

**GENERAL CERTIFICATE OF SECONDARY EDUCATION
 BUSINESS AND COMMUNICATION SYSTEMS**

1950/01

Foundation Tier

WEDNESDAY 21 MAY 2008

Morning
 Time: 2 hours

Candidates answer on the question paper
Additional materials (enclosed): None

Additional materials (required):
 Calculators may be used



Candidate Forename

Candidate Surname

Centre Number

Candidate Number

INSTRUCTIONS TO CANDIDATES

- Write your name in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use blue or black ink. Pencil may be used for graphs and diagrams only.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- Write your answer to each question in the space provided.
- Do **all** calculations and rough work in this booklet. Cross out any work you do not wish the Examiner to mark.
- The Quality of your Written Communication will be taken into account when marking your answers to questions labelled with an asterisk(*).

INFORMATION FOR CANDIDATES

- The number of marks for each question is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- 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 **not** use a dictionary.

FOR EXAMINER'S USE	
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
TOTAL	

This document consists of **21** printed pages and **3** blank pages.

Scenario

You are an administrative assistant at Colourful Homes Limited. The business employs consultants who visit customers' homes and re-decorate them. You work in the head office in Norwich. You are responsible to the office manager, Sarah Jones.

- 1 (a) You have been given a memorandum from the office manager to check before it is sent to all head office staff. You are happy with the layout of the document but not the content. One error has already been circled. There are **five** other errors. Circle the **five** other errors in the document.

To: All head office staff
From: Office manger Sarah Jones
Date: Monday 26 May 20008
Subject: New telephones

We are having new telephones installed on Wednesday 4 June. From 9.30 am until 2.30 pm all the telephones on the ground floor will be out of action. Telephones on the the first floor will be out of action from 2.30 pm untill 5.30 pm.

Apologies for any inconvenience this will cause.

[5]

- (b) Explain why it is a good idea to check communications before they are sent.

.....
.....
.....
.....
..... [2]

- (c) (i) Other than a memorandum, state **one** other suitable communication method you could use to give the information about the telephones.

.....
..... [1]

- (ii) Suggest **one** advantage and **one** disadvantage of using the method stated in (c)(i) to give the information about the telephones.

Advantage

Disadvantage

[Total: 10]

2 (a) Colourful Homes Limited has a website designed for use by customers.

(i) State **two** benefits of the website to **customers**.

Benefit 1

.....

Benefit 2

..... [2]

(ii) State **two** benefits of the website to **Colourful Homes Limited**.

Benefit 1

.....

Benefit 2

..... [2]

(b)* All computer workstations at head office have access to the Internet, including email.

Is this a good or a bad idea? Give reasons for your answer.

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [4+2]

(c) An image has been edited so it can be put onto the website. The image is shown below, both before and after it has been edited.



Before



After

Describe what is wrong with the image after it has been edited.

.....

.....

.....

.....

..... [2]

[Total: 12]

3 Consultants are employed to visit customers' homes to advise on colour-schemes and to carry out re-decorating.

(a) Head office communicates with the consultants using email.

(i) State **one** disadvantage to **consultants** of receiving head office communications via email.

.....
..... [1]

(ii) You have been asked to send the same email message to all consultants.

State how this message can be sent quickly to all consultants.

.....
.....
.....
..... [2]

(b) All consultants use diary management software.

(i) State **two** features of diary management software.

Feature 1
.....
Feature 2
..... [2]

Head office staff also have access to the consultants' diary management software via the company intranet.

(ii) Identify **one** problem of this for the **consultants**.

.....
..... [1]

(c) Head office uses spreadsheet software to keep a record of consultants' visits to customers.

Part of a spreadsheet used by head office is shown below.

A	B	C	D	E	F
1	Payroll number	Consultant name	No. of visits	Fee per visit	Total fee
2	0675	Jones	15	£50.00	
3	0325	Marsalis	6	£50.00	
4	0978	Hassan	9	£50.00	
5	0159	Grant	18	£50.00	
6	0050	Wilberforce	12	£50.00	
7		TOTALS			

Complete the formulas for **each** of the following cells.

(i) D7 = [1]

(ii) F2 = [1]

(iii) State **one** method which can be used to quickly enter the formulas for 'Total fee' in cells F3 to F6.

..... [1]

(iv) The finance department needs the information in the spreadsheet in payroll number order (lowest number at the top).

Describe how this could be done.

.....

 [2]

[Total: 11]

- 4 (a) You have been asked to write a letter to a customer. You have been given the following information:

Please send a letter to the following customer: Jim Kennedy. He wrote to us yesterday requesting a visit from a consultant. We have given his details to our consultant, Sally Rogers, and she will be contacting Mr Kennedy in the next five days.

The customer's address is: 17, Green Lane, RUGBY, RY1 3ZX.

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

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

**Colourful Homes Limited
15 Parkway
NORWICH
NR78 7PZ**

**Telephone: 0900 345987
Fax: 0900 345986
Email: info@colourfulhomesnorwich.co.uk
www.colourfulhomesnorwich.co.uk**



(b) (i) Which type of software would be most suitable for creating this letter?

..... [1]

(ii) State **one** feature of this software which makes it suitable for creating the letter.

.....
..... [1]

[Total: 10]

11
BLANK PAGE

PLEASE DO NOT WRITE ON THIS PAGE

- 5 (a)* Colourful Homes Limited keeps only **electronic** copies of the letters it sends to customers and suppliers.

Analyse the advantages **and** disadvantages to **Colourful Homes Limited** of keeping only electronic copies of letters sent to customers and suppliers.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [6+2]

- (b) (i) All staff who use the head office computer network are given a password which they must change every four weeks.

State **one** reason why regularly changing a password helps to restrict access to the network.

.....

..... [1]

- (ii) State **two** other actions **you** could take to stop other people accessing your work area on the network.

Action 1

.....

Action 2

..... [2]

(c) Explain how the **Computer Misuse Act** helps to restrict unauthorised access to computer data.

.....
.....
.....
.....
..... [2]

(d) Identify and explain **two** reasons why access to the head office computer network is restricted.

Reason 1

.....

Explanation

.....

Reason 2

.....

Explanation

..... [4]

[Total: 17]

6 Zeeshan Mohammed works as a computer technician at head office.

(a) Zeeshan's gross pay is £1,400 a month. His net pay is £990.

State **two** deductions which are taken from Zeeshan's gross pay.

Deduction 1

Deduction 2 [2]

(b) Zeeshan is paid monthly using BACS.

State **two** advantages to **Zeeshan** of being paid using BACS.

Advantage 1

.....

Advantage 2

..... [2]

(c) Zeeshan uses an on-line (Internet) banking service.

Identify and explain **two** advantages to **Zeeshan** of using on-line (Internet) banking.

Advantage 1

.....

Explanation

.....

Advantage 2

.....

Explanation

..... [4]

(d) Staff who work at Colourful Homes Limited receive discounted private medical care.

What is the term for this type of reward?

..... [1]

- (e) Zeeshan will retire in three months' time. Sharon Daniels has been appointed as his replacement. Sharon will work alongside Zeeshan for the last three months of his employment.

Identify and explain **one** advantage and **one** disadvantage to **Colourful Homes Limited** of this arrangement.

Advantage

Explanation

Disadvantage

Explanation

[4]

[Total: 13]

- 7 (a) On Wednesday 11 June there will be a meeting for all the consultants who work in Yorkshire. It will be held in the Springfield Hotel, Leeds. The meeting will start at 10.00 am and finish at 4.30 pm. Jason Quigley, the area sales manager, will also attend.

You have been asked to make the preparations for this meeting.

Prepare the Notice of Meeting and Agenda. Include the standard agenda items. You should also include the following:

- briefing by the area sales manager;
- discussion of a proposal for a 'consultant of the month' award.

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

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

Notice of Meeting

Agenda

(b) State the purpose of each of the following documents:

Notice of Meeting

.....

Agenda

.....

Minutes

..... [3]

[Total: 11]

- 8 (a) Colourful Homes Limited has a policy that staff at head office cannot eat or drink while working at their computer.

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

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [3]

- (b) Colourful Homes Limited has a disciplinary procedure for all staff.

Sandra Sharp has been given a verbal warning for taking a very long lunch break.

Identify and explain the steps the business could take if Sandra continues to take very long lunch breaks.

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... [3]

[Total: 6]

- 9 (a) A number of staff who work at head office would like to be able to work from home (teleworking).

Is it a good or bad idea for Colourful Homes Limited to allow head office staff to work from home? Give reasons for your answer.

.....
.....
.....
.....
.....
.....
.....
..... [3]

- (b) Consultants, who work from home and visit customers' houses, are provided with a laptop computer and a mobile phone by Colourful Homes Limited.

Identify and explain **two** advantages to **Colourful Homes Limited** of giving mobile phones to its consultants.

Advantage 1

.....

Explanation

.....

Advantage 2

.....

Explanation

..... [4]

[Total: 7]

10 Staff who regularly use computers are at risk of developing health problems.

State **three** health problems which might result from long periods of computer use.

Health problem 1

.....

Health problem 2

.....

Health problem 3

..... [3]

[Total: 3]

PLEASE DO NOT WRITE ON THIS PAGE

PLEASE DO NOT WRITE ON THIS PAGE

PLEASE DO NOT WRITE ON THIS PAGE

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (OCR) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest possible opportunity.

OCR is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.