



Answer ALL the questions.

1. (a) ATMs are an easy way for a customer to take out money from their bank. Figure 1 shows a picture of an ATM. Write the correct letter in each box to show what each component is used for.  
E has been done for you.

<b>A</b>	Select service required
<b>B</b>	Insert card
<b>C</b>	View instructions
<b>D</b>	Enter PIN
<b>E</b>	Collect money

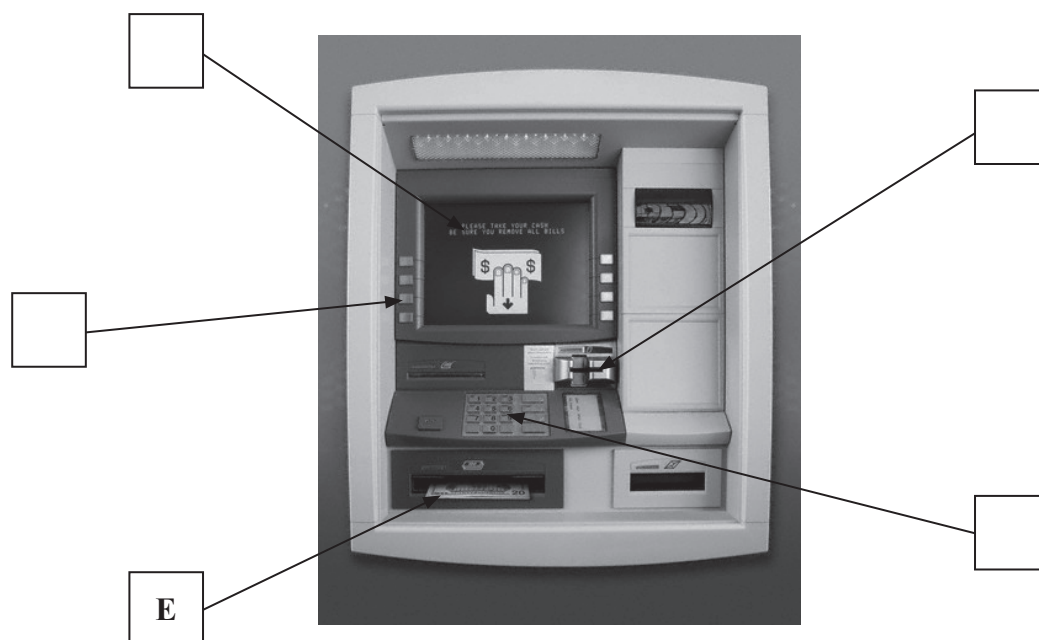


Figure 1 – ATM

(4)

- (b) Which of these cards is used to get money from an ATM?  
Select **one** answer from the list below.

Debit card.	<input type="checkbox"/>
Pre-payment card.	<input type="checkbox"/>
Identity card.	<input type="checkbox"/>
Loyalty card.	<input type="checkbox"/>

(1)



Leave  
blank

- (c) HFM Bank has decided to introduce home banking for customers.  
Which of these is the **most** likely reason for introducing home banking?

To improve communication between branches.	<input type="checkbox"/>
To improve security.	<input type="checkbox"/>
To save costs by reducing the number of staff.	<input type="checkbox"/>
To reduce travelling time for bank staff.	<input type="checkbox"/>

(1)

- (d) Customers will be able to do most of their banking online.  
Which **one** of these will they **not** be able to do from home?

Print bank statements.	<input type="checkbox"/>
Withdraw money.	<input type="checkbox"/>
Check the balance in their account.	<input type="checkbox"/>
Pay bills.	<input type="checkbox"/>

(1)

- (e) Customers need a password to use the home banking service. They must keep their password secure.  
Which of these is sensible advice to follow?

Write your password down.	<input type="checkbox"/>
Use your name as a password.	<input type="checkbox"/>
Tell someone else your password.	<input type="checkbox"/>
Change your password regularly.	<input type="checkbox"/>

(1)

Q1

(Total 8 marks)



2. (a) RW Leisure is a sports centre. It uses a computer system to store members' details. These components are part of the computer system. Identify the function of each component by placing a cross in **one** box in each row. The USB stick has been done for you.

Component	Input	Output	Storage
USB stick	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Printer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keyboard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Monitor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(4)

- (b) RW Leisure uses a computer system to record the attendance of members. A database is used to record attendance. What type of software is a database?

Application software.	<input checked="" type="checkbox"/>
Security software.	<input type="checkbox"/>
Operating system software.	<input type="checkbox"/>
Communication software.	<input type="checkbox"/>

(1)

- (c) Sometimes classes at the sports centre are cancelled or changed at short notice. When this happens members need to be informed as quickly as possible. Which of these is the **least** appropriate method to use?

Telephone.	<input type="checkbox"/>
Letter.	<input type="checkbox"/>
Email.	<input type="checkbox"/>
Text message.	<input type="checkbox"/>

(1)



Leave  
blank

(d) The sports centre manager uses email to send information to staff.  
What type of software is needed to send the email?

Security software.	<input type="checkbox"/>
Operating system software.	<input type="checkbox"/>
Communication software.	<input type="checkbox"/>
Application software.	<input type="checkbox"/>

(1)

Q2

(Total 7 marks)



3. (a) EPOS systems are used in supermarkets.  
Here is a picture of an EPOS terminal. Write the correct letter in each box to identify the components.

<b>A</b>	Keyboard
<b>B</b>	Screen
<b>C</b>	Barcode scanner
<b>D</b>	Receipt printer



Figure 2 – EPOS Terminal

(4)

- (b) Every item for sale in a supermarket has a barcode. Barcodes are scanned at the EPOS terminal.  
Identify **one** piece of information that is contained in a barcode.

Item code.	<input type="checkbox"/>
Item price.	<input type="checkbox"/>
Date of manufacture.	<input type="checkbox"/>
Supermarket name.	<input type="checkbox"/>

(1)

- (c) Which **one** of these statements about barcodes is **not** correct?

Data input is accurate.	<input type="checkbox"/>
Barcodes reduce theft from supermarkets.	<input type="checkbox"/>
Data input is fast.	<input type="checkbox"/>
Barcodes are read by lasers.	<input type="checkbox"/>

(1)



Leave  
blank

- (d) Many supermarkets give customers loyalty cards.  
The advantage to the supermarket of having a loyalty card scheme is to:

reduce queues.	<input checked="" type="checkbox"/>
increase sales.	<input checked="" type="checkbox"/>
increase prices.	<input checked="" type="checkbox"/>
monitor checkout operators.	<input checked="" type="checkbox"/>

(1)

- (e) Many supermarkets provide self-service checkouts. Customers scan and pack items themselves.  
A benefit to the supermarket of providing self-service checkouts is that:

less staff are needed.	<input checked="" type="checkbox"/>
fewer plastic carrier bags are used.	<input checked="" type="checkbox"/>
equipment costs are lower.	<input checked="" type="checkbox"/>
fewer errors are made.	<input checked="" type="checkbox"/>

(1)

- (f) Pat's burger bar is a fast food outlet. It needs to process customer orders as quickly as possible.  
Identify which **one** of these devices is used to input orders and record payments.

Sensor.	<input checked="" type="checkbox"/>
Printer.	<input checked="" type="checkbox"/>
Barcode scanner.	<input checked="" type="checkbox"/>
Touch screen.	<input checked="" type="checkbox"/>

(1)

Q3

(Total 9 marks)



4. (a) The list on the left shows problems that can occur when using the internet. The list on the right shows solutions to these problems. Draw a straight line to link a problem to its solution. Each problem has **one** solution.

Problem	Solution
Spam	Firewall
Hacking attempts	Filter software
Viruses	Email filter
Anti-social material	Anti-virus software

(4)

- (b) Online auction sites are a popular way of buying and selling items. Put a cross (☒) in the correct box to complete each sentence below.

Online auction sites allow people to buy and sell items on the internet ☒  
over the phone ☒

Users must provide their date of birth ☒  
email address ☒ when they register to use these sites.

Sellers download ☒  
upload ☒ photographs of items for sale to the auction site.

People can bid for items they wish to buy.

Secure payment systems are used to pay for goods. Buyers must provide details of their debit card ☒  
income ☒ to make a payment.

(4)





(c) Downloading music from the internet is very popular. Which of these statements is true?

All music files take the same amount of time to download.	<input type="checkbox"/>
Music is always free to download.	<input type="checkbox"/>
It is illegal to download music without the owner's permission.	<input type="checkbox"/>
Downloaded music can always be legally copied.	<input type="checkbox"/>

(1)

(d) JayJay Sports is a small company that sells sports equipment. The company is planning to set up a website. One of the main reasons for setting up a website is to:

improve staff performance.	<input type="checkbox"/>
reduce costs.	<input type="checkbox"/>
encourage people to be more active.	<input type="checkbox"/>
access new markets.	<input type="checkbox"/>

(1)

(e) The website has been so successful that JayJay Sports has decided to close its high street shops and trade completely online. Put a cross (X) in the correct box to complete each sentence below.

Online trading will enable the company to offer a smaller  wider  range of products

and increase revenue  losses .

Online trading will also reduce  increase  staff costs and overheads, such as rent and other bills.

Delivery  Sales  information will be used to identify other products that customers might like to buy.

(4)

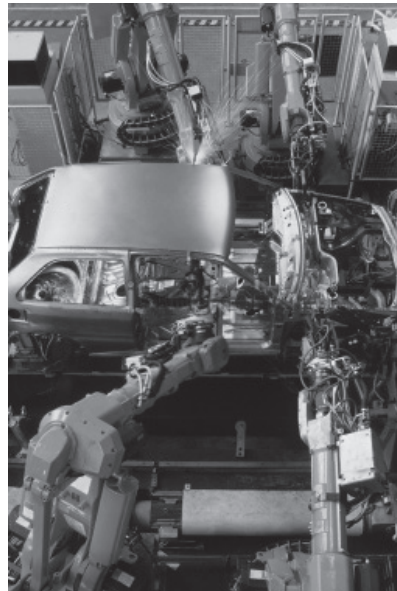
(Total 14 marks)

Q4

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5. (a) Car manufacturers use technology in many different ways. Figure 3 shows a robot spray-painting a car.



**Figure 3 – Robot spray-painting a car**

One reason why a manufacturer might prefer to use a robot rather than a human is that a robot:

can work more accurately than a human.	<input checked="" type="checkbox"/>
can think for itself.	<input checked="" type="checkbox"/>
does not cost anything to run.	<input checked="" type="checkbox"/>
does not require maintenance.	<input checked="" type="checkbox"/>

**(1)**

- (b) A robot can be used to move car parts around a factory. It must be programmed to stop if an object is in its way. Which device would be used to detect the object?

Plotter.	<input checked="" type="checkbox"/>
Scanner.	<input checked="" type="checkbox"/>
Sensor.	<input checked="" type="checkbox"/>
Monitor.	<input checked="" type="checkbox"/>

**(1)**



- (c) CAD packages are used to design cars.  
Which device is used to produce a hard copy of a design?

Plotter.	<input checked="" type="checkbox"/>
Monitor.	<input checked="" type="checkbox"/>
Sensor.	<input checked="" type="checkbox"/>
Scanner.	<input checked="" type="checkbox"/>

(1)

- (d) Manufacturers use process control systems in order to improve performance and cut costs.

Here are some statements about process control systems.

**Four** of these statements are correct.

Place a cross in the box next to each of the **four** correct statements.

The equipment is cheap to buy.	<input checked="" type="checkbox"/>
The equipment can be reprogrammed to handle a new production run.	<input checked="" type="checkbox"/>
The quality of output is more consistent.	<input checked="" type="checkbox"/>
Deadlines are always met.	<input checked="" type="checkbox"/>
Running costs are low.	<input checked="" type="checkbox"/>
Fewer staff are needed.	<input checked="" type="checkbox"/>
The equipment can work in dangerous conditions	<input checked="" type="checkbox"/>
Pollution is reduced.	<input checked="" type="checkbox"/>

(4)

Q5

(Total 7 marks)

**TOTAL FOR PAPER: 45 MARKS**

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