

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

1950/02

Higher 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



* G U P / T 5 0 2 9 9 *

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

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TOTAL	

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

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)* 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.

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

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..... [2]

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

Reason 1
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Explanation
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Reason 2
.....
Explanation
..... [4]

[Total: 14]

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

(a) Zeeshan is paid monthly using BACS.

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

Advantage 1

.....

Advantage 2

..... [2]

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

Explain **two** advantages to **Zeeshan** of using on-line (Internet) banking.

Advantage 1

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Advantage 2

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..... [4]

- (c) 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.

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

Advantage

.....

Explanation

.....

Disadvantage

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Explanation

..... [4]

[Total: 10]

3 Colourful Homes Limited uses a number of different methods to pay its staff.

Explain what is meant by each of the following:

(i) Time rate

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.....[2]

(ii) Piece rate

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.....[2]

(iii) Bonus

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.....[2]

[Total: 6]

7
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- 4 (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) Apart from preparing the Notice of Meeting and Agenda, identify **two** other actions you would need to take in advance of this meeting and explain why each action needs to be taken.

Action 1

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Explanation

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Action 2

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Explanation

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[4]

[Total: 12]

- 5 (a) 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.

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..... [3]

- (b) Sandra Sharp uses a computer monitor throughout her working day. As a result, Colourful Homes Limited has to follow the requirements of the Display Screen Equipment regulations.

One way the regulations are met is by providing equipment which minimises the risk of health problems.

State **three** other actions which **Colourful Homes Limited** must take to comply with the Display Screen Equipment regulations.

Action 1
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Action 2
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Action 3
..... [3]

[Total: 6]

- 6 (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.

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..... [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.

Explain **two** advantages to **Colourful Homes Limited** of giving mobile phones to its consultants.

Advantage 1
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Explanation
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Advantage 2
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Explanation
..... [4]

- (c) Evaluate the usefulness of laptop computers to **Colourful Homes Limited staff** who work from home and visit customers.

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[Total: 13]

8 Colourful Homes Limited stores the names of over 10,000 people in its customer database. You have been asked to write a personalised letter to all these customers, giving information about a new service.

(a) Explain how you could quickly create these personalised letters.

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(b) A letter has been posted to customers containing incorrect information about an existing service.

Assess the problems which this failure in communications might cause for **Colourful Homes Limited**.

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- (c) You have been asked to design a new compliments slip for use by head office staff who communicate with customers and other groups of people.

Explain why a compliments slip is used by an organisation such as Colourful Homes Limited.

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..... [2]

- (d) Colourful Homes Limited has a policy that all written communications should conform to the organisation's housestyle.

State **two** possible features of a housestyle for written communications.

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

[Total: 13]

- (c) You have been asked to organise a small group of staff to help design a new reception area at head office.

Identify and explain **two** actions you would take in order to help the team work effectively.

Action 1

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Explanation

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Action 2

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Explanation

..... [4]

[Total: 12]

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