



Oxford Cambridge and RSA

Thursday 15 May 2025 – Afternoon

Level 3 Cambridge Technical in IT

05838/05839/05840/05841/05842/05877 Unit 2: Global information

Insert

Time allowed: 1 hour 30 minutes

C386/2506



INSTRUCTIONS

- Do **not** send this Insert for marking. Keep it in the centre or recycle it.

INFORMATION

- This Insert contains the pre-release material that you have already seen.
- This document has **4** pages.

Parcel Courier Service PHPS

A courier service, PHPS, operates a parcel collection and delivery service. Parcels are collected in the UK and can be delivered in the UK and internationally. Customers book a parcel collection using the PHPS website.

Customers register to use the PHPS website. When a customer is registering, the following details are needed:

- Name
- Address
- Email address
- Contact phone number
- Payment details.

The customer inputs these details during registration. The customer then chooses a username and password and selects the 'Create New Account' option on the website. A token is sent to the registered email address with a link. The customer accesses the link and inputs the token to verify the customer account. At this point the customer registration is complete. These details are used as the default collection address. When a customer logs into the PHPS website their collection details are shown on an interactive webpage.

When a customer wants to book a collection, they log into the website. The customer confirms details of the collection address. The customer then completes the delivery details using a form shown on the webpage.

Details of the delivery include:

- Name
- Address
- If the address is a residential address or a business
- Email address
- Mobile phone number including an option for SMS enabled.

Details of the parcel are also required when booking a collection. These details include:

- A description of the contents of the parcel
- If insurance is required for the parcel
- The height, length, width and approximate weight of the parcel
- When the parcel will be ready for collection.

The PHPS website includes instructional videos which explain the registration process and how a collection can be arranged.

If more than one parcel is being collected, the customer inputs the details for each parcel. When these details have been checked, the collection is confirmed. Each parcel is allocated a unique tracking number. The tracking number has the format of LLNNNNL.

For example, a parcel with a delivery address in the UK could be allocated a tracking number of UK1234Z. A parcel with a delivery address in France could be allocated a tracking number of FR1111A. Each international country has a designated code which is the start of the tracking number.

Couriers start work at a regional base. Each morning a courier is sent a list of parcels to collect and deliver. A courier has a designated collection and delivery area near their regional base. For example, a courier based in Manchester may have a collection and delivery area in Preston or South Cumbria.

A courier accesses their daily collection and delivery list via a smartphone. The courier retrieves the list details through the PHPS website. The smartphone also shows details of the route to be taken by the courier. Each courier keeps the smartphone in the delivery van. The smartphone can also be used to make and receive calls, and access apps, through a hands-free function. The vans are also fitted with a GPS tracker so that PHPS knows the location of each van in real time.

When they have collected and delivered parcels the courier returns to their regional base. The parcels are sorted into UK and international delivery addresses. The parcels are collected each evening. The parcels for UK delivery are taken to the main UK distribution centre where they are sorted and sent to the relevant regional base ready for delivery by local couriers.

Parcels that have an international delivery address are collected and taken to the international distribution centre based at Heathrow Airport. The parcels are sorted into the delivery country and are then loaded onto cargo planes which transport the parcels to the destination country. These parcels are then ready for delivery by the country's local couriers.

If the parcel delivery address is in the UK, customers can track their parcel. Order tracking information is based on a unique delivery number allocated when a collection has been made. To track a parcel, the customer inputs the tracking number which is used to create the tracking information.

Tracking information starts when the parcel has been collected, with the last tracking detail showing the parcel as being delivered. Tracking information can be sent by email or SMS to a mobile phone. PHPS have recently introduced a map on their PHPS website which enables customers to see the exact location of the delivery van.

Following a data breach, PHPS are implementing protection measure policies to increase the safety and security of customer data.

Pre-release Research Brief

To prepare for the exam you should research the following themes:

- The different data types, information styles and formats, including the advantages and disadvantages, used by PHPS.
- The types of information access and storage devices, including the characteristics, advantages and disadvantages, currently used by PHPS.
- The logical protection measures and policies that are and could be used by PHPS.
- The quality of information characteristics and data analysis tools that are used by PHPS.
- UK legislation and regulation relating to the storage and use of information that should be complied with by PHPS.

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