

## Certificates in the Principles of Business and Administration

### November 2011 Results Report

#### OCR Level Two Certificate in the Principles of Business and Administration

04438		Pass mark*	Withdrawn questions	% pass
Unit 201	Principles of personal responsibilities and working in a business environment	23	none	87.10
Unit 202	Principles of providing administrative services	23	none	84.76
Unit 203	Principles of managing information and producing documents	17	Q22	86.63
Unit 204	Principles of supporting change in a business environment	14	Q4	79.17
Unit 205	Principles of supporting business events	19	Q3	81.01
Unit 206	Principles of maintaining stationery stock	14	Q11	89.32

\*Final pass marks are based on the recommendation of Centre representatives at the awarding committee.

#### Commentary on Level 2 candidate responses

All units within this qualification are tested using on-screen multiple choice questions.

##### Unit 201 Principles of personal responsibilities and working in a business environment

In general all of the assessment criteria within this unit were well answered. Areas for improvement - Only 32% of answers to questions were correct for assessment criterion 7.3, Referring problems. No questions were withdrawn.

##### Unit 202 Principles of providing administrative services

In general all of the assessment criteria within this unit were well answered. Areas for improvement – Criterion 4.2. The main causes of waste in a business environment, was the least well answered with only 33% of candidates selecting the correct answer. No questions were withdrawn.

##### Unit 203 Principles of managing information and producing documents

Several assessment criteria were poorly answered. Areas for improvement – Criterion 2.3, Archiving procedures, 40% achieved; Criterion 4.1, Production of documents, 45% achieved; Criterion 4.5, Preparing text from notes, was the least well answered with only 39% of candidates selecting the correct answer. Question 23 was withdrawn on the recommendation of Centre representatives at the awarding committee meeting.

##### Unit 204 Principles of supporting change in a business environment

Several assessment criteria were poorly answered. Criterion 2.2, Supporting others, questions received the lowest correct responses, with two of four questions receiving less than 30% (Pardon?). Question 4 was withdrawn on the recommendation of Centre representatives at the awarding committee meeting.

##### Unit 205 Principles of supporting business events (Q3 withdrawn)

In general all assessment criteria were well answered for this unit. Criterion 1.1, Support activities when organising a business event, questions received the lowest correct responses, with one of four questions receiving less than 50%. Question 3 was withdrawn on the recommendation of Centre representatives at the awarding committee meeting.

##### Unit 206 Principles of maintaining stationery stock

In general all assessment criteria were well answered for this unit. Criterion 1.3, Value for money when ordering stock, questions received the lowest correct responses, with one of four questions receiving less than 50%. Question 11 was withdrawn on the recommendation of Centre representatives at the awarding committee meeting.

## OCR Level Three Certificate in the Principles of Business and Administration

04439		pass mark*	Withdrawn questions	% pass
Unit 301	Principles of personal responsibilities and how to develop and evaluate own performance at work	21	none	68.04
Unit 302	Principles of working with and supervising others in a business environment	19	none	80.56
Unit 303	Principles of managing information and producing documents in a business	20	Q19 & Q29	74.42
Unit 304	Principles of providing and maintaining administrative services	22	Q2 & Q22	74.42
Unit 305	Principles of project management	13	Q15	73.17
Unit 306	Principles of budgets in a business environment	11	Q6	57.45
Unit 307	Principles of contributing to innovation and change	14	none	78.76

\*Final pass marks are based on the recommendation of Centre representatives at the awarding committee.

### Commentary on Level 3 candidate responses

All units within this qualification are tested using on-screen multiple choice questions.

#### Unit 301 Principles of personal responsibilities and how to develop and evaluate own performance at work

In general all assessment criteria were reasonably answered. Areas where improvement could be a benefit to candidates - Responses to questions relating to the following criteria were below 50% - 1.4, 1.6, 2.1, 2.2, 4.3, 4.4, and 5.2. No questions were withdrawn.

#### Unit 302 Principles of working with and supervising others in a business environment

In general all assessment criteria were well answered. Areas for improvement - Responses to questions relating to criterion 2.2, How team working can help to achieve goals and objectives, were below 50%. No questions were withdrawn.

#### Unit 303 Principles of managing information and producing documents in a business

In general all assessment criteria were well answered. Areas for improvement – Only responses to questions relating to criterion 3.1, Ways of organising and reporting information, were below 30%. Questions 19 and 29 were withdrawn on the recommendation of Centre representatives at the awarding committee meeting.

#### Unit 304 Principles of providing and maintaining administrative services

In general all assessment criteria were well answered. Areas for improvement – Only responses to questions relating to criterion 1.2, How to write a specification for a product or service, were below 25%. Questions 2 and 22 were withdrawn on the recommendation of Centre representatives at the awarding committee meeting.

#### Unit 305 Principles of project management

In general all assessment criteria were well answered. Areas for improvement – Only responses to questions relating to criterion 3.2, The purpose of reporting progress during a project, were below 35%. Question 15 was withdrawn on the recommendation of Centre representatives at the awarding committee meeting.

#### Unit 306 Principles of budgets in a business environment

In general all assessment criteria were reasonably answered. Areas for improvement – Responses to questions relating to the following criteria were below 50% - 1.1, 2.1, 2.2, 2.4, 3.1, and 3.2. Question 6 was withdrawn on the recommendation of Centre representatives at the awarding committee meeting.

#### Unit 307 Principles of contributing to innovation and change

In general all assessment criteria were well answered. Areas for improvement – Correct responses to some questions relating to criteria 2.2, Working with others when contributing to others, and 4.1, Purpose of planning change, were below 30%. No questions were withdrawn.