

OXFORD CAMBRIDGE AND RSA EXAMINATIONS
General Certificate of Secondary Education
BUSINESS AND COMMUNICATION SYSTEMS
 Higher Tier

1950/2

Monday **22 MAY 2006** Morning 2 hours

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

Candidate Name	Centre Number	Candidate Number												
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TIME 2 hours

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.
- Do **all** calculations and rough work in this booklet. Cross out any work you do not wish the Examiner to mark.
- Ask the invigilator if you need additional sheets of paper. Complete the information at the top of the additional sheets and tie these sheets into the back of this booklet with string before handing it in at the end of the examination.
- Your Quality of Written Communication will be assessed across the whole paper. There are a maximum of 3 marks available.

INFORMATION FOR CANDIDATES

- The number of marks 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.

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

This question paper consists of 14 printed pages and 2 blank pages.

3 (a) Chocs Away Limited is launching a new sales promotion. Write a memorandum from the office manager, Rita Desai, to all shop managers containing the following information.

- There will be a new sales promotion beginning on Monday 12 June
- End date: Friday 21 July
- 20% off all luxury chocolates
- Managers can contact Serena Humphries on 0161 555 5612 if they have any queries

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

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

Memorandum



[8]

4 (a) Roger Gilmour has recently started work at the head office as a new manager.

State **three** functions of a manager.

1 _____

2 _____

3 _____

_____ [3]

(b) Roger will be paid monthly, using the Banks Automated Clearing System (BACS).

Describe **two** benefits to **Roger** of being paid using BACS.

1 _____

2 _____

_____ [4]

(c) Chocs Away Limited is required to implement the Working Time Regulations (1998) when employing staff.

State **two** rights that these Regulations give staff.

1 _____

2 _____

_____ [2]

[Total: 9]

5 All computers at head office are to be replaced with laptop computers.

(a) State **one** disadvantage to **staff** of using a laptop computer.

[1]

(b) State **one** possible security risk to **Chocs Away Limited** of staff using a laptop computer away from the office.

[1]

(c) You discover that one of the existing head office computers contains 'pirated' software.

Describe **one** disadvantage to **Chocs Away Limited** of having 'pirated' software on its computers.

[2]

(d) The network manager at Chocs Away Limited undertakes a software audit every six months.

Describe how this process would be undertaken.

[3]

[Total: 7]

- (c) Chocs Away Limited stores information about each shop using database software. An extract of this information is shown below.

Shop details						
ID	Address 1	Address 2	Town	Postcode	Telephone number	Shop Manager
1	20 Low Street		Oldham	OL45 2CV	0278 345 678	Janet Osmond
2	356 Short Lane	Clapham	London	CL2 4ZZ	0218 123 234	Shirley Heath
3	6 Valley Shopping Parade		Newcastle-upon-Tyne	NN3 3XX	0458 864 963	Fatima Hussein
4	25 New Road	Kensington	London	W11 1ZQ	0218 345 987	William Bird

- (i) Explain why 'Town' is a poor choice of **Key** Field.

[2]

- (ii) Explain the benefits of using database software to store this information.

[4]

[Total: 14]

- 8 (a) Chocs Away Limited is considering introducing flexible working for staff at its head office.

Explain **two** benefits to **Chocs Away Limited** of flexible working.

1 _____

2 _____

[4]

- (b) The office manager, Rita Desai, is planning to employ a consultant on a temporary basis to help with the introduction of flexible working.

Assess the benefits and drawbacks to **Chocs Away Limited** of employing a consultant on a temporary basis for this project.

[6]

- (c) The consultant will use project planning software to help manage the project.

Identify **one** feature of this software that would make it useful to the consultant.

[1]

[Total: 11]

- 10 Like all organisations, Chocs Away Limited must comply with health and safety legislation.
Assess the implications for a business of compliance with health and safety legislation.

[6]

[Total: 6]

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