

<b>Candidate Forename</b>		<b>Candidate Surname</b>	
<b>Centre Number</b>			
		<b>Candidate Number</b>	

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
GENERAL CERTIFICATE OF SECONDARY EDUCATION**

**1950/01**

**BUSINESS AND COMMUNICATION  
SYSTEMS**

**(Foundation Tier)**

**THURSDAY 17 JUNE 2010: Morning**

**DURATION: 2 hours**

**SUITABLE FOR VISUALLY IMPAIRED CANDIDATES**

**Candidates answer on the Question Paper**

**OCR SUPPLIED MATERIALS:**

**None**

**OTHER MATERIALS REQUIRED:**

**Calculators may be used**

**READ INSTRUCTIONS OVERLEAF**

## **INSTRUCTIONS TO CANDIDATES**

- **Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes on the first page.**
- **Use 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 ALL calculations and rough work in this booklet. Cross out any work you do not wish the Examiner to mark.**
- **Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your Candidate Number, Centre Number and question number(s).**

## **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.
- The marks allocated and the spaces provided for your answers are a good indication of the length of answers required.
- The Quality of your Written Communication will be taken into account when marking your answers to questions labelled with an asterisk (\*).
- You may use diagrams wherever they will help to answer a question.
- You may NOT use a dictionary.

## **SCENARIO**

**You work as an administrative assistant at Galaxy Screens Limited. The business operates a chain of cinemas in the west of England. You work at the head office in Plymouth. There are five other administrative assistants. You are all responsible to the head office manager, Jackie Springfield.**

- 1 (a) You have been given a memorandum to check before it is sent to all head office staff. Part of the memorandum is shown below.**

**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 on the document.**

**We will be launching our new websight next month. Customers will be able to book seats, watch film traylers and download games and movie clips. Our our old website will be taken down on Wendesday 23 June. The new address will be comunicated too you next week.**

**[5]**

- (b) Identify which ONE of the following items of software is best suited to creating this memorandum. Place a tick in the correct box.

Spreadsheet	
Database	
Word processor	
HTML editor	

[1]

- (c) State ONE item of hardware you would use to view the memorandum, while creating it on a computer.

\_\_\_\_\_ [1]

- (d) State ONE method you could use to distribute a copy of this memorandum to all head office staff.

\_\_\_\_\_  
\_\_\_\_\_ [1]

[Total: 8]

- 2 Ahmed Naim has recently been appointed as supervisor of the head office administrative assistants and has completed his induction training.**

**(a) State TWO functions of a supervisor.**

**Function 1** \_\_\_\_\_  
\_\_\_\_\_

**Function 2** \_\_\_\_\_  
\_\_\_\_\_ **[2]**

**(b) Ahmed will be trained how to use the head office computer system by a work colleague. The training will take place while Ahmed is doing his job.**

**(i) Give the name for this type of training.**

\_\_\_\_\_ **[1]**

**(ii) State ONE benefit to GALAXY SCREENS LIMITED of this type of training.**

\_\_\_\_\_  
\_\_\_\_\_ **[1]**

**(iii) State ONE drawback to GALAXY SCREENS LIMITED of this type of training.**

\_\_\_\_\_  
\_\_\_\_\_ **[1]**

**(c)\* Quality of written communication will be taken into account.**

**Ahmed would like to work from home for two days each week. The business is aware that there will be benefits and drawbacks to this arrangement and is considering whether to allow it.**

**How useful is it to GALAXY SCREENS LIMITED to allow Ahmed to work from home for two days each week? Give reasons for your answer.**

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**[4+2]**

**[Total: 11]**

**3 Galaxy Screens Limited will soon be launching a new website. Customers will then be able to book cinema tickets on-line.**

**(a) State ONE item of software customers will need to use in order to view the website.**

\_\_\_\_\_ [1]

**(b) State and explain ONE benefit to a CUSTOMER of using Galaxy Screens Limited's website to book tickets.**

**Benefit** \_\_\_\_\_

\_\_\_\_\_

**Explanation** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]

**(c) State and explain ONE benefit to GALAXY SCREENS LIMITED of enabling its customers to book tickets on-line.**

**Benefit** \_\_\_\_\_

\_\_\_\_\_

**Explanation** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]



**(d) When booking their tickets on-line, customers will need to transfer data over the Internet to the cinema's computer booking system.**

**(i) State TWO items of data which customers would have to give in order to purchase tickets on-line.**

**Item 1** \_\_\_\_\_

**Item 2** \_\_\_\_\_ **[2]**

**(ii) State THREE actions which CUSTOMERS could take to ensure the security of the data they transfer to Galaxy Screens Limited's website.**

**Action 1** \_\_\_\_\_

\_\_\_\_\_

**Action 2** \_\_\_\_\_

\_\_\_\_\_

**Action 3** \_\_\_\_\_

\_\_\_\_\_ **[3]**

**[Total: 10]**

- 4 (a) Each month there is a meeting for all Galaxy Screens Limited's cinema managers. It is held at the head office in Plymouth. The next meeting will be on Thursday 15 July. It will start at 10.30 am.**

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

**Prepare the Notice of Meeting and Agenda. You should include the standard Notice of Meeting and Agenda items as well as the following agenda items:**

- **briefing by the Managing Director, Shirley Manson;**
- **discussion of the new website and how it will affect Galaxy Screens Limited's cinemas.**

**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) The Managing Director, Shirley Manson, will be unable to attend the meeting to give her briefing in person as she will be working in New York.

State TWO methods which could be used to enable Shirley Manson to deliver her briefing without being present at the meeting.

Method 1 \_\_\_\_\_

\_\_\_\_\_

Method 2 \_\_\_\_\_

\_\_\_\_\_ [2]

- (c)\*Quality of written communication will be taken into account.

Galaxy Screens Limited is considering giving all its cinema managers a Personal Digital Assistant (PDA) which will have Internet and email access.

Analyse the benefits and drawbacks to GALAXY SCREENS LIMITED of giving PDAs to its cinema managers.

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[6+2]

**[Total: 18]**

- 5 (a) Head office staff are given a username and password in order to log onto the head office computer network.

The password must be a minimum of seven characters long and contain at least one capital letter, number and other symbol. The password p1ne@Pple is an example.

Explain how using passwords of this type helps to make the head office network more secure.

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[2]

- (b) Head office staff are allowed to put copies of work-related computer files onto memory sticks to enable them to finish work at home.

How useful is it to GALAXY SCREENS LIMITED to allow head office staff to do this? Give reasons for your answer.

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[6]

- (c) The network manager's computer has important files stored on its hard disk. The data on the computer is protected by a number of different methods, including restricting physical access to the machine.

State TWO methods which could be used to restrict PHYSICAL ACCESS to the network manager's computer.

Method 1 \_\_\_\_\_

\_\_\_\_\_

Method 2 \_\_\_\_\_

\_\_\_\_\_ [2]

- (d) Every Friday evening a back-up copy of the head office network's data is saved onto a high-capacity storage medium.

- (i) Identify which ONE of the following storage devices has the largest memory capacity. Place a tick in the correct box.

CD-RW	
Floppy disk	
External hard disk	
DVD-RW	

[1]



- (ii) State ONE benefit to a business such as Galaxy Screens Limited of keeping a back-up copy of computer data.

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[1]

[Total: 12]

- 6 (a) Administrative staff at the head office in Plymouth are paid a wage based on an hourly rate of £7 per hour.

Last week you worked for 40 hours. Calculate your total gross pay for the week. Please show your workings.

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- (b) State ONE benefit to an EMPLOYEE of being paid a wage based on a fixed hourly rate.

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- (c) State and explain ONE benefit to an EMPLOYER of paying staff a bonus.

Benefit \_\_\_\_\_

\_\_\_\_\_

Explanation \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [2]

- (d) State TWO deductions which are taken from gross pay before employees receive their net pay.

Deduction 1 \_\_\_\_\_

\_\_\_\_\_

Deduction 2 \_\_\_\_\_

\_\_\_\_\_ [2]

- (e) Employees of Galaxy Screens Limited are entitled to be a member of a trade union if they so wish.

Explain why an EMPLOYEE might wish to belong to a trade union.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [3]

[Total: 10]

- 7 (a) Galaxy Screens Limited uses spreadsheet software to monitor sales in its cinemas. Part of one such spreadsheet is shown below.

	A	B	C	D
1	Cinema	Packets of popcorn sold	Price per packet	Sales income
2	Barnstaple	350	1.99	
3	Exeter	720	1.99	
4	Falmouth	650	1.99	
5	Plymouth	250	1.99	
6	Redruth	425	1.99	
7	Totals			

- (i) Write down the FORMULA which will be used to carry out calculations in each of the following cells (the ones shaded in the spreadsheet above):

B7 = \_\_\_\_\_

D2 = \_\_\_\_\_ [2]

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[3]

- (iii) Explain how you would improve the appearance of the data in cells C2 to C6 in order to make the spreadsheet easier to understand.

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[2]

- (b) You have been asked to create a graph or chart to display the following data.

Top five films seen last month at Galaxy Screens Limited	Number of tickets sold
The Tiger King	15,350
Ocean's Twenty-seven	13,280
Papa Mia	12,725
Dude, where's my bike?	11,254
Catman and Starling	10,985

- (i) Identify which of the following types of graph or chart is most suited to display the data. Place a tick in the correct box.

<b>Pie chart</b>	
<b>Line graph</b>	
<b>Bar chart</b>	
<b>Scatter graph</b>	

[1]

- (ii) Give ONE reason for your choice of graph or chart.

\_\_\_\_\_

\_\_\_\_\_ [1]

[Total: 9]

- 8 (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: Robert Calvert, 21 Lockheed Drive, Exeter, EX30 1ZZ. He wrote to us yesterday asking if he could use the Internet to book tickets at our cinemas. Please tell him that he will be able to do so from next month if he visits our website at [www.galaxy-screens.co.uk](http://www.galaxy-screens.co.uk).

Use the space on the NEXT PAGE to write the letter.

You MAY use the space below to draft your letter.



**Galaxy Screens Limited  
25 The Avenue  
Plymouth  
Devon  
PL66 7XZ**

**Telephone: 0900 345 978  
Fax: 0900 345 979  
Email: [info@galaxy-screens.co.uk](mailto:info@galaxy-screens.co.uk)**

- (b) Galaxy Screens Limited is considering sending ALL letters in future by email instead of by post. It is aware that there are benefits and drawbacks to this decision.

How useful is it to GALAXY SCREENS LIMITED to send ALL letters by email? Give reasons for your answer.

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[4]

[Total: 12]

- 9 Galaxy Screens Limited's new website will have a section especially for teenagers. The cinema would like to collect personal information from teenagers, such as their gender, date of birth and films they have seen.**

**Is it right that businesses such as cinemas should collect and use personal information in order to inform customers of future events? Give reasons for your answer.**

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**[4]**

**[Total: 4]**

10 (a) Head office staff are allowed to browse the Internet for personal purposes during their lunch break. Galaxy Screens Limited is aware that there are benefits and drawbacks of this policy and is considering whether it should continue.

How useful is it to GALAXY SCREENS LIMITED to allow head office staff to browse the Internet during their lunch break? Give reasons for your answer.

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[4]

**(b) Head office staff are not allowed to drink while working at a computer.**

**State TWO reasons why Galaxy Screens Limited might have this policy.**

**Reason 1** \_\_\_\_\_  
\_\_\_\_\_

**Reason 2** \_\_\_\_\_  
\_\_\_\_\_

**[2]**

**[Total: 6]**

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