d) Describe **two** benefits to **customers** of shopping on-line.

1 _____

2 _____

_____ [4]

(e) Discs R Us will need to collect information from its customers when they buy products from the website.

(i) State **three** items of information that will need to be collected from customers.

1 _____

2 _____

3 _____ [3]

(ii) By law, this information must not be kept by Discs R Us for longer than is necessary.

State the law which is being followed.

_____ [1]

(f) Discs R Us allows its employees at head office access to the Internet whilst at work.

Describe **two** problems that this could cause **Discs R Us**.

1 _____

2 _____

_____ [4]

[Total: 16]

- 5 (a) You have been asked by the head office manager to check an advertisement before it is published. You are happy with the layout of the advertisement, but are not happy with the content. One error has already been circled. There are five further errors. Circle the five further errors in the advertisement.

Bored with going to the shops to buy your music, DVDs and computer games?

Then get them on-line!

Visit our websight at www.discsrus.com

We have:

- a grate selection of music CDs
- a brilliant selection of DDVs
- an amazing selction of computer games

Remember: www.discsrus.com

An image has been removed due to third party copyright restrictions
Details: An image of a man and a disc

[5]

- (b) A spreadsheet has been used to create this advertisement.

Discuss why this is not the most suitable software to use.

[4]

(c) The head office manager, Darren Levy, has asked you to write a memorandum from him to all shop managers. The memorandum should contain the following information.

- Discs R Us is launching a new website for customers
- The website will start operating on Monday 3 September 2007
- A draft copy of the advertisement is enclosed
- Any queries, please contact Darren Levy at levyd@discsrus.com

Use the space on the **next page** to write the memorandum.

You **may** use the space below to **draft** your memorandum.

Discs R Us

Memorandum

To:

From:

Date:

Subject:

[8]

[Total: 17]

[Turn over

(c) The head office network has a firewall installed.

Describe how a firewall can restrict access to a computer network.

[2]

[Total: 12]

- 7 The next monthly meeting for all Discs R Us shop managers will be held on Thursday 28 June 2007 at 1.30pm in the Conference Room at the Liverpool head office.

Prepare the Notice of Meeting and Agenda. In addition to the standard agenda items, you should include the following.

- Briefing by the new sales director about the new website
- Discussion about the items which are currently selling badly in the shops

Use the space on the **next page** to write the Notice of Meeting and Agenda.

You **may** use the space below to **draft** the Notice of Meeting and Agenda.

Discs R Us

Notice of Meeting

Agenda

[8]

[Total: 8]

[Turn over

8 Every Thursday evening the head office network manager makes a back-up copy of all the data stored on the head office network. The data is put onto a DVD which is stored in the network manager's desk.

(a) Is it a good idea to back-up and store data in this way? Give reasons for your answer.

[4]

(b) Apart from a DVD, state **two** other suitable media that could be used to store the back-up data.

1 _____

2 _____ [2]

[Total: 6]

9 Ten people have applied for a vacancy as head office receptionist. You have been asked to write a letter to the applicants formally inviting them for an interview in three weeks' time. You need to give to each applicant details of when the interview will take place, as well as travel directions to head office.

(a) Why has this method of communication been chosen? Give reasons for your answer.

[3]

(b) Give **two** circumstances in which it is appropriate to send a text message to a customer.

1 _____

2 _____

[2]

[Total: 5]

10 Discs R Us is investing in new barcode readers for its shops.

(a) State **four** factors which should be considered when assessing the capabilities and limitations of any ICT system.

1 _____

2 _____

3 _____

4 _____ [4]

(b) Other than barcode readers, name **two** other input devices.

1 _____

2 _____ [2]

[Total: 6]

19
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