

Paper Reference(s)

Y302T/02

Edexcel VCE

**Information and Communication
Technology**

Advanced

Unit 2: ICT Serving Organisations

December/January and May/June 2005

Pre-Release Material

Candidate Brief

**These materials may be opened and distributed to candidates
on receipt of this package.**

**Separate Teacher Guidance Notes are included with this
mailing.**

Printer's Log. No.

M20442A



M 2 0 4 4 2 A

Turn over

W850/RY302/57570 7/7/7/7/7

This publication may only be reproduced in accordance with London Qualifications Limited copyright policy. ©2005 London Qualifications Limited.

edexcel 

INSTRUCTIONS

- Please read the instructions and the scenario before you start the tasks.
- Complete each task on your own.
- All tasks must be word-processed, using A4 paper and using Times New Roman or Arial 12 point font.
- Diagrams may be drawn by hand.
- Start each task on a new page.
- Clearly label each page with your name, registration number and centre number.
- Your pre-prepared work contributes 20% to the overall mark for this unit. **It must be your own work.**
- **You may NOT bring textbooks or any other materials into the examination.**

The deadline for pre-prepared work to arrive at Edexcel is Wednesday 8 December.

You must plan your work so that your centre can meet this deadline.

SCENARIO

Introduction

Tatton Homes Ltd is a medium-sized house building company in Yorkshire. It builds approximately 450 houses per year and concentrates on the premium end of the market, building mainly detached four or five bedroom properties.

The company was started almost ten years ago by the Managing Director, Howard Tatton. It is a private limited company. (The Head Office is based near Wakefield and last year Tatton Homes Ltd built houses in three geographical areas: Leeds, York and Manchester).

The company has seven departments: Construction, Land, Technical, Commercial, Finance, Human Resources and Sales & Marketing.

Personnel

Howard Tatton manages the following Directors:

- Eric Ledger (Construction)
- Steve Wardle (Land)
- John O'Hara (Technical)
- Jackie Goldberg (Commercial)
- Naz Khan (Finance)
- Kadar Ahmed (Human Resources)
- Connie Olley (Sales & Marketing)

Eric Ledger is in charge of two Contracts Managers, Jack Gore and Mark Aspinall, and one Customer Care Manager, Natasha Winders. The Contracts Managers each have a team of Site Managers. The Customer Care Manager is responsible for a Secretary and an Administrator.

The Land Director, Steve Wardle, is responsible for two Land Managers, Eleanor Simms and Damian Richardson.

John O'Hara, the Technical Director, is responsible for one Senior Engineer, Colin McDermott and one Senior Architect, Caroline Davies. Both Colin and Caroline have a small team of staff reporting to them.

Jackie Goldberg, as Commercial Director, line manages:

- Scott Lyons, IT Manager
- Bryan Boothroyd, Senior Legal Officer
- Nichola Foster, Senior Quantity Surveyor
- Joe Albinson, Senior Purchasing Officer

Scott is line manager for the Technician. Bryan line manages one Legal Executive and one Legal Assistant. Nichola is responsible for the work of two Quantity Surveyors and Joe is responsible for two Assistant Purchasing Officers.

Naz Khan is the Finance Director, and he is responsible for two Finance Officers, Mary Thomas and Nora Costello. These officers are each responsible for several staff.

Kadar Ahmed line manages two assistant Human Resource Officers.

Connie Olley is the Sales & Marketing Director. She line manages a Marketing Manager, Bernadette Ellis and a Sales Manager, Peter Norman. The Marketing Manager is responsible for a Marketing Assistant and a Part Exchange Co-ordinator. The Sales Manager line manages a team of five Sales Advisors.

Purchasing System

Joe Albinson and his assistants regularly purchase building materials such as bricks, cement, stone, windows, doors and kitchen units. All of these are purchased from suppliers. The process starts as follows:

The purchasing section of Tatton Homes Ltd's Commercial Department receives brochures from suppliers who wish to sell products to the company. Once planning permission has been approved for a new development, a site agent is appointed by Tatton Homes Ltd to be in charge of construction. The Commercial Department sends a purchase order to the chosen supplier.

There are four copies of the purchase order. The top copy goes to the supplier, the second copy goes to the site agent, the third copy goes to Tatton Homes Ltd's Finance Department, and the fourth copy is retained by the purchasing section of the Commercial Department.

After receiving the purchase order, the supplier will send a confirmation letter back to the purchasing section of the Commercial Department.

The building materials, together with a delivery note, are delivered by the supplier. The delivery note will be signed by the site agent. One copy of the delivery note will be retained by the supplier, whilst the other is given to the site agent who then sends it to Tatton Homes Ltd's Finance Department.

Following delivery, the supplier will send an invoice to Tatton Homes Ltd. This goes to the Finance Department, and staff there will check the invoice against the delivery note and purchase order. If correct, payment is sent to the supplier.

Sales System

The Sales & Marketing Department sends advertisements to local newspapers to promote each new housing development.

Each housing development has a Sales Office and at least one show house. The Sales Advisor's job is to provide information about the houses to potential customers.

If a customer decides to purchase a house, the Sales Advisor completes a Sales Agreement form that specifies which plot and house type the customer wants.

This form is given to the customer. The customer checks and signs the form, and gives the Sales Advisor a cheque for £350 to secure the chosen plot.

The Sales Agreement form is in duplicate. One copy is retained by the Sales Advisor on site, and another is sent, with the cheque, to the Commercial Department, so that legal aspects can be dealt with.

Once the Commercial Department has received its copy of the Sales Agreement form and the cheque, a letter of confirmation is sent to the customer. A Customer Details form is enclosed for the customer to complete and return. This form requests information about the customer's solicitor and mortgage provider.

After the customer has completed and returned the Customer Details form, the Commercial Department sends a contract to the customer's solicitor.

Once the customer's solicitor has completed the necessary checks, a letter is sent to the customer with an invitation to call into the solicitor's office to sign the contract. This contract is then sent to the Commercial Department at Tatton Homes Ltd. The customer's solicitor also writes a letter to the customer's mortgage provider.

On completion, the customer's mortgage provider pays the outstanding balance to Tatton Homes Ltd's Commercial Department. The customer now owns the property.

Current IT Resources

At present, the company has a small Local Area Network (LAN) comprising twelve PCs and four printers. The software available on the network includes:

- Word Processing
- Desk Top Publishing
- Accounting
- Payroll
- Database
- Spreadsheet
- Computer Aided Design

Any hardware or software faults are dealt with by Scott Lyons and his technician.

The Future

The Directors have decided to expand into the south of England and suitable premises have been located in Beaconsfield, Buckinghamshire. It is proposed to open an office there by the end of the year. In view of this, Scott wishes to update the IT resources and extend the computer network. The two offices need to be linked together to facilitate communication between staff.

The house building market is highly competitive and Tatton Homes Ltd plans to introduce state of the art technology as standard in its more expensive houses. The Directors hope that the introduction of such technology will give their houses a distinct marketing advantage.

This technology involves installing fibre optic cables in the cavities of the house during construction. It enables the purchaser to 'plug and play' audio, telephone, data, video/DVD and TV in all rooms. Additional features can be added to the system, such as front and rear CCTV and alarms for additional security, and baby monitoring via the TV screen. Any additional features will be dealt with by the Sales Advisor at the point of sale.

Howard Tatton wants the company to continue expanding and become recognised as a national, rather than regional, housing developer. His short-term goal is for the company to be building at least 700 houses per year by 2007. However, to do this he realises the importance of motivating staff, sound financial management, effective leadership and up-to-date IT systems.

WHAT YOU MUST DO

Task 1

Draw an organisation chart for Tatton Homes Ltd.

Use **one** page only, no greater than A3.

(Total 3 marks)

Task 2

Produce an information flow diagram for the Sales System.

Use **one** page of A4 only.

(Total 4 marks)

Task 3

- (a) One of the functions of the Sales & Marketing Department is customer satisfaction. One way they can achieve this is by conducting surveys using questionnaires. These questionnaires help Tatton Homes Ltd find out whether existing customers have been satisfied with the service received from Tatton Homes Ltd.

Identify **five** pieces of data, excluding name and address, which the customer might be asked to provide in the questionnaire.

(1)

- (b) Using the data collected, the Marketing Department generates a number of reports. Examples of such reports are:

Report 1 Customers by age (youngest to oldest)
Report 2 Customers who own a property with more than four bedrooms
Report 3 Average house price paid

For each of the above, describe the processing involved.

Use no more than **half** a page of A4.

(3)

- (c) Howard Tatton asks the Sales & Marketing department to generate a report showing the total price of houses sold in each of the three geographical areas last year.

Design the layout of the report.

Use **one** page of A4 only.

(5)

(Total 9 marks)

Task 4

Produce a word-processed report of no more than 750 words for Jackie Goldberg, outlining the necessary changes in terms of hardware and software which need to be made to keep up-to-date. The document **MUST** include the following headings:

- Current IT used by Tatton Homes Ltd (1)
- Recommendations for improvements (4)
- Possible benefits from making the changes (2)
- Possible drawbacks from making these changes (2)

One mark will be given for fluent use of technical language in this report.

(Total 10 marks)

STANDARD WAYS OF WORKING

All GNVQ/VCE ICT specifications include “Standard ways of working” to help people work effectively and avoid problems (see Unit 1).

You **MUST** apply the principles learned to the preparation and submission of your pre-prepared work.

Any of the following will be awarded marks:

1. Completed authentication sheet is first sheet.
2. Each sheet of paper is clearly identified with your name, registration number, centre number, filename, as applicable.
3. Each task is clearly and correctly labelled as specified, e.g. “Task 1”, “Task 2”, ...
4. Tasks are submitted in the correct order.
5. One copy each of required tasks/printouts is submitted – no additional materials to be included.
6. Tasks are presented as required, e.g. on a single A4 page using 12 point font size, where applicable.
7. Headings, tables, other layout styles are used as appropriate.
8. Spellchecker has been used for all word-processed documents.
9. Pre-prepared work is secured using treasury tags only, no plastic wallets or similar.
10. References are acknowledged, where applicable.

(Total for Standard ways of working: 3 marks)

TOTAL FOR PRE-PREPARED WORK: 29 MARKS

Make sure you:

- Put your documents in the correct order and fasten them together in the top left corner with a treasury tag (not put through the hole repeatedly). Do NOT put your documents into plastic wallets or envelopes.
- Attach an **AUTHENTICATION STATEMENT to the front**, signed by you and your teacher confirming that the documents are solely your own work. The examiner will not mark your pre-prepared work unless it has been properly authenticated.
- Do NOT include any other material.

BLANK PAGE

Authenticity

Since the mark you obtain for your pre-prepared work counts towards your overall examination result, we have to be satisfied that it is your own work.

You and your teacher must sign an authentication statement to confirm this.

PLEASE NOTE

We cannot accept work that has been produced jointly with others.

Copying from books, fellow students or any other source is CHEATING.

Copying from the Internet is also CHEATING.

Attempting to gain credit from someone else's work is another form of CHEATING.

BE WARNED!

You will NOT be awarded any marks for your pre-prepared work if we find evidence of cheating.

Total for PPW

--	--

Authentication Statement

VCE Information and Communication Technology

Pre-prepared Work

You and your teacher MUST sign the authentication statement below to confirm that the pre-prepared work that you are submitting for this unit is your own work.

The authentication statement should be attached to the front of your pre-prepared work.

Paper Code	Y302T/02
Paper Name	ICT Serving Organisations
Level	Advanced

Candidate's Declaration

I confirm that I have read Edexcel's statement on authenticity and that the pre-prepared work I am submitting for this unit is my own work.

Name of Candidate :		Date:	
Signature of Candidate:			
Centre No:		Candidate Registration No:	

Teacher's Declaration

I certify that the candidate named above has completed the work submitted.

Name of Teacher:		Date:	
Signature of Teacher:			