

Oxford Cambridge and RSA Examinations
General Certificate of Secondary Education

BUSINESS AND COMMUNICATION SYSTEMS
HIGHER TIER
PAPER NUMBER 02

1950/02

Specimen Paper 2003

Additional materials:
Candidates answer on the question paper.

TIME 2 hours

Candidate Name	Centre Number	Candidate Number										
	<table border="1" style="width: 100%;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>						<table border="1" style="width: 100%;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>					

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 where an answer requires a piece of extended writing.

Question number	For examiner's use only
1	
2	
3	
4	
5	
6	
7	
7	
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 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.

(a) 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.

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]

[Total Marks for Question One: 6 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 Earnings		Payment Method: Electronic Transfer			Payment Period: Weekly
		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) Mrs Jones also asks permission to go on a two-day 'hygiene in the workplace' training course. You agree to release her to attend this course as you see advantages for both the school and Mrs Jones.

Describe **briefly two** advantages for the employer of allowing staff to attend training courses.

1 _____

2 _____

[2]

- (d) Describe **briefly two** advantages for the employee of attending training courses.

1 _____

2 _____

[2]

[Total Marks for Question Two: 9 Marks]

3 The Headteacher has decided that the school should have its own website. The following information will be available over the Internet.

- a history of the school
- photographs of the school and its pupils
- admissions information and application forms
- a guide to the school's departments.

(a) Describe **one** item of equipment which could be used to transfer photographs of the school onto this website.

[1]

(b) Describe the use of **one** additional piece of hardware and **one** additional piece of software users would need to access the website.

Hardware: _____

Software: _____

[4]

(c) 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]

- (d) The school purchases most IT equipment from a small local shop. The Headteacher is considering using e-procurement to buy several items of expensive hardware.

Evaluate the use of e-procurement for the school for the purchase of hardware.

[9]

[Total Marks for Question Three: 18]

- 4 A member of office staff has complained that spending a long time at the computer is making her ill.

(a) Explain what the school could do to help this employee.

[4]

(b) Explain the legislation which the School should follow in this situation.

[4]

[Total Marks for Question Four: 8 Marks]

- 5 Brian Bilson, a member of staff walked out of the school at the end of April after a serious disagreement with another member of staff. There had not been any official complaints about Mr Bilson's work or behaviour.

He has since written to you saying his reason for leaving was that senior management made it impossible for him to do his job.

You have received the following letter.

44 Putney Road
Manchester
M22 8FS

25 May 2003

Dear Sir/Madam

Employment Tribunal

I have taken taking legal advice and am taking a claim to the Employment Tribunal of constructive dismissal.

As is my right, I am now asking you to send all discoverable and relevant documents in your possession that relate to this case.

The following documents must be sent to me:

1. My personal file
2. The personal files of all staff in my department
3. The dates and times of all complaints made against me by any staff member
4. A copy of my contract of employment and the terms and conditions under which it was issued.

I expect delivery of the above within 14 days of the date of this letter.

If I do not receive them I will seek a court order that will demand these items of you.

Yours faithfully

Brian Bilson

- (a) Describe the work of an employment tribunal.

[4]

The school's lawyer has told you to send Mr Bilson items 1, 3 and 4 requested in his letter. You have been told not to supply item 2.

- (b) Explain why item 2 should not be sent to Mr Bilson.

[2]

- (c) Write a reply to Mr Bilson. Use diplomatic and sensitive language to explain to him why you are not sending some items.

The letter has been started for you on page 11.

[5]

USE THE HEADED PAPER ON PAGE 11 FOR YOUR ANSWER.

Use this page for your answer to Question 5.



Our Ref: EM/AG

26 May 2003

Mr B Bilson
44 Putney Road
Manchester
M22 8FS

Dear Mr Bilson

Employment Tribunal – Case Reference Number 8008/233

[Total Marks for Question 5: 11 Marks]

- 6 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 1988.

(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 e.g. 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 Six: 7 Marks]

- 7 The administration network used by the school is multi-layered. This means that users need additional passwords to move from one layer to another.

- (a) Evaluate the use of passwords by the school to protect the multi-layers in this system.

[4]

The school is very keen to protect to its administration network. It already has anti-virus software and is now considering installing a **'firewall'**.

- (b) Evaluate the use of a firewall compared with the anti-virus software.

[6]

All telephone calls made are logged using a call-logging system. This records time, length and destination of calls.

- (c) Explain **two** benefits for the school of logging calls in this way.

1 _____

2 _____

[4]

[Total Marks for Question Seven: 14 Marks]

- 8 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 his 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- ddmm yy>.

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

'parents\letters\emartin-010503'.

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

[1]

- (d) 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 Eight: 11 Marks]

- 9 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 it **mailmerged**.

- (a) Explain the term 'mailmerge'.

[2]

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

[4]

The data held on the computer network is very important for the school. The data is backed up every night.

- (c) Explain **briefly** the term 'backed-up'.

[2]

[Total marks for Question Nine: 8 Marks]

- 10 You have just completed the following order for the purchase of information technology equipment for the main school office. The purchase of any equipment has to be justified to the governors of the school.

Look carefully at the list that has been submitted.

Manchester School			
Purchase Order			
Date: 23 May 2003		Order Number A1998/BS	
Item	Quantity	Unit Cost £	Total Cost £
Barcode reader	2	295.00	590.00
Flatbed scanner	1	169.00	169.00
Digital camera	2	499.00	998.00
Pagers	4	52.00	208.00
LCD projector	1	3950.00	3950.00
		Total	6587.00

- (a) Explain how each item could be used assist the administrative work of the school office.

Barcode reader _____

Flatbed scanner _____

Digital camera _____

Pager _____

LCD projector _____

[5]

- (b) The Headteacher has a notebook computer with modem. **Describe** how the notebook computer might assist the Headteacher.

[3]

[Total Marks for Question 10: 8 Marks]

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BUSINESS AND COMMUNICATION SYSTEMS

HIGHER TIER

PAPER NUMBER 02

1950/02

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)	So both parties have a record/can check the transaction	Maximum 2 marks
1 (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
		Total marks for question 1: 6 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)	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
2 (d)	Employee gains skills which help in job Improves career prospects Accept other appropriate answers	1 mark for each advantage up to maximum of 2
		Total marks for question 2: 9 marks

Question Number	Key points	Mark Allocation
3 (a)	Accept scanner or digital camera and simple description	1 mark for correct description of item
3 (b)	Hardware: modem Software: web browser and description of each Do not accept software brand names.	1 mark for item plus 1 for description Maximum 4 marks
3 (c)	Legal: Need to ensure material on website complies with relevant legislation Security: Need to ensure security and confidentiality of data held by school Control people allowed to update website Image of school Accept Ethical: website should be used for purposes suitable for a school	Up to 2 marks for each point Maximum 4 marks
3 (d)	Access to suppliers world-wide May be able to get goods more cheaply than locally But – overseas suppliers may not be known to the school Different systems of purchasing/VAT if buying overseas Do not see goods before purchase Depends upon actual delivery taking place – relies on delivery company E-procurement may be more suited to very large organisations May mean completely new administration systems Need for staff training Need for new IT equipment Accept other appropriate answers	1 mark per point up to maximum 6 marks

Question Number	Key points	Mark Allocation
	<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>3 marks maximum</p> <p>Total marks for question 3: 18 marks</p>
4 (a)	<p>Answers should include:</p> <p>Investigate nature of illness</p> <p>Check workstation ie chair height, position of monitor, etc</p> <p>Arrange eye test</p> <p>Ensure employee is taking regular rest breaks</p> <p>Consider moving employee to another job</p> <p>Consider re-training employee</p>	<p>1 mark per point up to maximum 4 marks</p>
4 (b)	<p>Accept</p> <p>Health and Safety at Work Act</p> <p>Workplace Regulations</p> <p>Display Screen Directive</p>	<p>1 mark for legislation identified plus 1 for explanation relevant to question</p> <p>Maximum 4 marks</p> <p>Total marks for question 4: 8 marks</p>

Question Number	Key points	Mark Allocation
5 (a)	Route for employees to take action without formal court proceedings Employment matters such as sex, race discrimination within the workplace, unfair dismissal, non-payment of wages	1 mark for each point up to maximum of 4
5 (b)	Item 2: Data Protection Act would not permit Not relevant to case	Maximum 2 marks for reason
5 (c)	Letter to include the following items: Reference to matter/Mr Bilson's letter Enclosing items 1, 3 and 4 Explanation for not enclosing other items Suitable final sentence and close	1 mark for each point up to maximum of 5 marks
		Total marks for question 5: 11 marks
6 (a)	System of linked computers with main server	1 mark
6 (b)	Can request copy of data held Fee may be payable	Maximum 2 marks
6 (c)	Data would not be relevant for purposes of school	Maximum 2 marks
6 (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 6: 7 marks

Question Number	Key points	Mark Allocation
7 (a)	<p>Restricts use to authorised users – may be different users for different parts of the system</p> <p>Helps protect data</p> <p>Helps keep data confidential</p> <p>Need to remember several passwords</p> <p>Takes time to move between layers</p> <p>Conclusion – necessary in a system of this type</p>	4 marks maximum for evaluation
7 (b)	<p>Anti-virus software should prevent corruption of data by a computer virus</p> <p>Virus may infect system on floppy disc or as attachment to email.</p> <p>Anti-virus software can ‘clean up’ discs/drives after virus infection</p> <p>Firewall protects data against corruption via Internet</p> <p>Firewall prevents other people ‘hacking’ into your system/breaching security</p> <p>Firewall and anti-virus software may be incompatible</p> <p>Firewall may stop you accessing certain Internet sites</p>	6 marks maximum
7 (c)	<p>Monitor whether calls are on school business – spot misuse</p> <p>Monitor cost/time of call</p> <p>Identify how phone bill can be reduced</p>	<p>2 marks for each benefit</p> <p>Maximum 4 marks</p>
		<p>Total marks for question 7:</p> <p>14marks</p>

Question Number	Key points	Mark Allocation
8 (a)	Birmingham – Nottingham should be 103 Manchester – Liverpool should be 35	1 mark 1 mark
8 (b)	To ensure content is correct To ensure documents are in housestyle	Maximum 2 marks
8 (c)	Document can be retrieved from computer system Reference includes useful information such as date, originator	1 mark for reason
8(d)	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 8: 11 marks
9 (a)	Standard letter prepared with different names/addresses/details for recipients	Maximum 2 marks
9 (b)	Advantage: saves time keying in all letters individually Good quality standard letters can be produced more easily than some other methods Image of school Other uses as well as letters Disadvantage: standard letter may be unsuitable for some recipients Poorly produced mailmerged letters may create poor image Staff may need training to use mailmerge properly Useful – but needs care in preparing documents Accept other appropriate answers	Maximum 4 marks for evaluation
9 (c)	Copy of data made in case of problems	2 marks
		Total marks for question 9: 8 marks

Question Number	Key points	Mark Allocation
10 (a)	Barcode reader – log equipment, stock control	1 mark
	Flatbed scanner – scan in documents	1 mark
	Digital camera – preparing school publicity material	1 mark
	Pager – contact staff elsewhere or outside building	1 mark
	LCD projector – presentations to parents, governors, teachers, etc	1 mark
	Accept other appropriate uses which relate to an office	
10 (b)	Work from home when school is not open	Maximum of 3 marks for explanation
	Use internet to update themselves/find out information	
	Use of email to staff and external people	
	Accept other suitable answers	
		Total marks for question 10:
		8 marks

3428 Information Studies – Specimen Higher Paper – Assessment Grid

Question Number (‘c’ = question in common with Paper 1)	Content	AO1	AO2	AO3	AO4	AO5
1(a) c	5.2				2	
1(b) c	5.1	4				
2(a) c	5.3		3			
2(b) c	5.3	2				
2(c) c	5.3		2			
2(d) c	5.3		2			
3(a)	5.1, 5.4	1				
3(b)	5.1, 5.2	4				
3(c) c	5.1, 5.4					4
3(d)	5.1			(*)	6	
4(a)	5.3				4	
4(b)	5.3				4	
5(a) c	5.3	4				
5(b) c	5.2, 5.3					2
5(c) c	5.2, 5.4		5			
6(a) c	5.1	1				
6(b) c	5.1, 5.2	2				
6(c) c	5.2					2
6(d) c	5.2		2			
7(a)	5.1, 5.2					4
7(b)	5.2, 5.3				6	
7(c)	5.1, 5.4					4
8(a) c	5.1, 5.3			2		
8(b) c	5.1			2		
8(c) c	5.3	1				
8(d) c	5.1, 5.4			6		
9(a) c	5.1	2				
9(b) c	5.1, 5.4				4	
9(c) c	5.1, 5.4					2
10(a)	5.1					5
10(b)	5.1, 5.2					3
		21	14	10 + 3	26	26

* plus quality of written communication 3 marks

