

Oxford Cambridge and RSA Examinations
General Certificate of Secondary Education

BUSINESS AND COMMUNICATION SYSTEMS
FOUNDATION TIER
PAPER NUMBER 01

1950/01

Specimen Paper 2003

Additional materials:
Candidates answer on the question paper.

TIME 1 hour 45 minutes

Candidate Name

Centre Number						
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Candidate Number						
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INSTRUCTIONS TO CANDIDATES

- Write your name in the space above.
- Write your Centre number and candidate number in the boxes above.
- Answer all the questions.
- Write your answers, in blue or black ink, in the spaces provided on the question paper.
- Read each question carefully and make sure you know what you have to do before starting your answer.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is 100.
- You will be awarded marks for the quality of written communication.

Question number	For examiner's use only
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
TOTAL	

SCENARIO

You are the Administrator in a large school and the line manager of the cleaning, caretaking and office staff. The school employs 105 teachers, 17 cleaners, office staff and a caretaker. The school is in Manchester. You are responsible to the Headteacher of the school.

- 1 The Headteacher shows you the following advertisement.

**TEACHERS' ASSOCIATION
ANNUAL GENERAL MEETING 2002**

Dudley Hotel, Bournemouth
14 - 16 June 2003

Delegate Cost: £399.00
including accommodation and meals

Contact the Conference Organiser for reservations
either by mail at

Principal Teachers' Association
116 Lancaster Gate
London W1

Telephone: 0207 243 243

or e-mail

organiser@pta.demon.co.uk

or visit us at

www.principal-teachers.org.uk

The Headteacher has decided to attend this conference. She has asked you to write to reserve her a place.

- (a) Describe briefly one other method you could use to book her a place on this course.

[2]

(b) State one advantage of using the method described in part (a).

[2]

The method stated in part (a) would require a confirmation fax or letter in reply.

(c) State one reason a confirmation letter or fax is required.

[2]

(d) Describe two administrative tasks you should carry out once you have written the booking letter to the conference organiser.

1 _____

2 _____

[2]

[Total Marks for Question One: 8 Marks]

- 2 Mrs Jones, a new member of staff, has come to see you about her wages. She thought she was going to earn £495 last week but her wage slip was for £398.31.

Here is her wage slip.

Manchester School					
Department: 1 – Ancillary		Payment Method: Electronic Transfer		Payment Period: Weekly	
Earnings		Deductions:		Summary To Date (TD)	
GROSS PAY	495.00	495.00	PAYE Tax	73.21	Total Gross Pay TD: 495.00
Overtime	0	0.00	0.00	National Insurance	12.29
				Pension:	11.19
					Gross for tax: 478.00
					Tax Paid TD 73.21
					Earnings for NI TD 478.00
					Pension TD 11.19

					Earnings for NI 438.00
					Gross for Tax 481.00
Sick Pay	0.00				Total Gross Pay 495.00
Maternity Pay:	0.00				Nat. Ins. Number: MA178675A
Holiday Pay:	0.00				
29/05/2003		CODE: 497H	Mrs J Jones	Pay:	398.31

- (a) Explain **briefly** why Mrs Jones was paid £398.31 even though her gross wage was £495.00.

[3]

- (b) Mrs Jones is paid by electronic transfer of funds into her bank account. Explain **briefly** what this means.

[2]

(c) State **two** other ways Mrs Jones could be paid.

1 _____

2 _____

[2]

Mrs Jones also asks permission to go on a two-day 'hygiene in the workplace' training course. You agree she can attend this course as you see advantages for both the school and Mrs Jones.

(d) Describe **briefly two** advantages for the school of allowing staff to attend training courses.

1 _____

2 _____

[2]

(e) Describe **briefly two** advantages to Mrs Jones of attending training courses.

1 _____

2 _____

[2]

[Total Marks for Question Two: 11 Marks]

3 One of your duties is to carry out inspections of the school. In line with health and safety legislation the school has safety rules. On one of your inspections you discover that safety rules are being ignored.

(a) State **two** reasons why the health and safety legislation is needed.

1 _____

2 _____

[2]

(b) State **two** of the main responsibilities of the employer under the Management of Health and Safety Regulations 1998.

1 _____

2 _____

[2]

(c) State **two** of the main responsibilities of the employee under this legislation.

1 _____

2 _____

[2]

The school has to comply with current employment legislation. Each employee is given a contract of employment.

(d) You decide to send a memo to all staff reminding them of their responsibilities. Explain why companies use memos when communicating with their own staff.

[3]

- (e) Some common items on a contract of employment are given below.

Name of the Employee

Address

Works or Reference Number

Write down **two** more items you would expect to find in a contract of employment.

1 _____

2 _____

[2]

[Total Marks for Question Three: 11 Marks]

- 4 In June, the school will be taking a group of students on an exchange visit to southern Spain. You have been asked to take care of all arrangements necessary.

Here is a list you are making of things to do.

Things to do today

1. Send letter to parents giving details about the costs involved and the payment period.
2. Confirm flights are booked.
3. Prepare parental consent forms.
4. Check final numbers.
5. Arrange transport from school to airport.
6. Advise parents how much money to change into Spanish pesetas.

- (a) When parents send in money for the trip, the amount is recorded on the school computer and a receipt is issued. Explain why a receipt should be given.

[2]

All papers and details relating to this visit are stored on paper files and filed in a standard filing cabinet.

- (b) Describe briefly **one** advantage and **one** disadvantage of storing papers in this way.

Advantage: _____

[2]

Disadvantage: _____

[2]

- (c) The finances relating to this visit are stored on the Bursar's computer. Write down the **type** of software (not the trade name of the software) that is most suitable for working with financial data.

[1]

[Total Marks for Question Four: 7 Marks]

5 The school has 1600 students and their details are stored on the main secure administration computer network.

(a) Explain **briefly** the term 'computer network'.

[1]

Like everyone, students have rights under the Data Protection Act 1998.

(b) Describe **briefly** students' right of access to computer records about themselves under this Act.

[2]

(c) The school is undertaking a survey. The Headteacher has applied to the Data Protection Registrar to include details about summer jobs on student records. The Data Protection Registrar has refused permission.

Outline **briefly** why the Data Protection Registrar may have refused permission.

[2]

When students enter the school they are each allocated a student number. This is in the form:

AXXXX where XXXX represents a five digit number eg A23323.

Student records are stored and sorted using this number.

- (d) List **one** advantage and **one** disadvantage of using this alphanumeric to identify individual student records.

Advantage: _____

Disadvantage: _____

[2]

[Total Marks for Question Five: 7 Marks]

- 6 The Headteacher claims travelling expenses, at 50p per mile, when she uses her car for school business. Here is her most recent claim form. Unfortunately, there are two mistakes on her claim form.

Manchester School – Mileage Expenses Claim Form				
Name of Teacher Ms Rebekah Goldblum				
Date	From	To	Miles	Claim
01.05.03	Manchester	London	203	£101.50
02.05.03	London	Manchester	203	£101.50
15.05.03	Manchester	Birmingham	86	£ 43.00
15.05.03	Birmingham	Nottingham	153	£ 76.50
16.05.03	Nottingham	Manchester	71	£ 35.50
21.05.03	Manchester	Liverpool	123	£ 61.50
21.05.03	Liverpool	Birmingham	99	£ 49.50
22.05.03	Birmingham	Manchester	86	£ 43.00

- (a) Use the mileage chart below to identify the **two** mileage mistakes on her form.

Birmingham							
Bristol	88						
Liverpool	99	184					
London	120	120	215				
Manchester	86	172	35	203			
Nottingham	103	145	108	131	71		
Oxford	53	74	173	56	161	103	
	Birmingham	Bristol	Liverpool	London	Manchester	Nottingham	Oxford

Mileage chart

Mistake 1: _____

Mistake 2: _____

[2]

All letters sent from the school are checked by a manager for accuracy, grammar and presentation.

(b) Explain why checking business documents is important.

[2]

The school has a house format for all letters which includes a reference at the bottom of the letter of the form

<subdirectory>\<group-name>\<addressee - ddmmyy>.

For example, a letter sent to a Mr E Martin has the reference

'parents\letters\emartin-010503'.

(c) Explain **one** purpose of putting a reference like this on a letter.

[1]

(d) A copy of all letters is stored in a paper filing system.

Explain why the school also finds it important to store a paper copy of the letter.

[1]

- (e) Below is a letter that has been shown to you for approval. You are not happy with the letter. Suggest **three** ways to improve this letter before it is sent.

Manchester School

Reference: JJ

The Sales Manager
Consumer Cleaning Supplies
14 Bisbay Road
Manchester
M61 3DZ

Dear Sir/Madam

Cleaning Stuff for Manchester school

I rung you last week for our overdue cleaning stuff that I ordered weeks ago. I still haven't got any of it yet. Please send me what we ordered quickly.

Thanking you in anticisipation

Yours sincerely

Jeremy Jones

Improvement 1: _____

Improvement 2: _____

Improvement 3: _____

[6]

[Total Marks for Question Six: 12 Marks]

7 The school governors will hold teacher interviews during June. The interview panel will be the Headteacher and 7 governors.

You will organise these interviews

(a) Write down **two** documents you would prepare for each member of the interview panel.

1 _____

2 _____

[2]

(b) Explain how you would make sure these interviews run successfully.

[9]

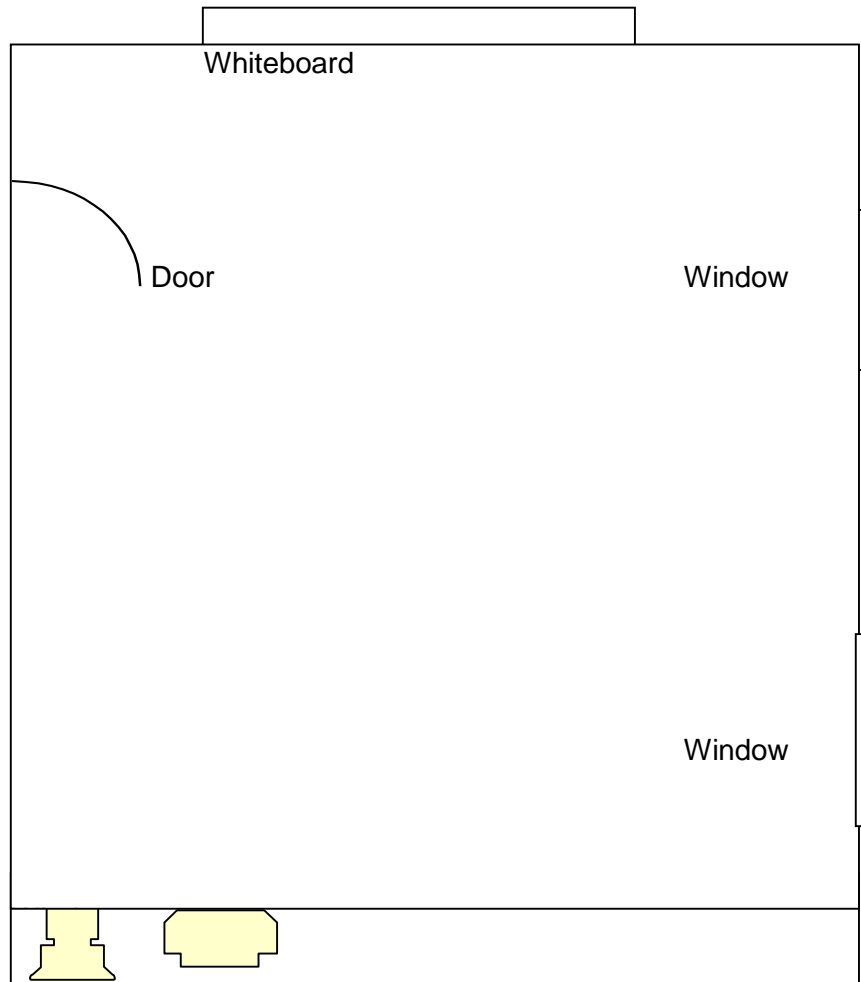
(c) The school must comply with equal opportunities legislation. Explain what this means when the School is appointing new staff.

[2]

- (d) Here is a plan of the room to be used for the interviews. Draw into the plan how you want the caretaker to arrange the room for the interviews. Clearly **label** your plan.

[2]

Plan of Room 3 – Interview Room



[Total Marks for Question 7: 15 Marks]

8 Many members of the caretaking and kitchen staff are not members of a trade union.

(a) Give **two** possible advantages to an employee of being a member of a trade union.

Advantage 1: _____

Advantage 2: _____

[4]

(b) The school wants to look after the welfare of its employees.

Explain **one** way that employers can help ensure employees' welfare.

[2]

[Total Marks for Question Eight: 6 Marks]

9 The school's administration computer system is a secure network. Access is allowed only to authorised users. The school is concerned about computer viruses.

(a) Explain the term **computer virus**.

[2]

(b) Explain **three** ways the school can prevent unauthorised access to the administration network.

1 _____

2 _____

3 _____

[3]

This administration system is linked to the Internet. All users can access the Internet.

(c) Identify **two** uses of the Internet for an administrator.

1 _____

2 _____

[2]

The Bursar has also been looking at the Internet as a means of carrying out the school's banking business.

(d) State **two** advantages to the school of using on-line banking facilities.

1 _____

2 _____

[2]

[Total Marks for Question Nine: 9 Marks]

10 (a) The school is planning to set up its own website. Explain how it could do this.

[4]

(b) The school must think about legal and security issues when it sets up the website.
Explain **two** of the issues the school should think about.

Legal issue: _____

Security issue: _____

[4]

- (c) The school wants to send the letter below to parents.

Manchester School

May 2003

To: All Parents/Guardians of Year 9 Students

Dear Parent or Guardian

PARENTS' EVENING

Year 9 Parents' Evening will take place on 5 June 2003 from 7 – 9 pm, when you will be able to discuss your son or daughter's progress with teachers.

If you wish to attend, please complete and return the enclosed reply form as soon as possible.

Yours sincerely

Mike Jones

Michael Jones
Year 9 Co-ordinator

Enc

The school office plans to photocopy this letter for each student in Year 9. Mike Jones would like the letter **mailmerged** instead.

Explain the term 'mailmerge'.

[2]

(d) Evaluate the use of mailmerge to produce this type of letter.

[4]

[Total Marks for Question Ten: 14 Marks]

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MARK SCHEME

Specimen Paper 2003

These answers indicate the minimum key points which would be required and how marks can be awarded. Marks should be awarded for appropriate alternative answers put forward by the candidate.

Question Number	Key points	Mark Allocation
1 (a)	Description of fax or email	Maximum 2 marks for description
1 (b)	Advantage e.g. speed, as applied to method stated in (a)	Maximum 2 marks for advantage
1 (c)	To enable details to be checked To be sure the booking has been received To refer to if problems occur	Maximum 2 marks for reason
1 (d)	File copy of letter Make diary note to check confirmation arrives Investigate travel arrangements Accept other appropriate tasks	1 mark for each task up to a maximum of 2 marks
		Total marks for question 1: 8 marks
2 (a)	Deductions of tax, National Insurance and pension contributions	1 mark per reason up to maximum of 3
2 (b)	School notifies bank of list of payments to be made. Bank transfers directly to Mrs Jones' bank account	2 marks maximum
2 (c)	Cash Cheque	1 mark per point 2 marks maximum
2 (d)	Staff member gains up to date knowledge which benefits organisation Staff member can concentrate on training without distraction of work Motivation of employee Accept other appropriate answers	1 mark for each advantage up to maximum of 2 marks
2 (e)	Employee gains skills which help in job Improves career prospects Accept other appropriate answers	1 mark for each advantage up to maximum of 2 marks
		Total marks for question 2: 11 marks

Question Number	Key points	Mark Allocation
3 (a)	To protect employees at work To ensure organisations provide a safe environment for employees, customers, visitors Accept other appropriate answers	1 mark for each reason up to a maximum of 2
3 (b)	To provide safe equipment To maintain an accident book To report serious accidents to HSE Accept other responsibilities	1 mark for each responsibility stated up to a maximum of 2 marks
3 (c)	To take responsibility for own safety and that of others To report accidents and safety risks To use equipment safely	1 mark for each responsibility stated up to a maximum of 2 marks
3 (d)	Informal internal document Not all staff may have email Ensures staff have a hard copy of important documents May be easier to ensure staff receive a copy	1 mark for each reason stated up to a maximum of 3 marks
3(e)	Job title, hours, notice required, name of company, spaces for signatures and dates	1 mark for each item up to a maximum of 4 marks
Total marks for question 3:		
11 marks		
4 (a)	So both parties have a record/can check the transaction	Maximum 2 marks
4 (b)	Advantage: Copies of all documents together – those sent as well as those received Standard filing cabinet is fireproof Back-up of documents on computer Disadvantage: Space required Duplicates some documents on computer	Maximum 2 marks for advantage Maximum 2 marks for the disadvantage
4 (c)	Spreadsheet	1 mark
Total marks for question 4:		
7 marks		

Question Number	Key points	Mark Allocation
5 (a)	System of linked computers with main server	1 mark
5 (b)	Can request copy of data held Fee may be payable	Maximum 2 marks
5 (c)	Data would not be relevant for purposes of school	Maximum 2 marks
5 (d)	Advantage: simple to allocate Unique Disadvantage: not easy for student to remember – not distinctive May not be possible to sort as wish based on number Accept other appropriate answers	1 mark for advantage 1 mark for disadvantage
		Total marks for question 5: 7 marks
6 (a)	Birmingham – Nottingham should be 103 Manchester – Liverpool should be 35	1 mark 1 mark
6 (b)	To ensure content is correct To ensure documents are in housestyle	1 mark 1 mark
6 (c)	Document can be retrieved from computer system Reference includes useful information such as date, originator	1 mark for reason
6 (d)	Not everyone has computer access Acts as a back-up copy if computer copy is not accessible	1 mark for reason
6 (e)	Insertion of date Correct spellings Improve tone Improve vocabulary Give date of phone call/more information about order	2 marks for each improvement identified up to maximum of 6 marks
		Total marks for question 6: 12 marks

Question Number	Key points	Mark Allocation
7 (a)	<p>List of interviewees – programme for interviews</p> <p>Criteria sheet</p> <p>Copies of letters, references, etc</p> <p>Accept other documents the panel secretary would prepare</p>	1 mark per document up to maximum of 2 marks
7 (b)	<p>Check room availability</p> <p>Check panel members are available</p> <p>Check all interviewees will be attending</p> <p>Organise room layout beforehand</p> <p>Organise refreshments</p> <p>Accept other appropriate steps</p> <p>Quality of written communication</p> <p>Candidate spells, punctuates and uses the rules of grammar with reasonable accuracy; he/she uses a limited range of specialist terms appropriately - 1 mark</p> <p>Candidate spells, punctuates and uses the rules of grammar with considerable accuracy; he/she uses a good range of specialist terms with facility – 2 marks</p> <p>Candidate spells, punctuates and uses the rules of grammar with almost faultless accuracy, deploying a range of grammatical constructions; he/she uses a wide range of specialist terms adeptly and with precision – 3 marks</p>	<p>Up to 2 marks per step plus up to 3 marks for written communication</p> <p>Maximum of 9 marks</p>
7 (c)	<p>Accept any explanation from:</p> <p>Ensure most suitable candidate is appointed irrespective of gender, race, etc</p> <p>Ensure process is fair to applicants ie non-discriminatory</p> <p>Ensure salary etc offers 'equal pay for equal work'</p> <p>Check whether job offers are in similar proportion to applications from different genders, races, ethnic groups, etc</p> <p>Accept other appropriate answers</p>	Maximum 2 marks for explanation
7 (d)	Plan	Up to 2 marks for realistic plan
		<p>Total marks for question 7:</p> <p>15 marks</p>

Question Number	Key points	Mark Allocation
8 (a)	Advice from union Support in the event of grievance/disciplinary proceedings/tribunal Unions offer training/education Welfare benefits	2 marks for each advantage up to maximum of 4
8 (b)	Staff social club Advice to employees facing retirement Accept other appropriate answers	Maximum 2 marks for point
		Total marks for question 8: 6 marks
9 (a)	Program which corrupts computer files	Maximum 2 marks
9 (b)	Passwords issued to users Passwords changed regularly Lock away discs at night Keep sensitive data on system which is not linked to Internet Install 'firewall'	Maximum 3 marks
9 (c)	To find out information of use to the school To send emails Accept other appropriate answers	1 mark for each use up to a maximum of 2 marks
9 (d)	Can contact bank outside usual bank hours Charges may be cheaper than traditional bank Transactions may be faster Reduce need to travel to bank Accept other appropriate answers	1 mark for each advantage up to a maximum of 2 marks
		Total marks for question 9: 9 marks

Question Number	Key points	Mark Allocation
10 (a)	<p>Explanation should include:</p> <p>Need suitable hardware (PC/server)</p> <p>Suitable software to design website themselves</p> <p>Or use specialist designer</p> <p>Suitable name for site</p> <p>Need Internet provider</p> <p>Need to maintain/update website regularly</p> <p>Accept:</p> <p>Suggested (appropriate) material for website</p> <p>Consider need to protect administration network from unauthorised access</p>	Maximum 4 marks
10 (b)	<p>Legal:</p> <p>Need to ensure material on website complies with relevant legislation</p> <p>Security:</p> <p>Need to ensure security and confidentiality of data held by school</p> <p>Control people allowed to update website</p> <p>Accept</p> <p>Ethical: website should be used for purposes suitable for a school</p>	Up to 2 marks for each point Maximum 4 marks
10 (c)	<p>Standard letter prepared with different names/addresses/details for recipients</p>	Maximum 2 marks
10(d)	<p>Advantage: saves time keying in all letters individually</p> <p>Good quality standard letters can be produced more easily than some other methods</p> <p>Image of school</p> <p>Other uses as well as letters</p> <p>Accept other appropriate answers</p>	Maximum 4 marks for evaluation

Total marks for question 10:
14 marks

3428 Information Studies – Specimen Foundation Paper – Assessment Grid

Question Number (‘c’ = question in common with Paper 2)	Content	AO1	AO2	AO3	AO4	AO5
1(a)	5.1, 5.4	2				
1(b)	5.1, 5.4		2			
1(c)	5.2, 5.4	2				
1(d)	5.2		2			
2(a) c	5.3		3			
2(b) c	5.3	2				
2(c) c	5.3	2				
2(d) c	5.3		2			
2(e)	5.3		2			
3(a)	5.3	2				
3(b)	5.3	2				
3(c)	5.3	2				
3(d)	5.4				3	
3(e)	5.3	2				
4(a) c	5.2				2	
4(b) c	5.1	4				
4(c) c	5.1	1				
5(a) c	5.1	1				
5(b) c	5.2	2				
5(c) c	5.2					2
5(d) c	5.2		2			
6(a) c	5.1, 5.3			2		
6(b) c	5.1			2		
6(c) c	5.3	1				
6(d)	5.2		1			
6(e) c	5.1, 5.4			6		
7(a)	5.1, 5.2	2				
7(b)	5.2			6*		
7(c)	5.3				2	
7(d)	5.2, 5.4		2			
8(a)	5.3		4			
8(b)	5.3		2			
9(a)	5.2	2				
9(b)	5.2		3			
9(c)	5.4		2			
9(d)	5.1, 5.3				2	
10(a)	5.1, 5.4	4				
10(b)	5.1, 5.4					4
10(c) c	5.1				4	
10(d) c	5.1	2				
		35	27	16 + 3	13	6

* plus quality of written communication 3 marks