OCR
Oxford Cambridge and RSA

Level 3 Cambridge Technicals in Business
05834/ 05835/ 05836/ 05837

Unit 2: Working in business

Sample Assessment Material

Date – Morning/Afternoon
Time Allowed: 1 hour 30 minutes

You may use:
- A calculator

* 800000001 *

First Name		Last Name	

Centre Number		Candidate Number	

Date of Birth	

INSTRUCTIONS
- Use black ink.
- Complete the boxes above with your name, centre number and candidate number. Please write clearly and in capital letters.
- Answer **all** the questions.
- 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).
- Do **not** write in the bar codes.

INFORMATION
- The total mark for this paper is **60**.
- The marks for each question or part question are shown in brackets **[ ]**.
- This document consists of **16** pages.

Answer **all** questions.

Text 1

Medico plc manufactures a wide range of medicines and vaccines. The company is based in Manchester, in the north west of England. It sells its products to hospitals and chemist shops worldwide. The company specialises in pain management and is constantly trying to develop new painkilling products. *Medico plc* is currently conducting ground-breaking research into innovative ways to manage pain.

Vaso Singh is the Sales Manager for *Medico plc*. His job requires him to prioritise which meetings with buyers he needs to attend. Vaso has decided to attend an urgent meeting with a prospective new buyer, Pharmacol Inc, based in Boston, USA. He has asked the Assistant Sales Manager, Ian, to attend three other meetings with regular clients in the UK while he is away.

In preparation for his meeting with Pharmacol Inc, Vaso has booked a flight from London's Heathrow Airport to Boston. He has also booked a one night stay at a 4-star hotel located in the heart of Boston's city centre. He intends to drive to Heathrow Airport after completing his day's work. He needs to check in at the airport no later than 8.40pm.

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1   Refer to Text 1.

(a)   Explain why Vaso may have decided to attend the meeting with Pharmacol Inc rather than the three other meetings with regular clients.

_____

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[2]

(b)   Vaso's satnav states that it should take 3 hours 30 minutes to make the 200 mile journey from Manchester to Heathrow Airport.

Outline **one** reason why the journey might take longer than this.

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_____

[2]

(c) Vaso is considering whether to drive his own car to the airport or hire a rental car for the journey.

Recommend whether Vaso should drive his own car to the airport or hire a rental car for the journey. Give reasons for your choice. **[12]**

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(d) The directors of *Medico plc* are concerned that the company will not be seen as environmentally friendly because so many of its employees are required to do a lot of travelling as a part of their job.

(i) Explain **one** reason why Vaso and Ian's job roles are likely to involve a lot of travelling.

_____

_____

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_____

[2]

(ii) Explain **two** ways in which *Medico plc* might be able to improve its environmental profile in relation to employee travel.

1._____

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2._____

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[4]

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SPECIMEN

Text 2

Vaso's flight landed on time and he took a taxi to the hotel.

The next morning at the hotel, Vaso read through various documents in preparation for the meeting. Some of the documents related to the medicines which *Medico plc* hoped to supply to Pharmacol Inc. He read three documents which he thought would be of particular interest to the new prospective buyer: the research data, product licences and safety information. Before checking out of the hotel, he decided to request photocopies of these documents to circulate at the meeting.

2   **Refer to Text 2.**

   (a)   Vaso needs four photocopies of each of the three documents. Each of the documents has 16 pages. The originals are single-sided but Vaso wants them photocopying back-to-back on cream coloured paper. Each document needs to be collated and stapled diagonally in the top left hand corner. Vaso needs the photocopies to be ready for 11.00am and wishes the cost to be charged to his room, Room 147.

   (i)   Using the information given above, complete the hotel's reprographics requisition form on the **opposite page**.

You may use this box for drafting your answer.

Boston Waterfront Hotel
Reprographics requisition form

Charges:

Single sided:	White paper	15 cents per side	
	Coloured paper	25 cents per side	
Back-to-back:	White paper	10 cents per side	
	Coloured paper	20 cents per side	

Collating, stapling, hole punching free of charge

Name of guest:

Company:

Room number:

Payment method:
(please tick as appropriate)

Charge to room ☐

Pay on receipt ☐

Photocopying required:
(please state)

Special instructions:
(please state)

Paper colour:
(please state)

Requirements:
(please tick as appropriate)

Collate ☐

Staple ☐

Hole punch ☐

Single-sided ☐

Back-to-back ☐

Total number of pages to be photocopied:

Total cost: $

[6]

SPECIMEN

(ii) Identify **two** possible reasons why Vaso wanted the documents to be photocopied back-to-back.

1 _____

_____

2 _____

_____

[2]

(b) Identify **two** payment methods which Vaso could use when checking out of the hotel.

1 _____

_____

2 _____

_____

[2]

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Text 3

Vaso's meeting with the prospective new buyer, Pharmacol Inc, has gone well. On the flight home, Vaso decides to write a letter to Joanna Bryce to thank her, and her company, for their hospitality and their substantial initial order. Vaso intends to send his letter to Joanna by airmail. Her contact details are: Ms Joanna Bryce, Pharmacol Inc, 14587 Highway, Boston, MA 07970, USA.

Vaso wishes to invite Joanna to *Medico plc'*s forthcoming conference. The conference, called 'A pain-free future?', is to be held at the Manchester Consortium on 23 November 2016. *Medico plc* would cover all of Joanna's travel, accommodation and conference expenses.

Vaso also needs to claim back his expenses for this visit to Boston.

3   Refer to Text 3.

(a)   (i)   Using the information in **Text 3**, write a letter to Joanna Bryce to thank her, and her company, for their hospitality and initial order. Invite Joanna to come over to the UK to attend *Medico plc*'s tenth medical research conference at *Medico plc*'s expense. Ensure that your letter encourages a long term, positive working relationship with Pharmacol Inc.

You will be assessed on the content, tone and layout used in your letter.

Use the letterhead on the **opposite page** to write your letter.

You **may** use the space below to draft your letter. You will **not** receive marks for the draft.

You may use this box for drafting your letter.

Medico plc
42-68 Mullin Avenue
Manchester
M9 4YG

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[12]

    (ii)   State **two** reasons why the letter needs to be carefully checked for errors.

1. _____

_____

2. _____

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[2]

Turn over

(b) (i) Using the information given below, complete the **claim details section** on Vaso's travel expense claim form on the **opposite page**. Vaso has already converted expenses incurred in the USA into pounds sterling (GBP).

- Motoring: total car mileage travelled 602 miles; mileage rate 45p per mile
- Flight: flight tickets £3200, baggage charge £20, credit card booking fee £5
- Taxi: total costs £79.20
- Accommodation: 1 night at £180
- Food and drink: total £82.56
- Other expenses: car parking fee £46, reprographics £25.35.

You may use this box for your workings.

Medico plc			
Travel expense claim form			
Personal details:			
Name	*Vaso Singh*	Employee number	*01246*
Meeting code	*VS2658A25*	Destination	*Boston, USA*
Claim details:	**£**		**£**
Motoring mileage claim		Accommodation	
Air travel		Subsistence	
Bus/train tickets		Other expenses	
Taxi fares		**Total claimed**	**£**
Signatory details:		**Authorisation details:**	
Signed		Name of line manager	
Date		Signed	

[5]

    (ii) Identify **two** possible reasons why *Medico plc* requires a line manager to authorise the payment of travel expense claims.

1. _____

_____

2. _____

_____

[2]

Turn over

　　　　　　　　　　SPECIMEN

Text 4

Vaso's first day back in the office is a busy one. His tasks include responding to:

- a note on his desk (dated yesterday) saying that Ian (Assistant Sales Manager) will be off sick for the next five days
- a telephone message from a regular customer saying that Ian did not turn up for the meeting that had been arranged for yesterday, threatening to take their custom elsewhere
- a request from Business Support Services for a finalised version of the delegate conference pack so that it can be reproduced in time for the conference
- a message left on voicemail from a cold-calling sales representative
- an email from the Managing Director asking for an update on Vaso and Ian's recent meetings with buyers

4   Refer to Text 4

(a)   Vaso needs to prioritise his workload.

Identify **four** factors which Vaso needs to consider when prioritising these tasks?

1_____

_____

2 _____

_____

3 _____

_____

4_____

_____

[4]

(b)   Identify **three** actions Vaso needs to take before he can fully respond to the email from the Managing Director.

1 _____

_____

2 _____

_____

3 _____

_____

[3]

END OF QUESTION PAPER

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OCR
Oxford Cambridge and RSA

Sample Assessment Material

LEVEL 3 CAMBRIDGE TECHNICAL IN BUSINESS
Unit 2: Working in business

MARK SCHEME

Duration: 1 hour and 30 minutes

MAXIMUM MARK   60

This document consists of 9 pages

Question	Answer	Marks	Guidance
1 **(a)**	Responses include: • importance of task • potential for new orders • significance of Pharmacol Inc • complexity of task • more difficult meeting • need to create a good reputation Exemplar response: e.g. Vaso may have decided to attend the Pharmacol Inc meeting in person because of its perceived importance **(1)** in securing new and lucrative orders for the company **(1)**.	2	One mark for a correct identification, plus a further one mark for explanation.
1 **(b)**	Responses include: • traffic congestion/rush hour • time available/contingencies • accident/breakdown • may need to take a break – tiredness, refreshments, comfort break • roadworks/road closure/diversion in place • satnav may not always be accurate • may not drive as fast as satnav predicts • may get lost/miss a turning. Exemplar response: e.g. Vaso may need to take a break during his journey **(1)** because of tiredness due to having been at work all day **(1)**.	2	One mark for a correct identification, plus a further one mark for development.

Question			Answer	Marks	Guidance
1	(c)		Use level of response criteria.	12	**Levels of response**
			Indicative content:		**Level 4 (10 - 12 marks)**
					11-12 marks - Candidate makes a recommendation with detailed and specific justification.
			• length of journey		NB. Justification must be relevant to the scenario.
			• familiarity with vehicle		**10 marks** – Candidate makes a recommendation with brief justification.
			• safety issues		
			• vehicle specification e.g. luxury, fuel, engine size		
			• larger/smaller vehicle		**Level 3 (7 - 9 marks)**
			• vehicle reliability		**8-9 marks** – Candidate analyses at least one benefit **_and_** drawback to Vaso.
			• breakdown cover		
			• insurance for work use on own car		**7 marks** – Candidate analyses one benefit **_or_** drawback to Vaso.
			• company travel policy		NB. Analysis is the consequence of the explanation given at level 2.
			• mileage claim on own car – covers depreciation, wear and tear		
			• expense claim policy for hired car		
			• servicing issues		
			• condition of own car e.g. age, cleanliness		
			• availability of own car if shared		**Level 2 (4 – 6 marks)**
			• reluctance to add substantial mileage to own car		**5-6 marks** - Candidate explains at least one benefit **_and_** drawback to Vaso.
			• reluctance to park own car at airport		**4 marks** - Candidate explains one benefit **_or_** drawback to Vaso.
			• hired car fully serviced		
			• hired car valeted		
			• collection and return of hired car e.g. opening times, location		**Level 1 (1 – 3 marks)**
			• documents required to book e.g. driving licence, proof of address, credit card		**2-3 marks** - candidate identifies at least one benefit **_and_** drawback.
			• hire a more environmentally friendly vehicle		**1 mark** – candidate identifies one benefit **_or_** drawback.
			• cost.		
			Exemplar response:		

Question			Answer	Marks	Guidance
			e.g. If Vaso decided to hire a car he would have a choice of model **(L1)**. He could hire a more stylish car than the one he currently drives **(L2)**. This might give Vaso an image more befitting of an executive working in a managerial position **(L3)**. On the other hand, booking and collecting a hired car takes time **(L1)**. Vaso is short of time, and having to book and collect a hired car would make him even busier **(L2)**. Since Vaso cannot set off for the airport until he has finished his day's work, the additional time needed to collect the hired car would make it more difficult for him to get to the airport for his 8.40 pm check-in time **(L3)**. Given the tightness of time for this journey I recommend that Vaso takes his own car to the airport. This will mean that he will not need to spend time collecting the hired car, allowing him to set off on his journey to the airport at the earliest opportunity **(L4)**. This is especially important because Vaso will be travelling, for at least some of the journey, in rush hour traffic **(L4)**.		
1	(d)	(i)	Responses include: • sales functional area (synoptic*) – secure orders, liaise with potential customers, negotiate deals, build relationships • management position – important meetings, trusted position, authority to make decisions • worldwide company – global travel, long distances. Exemplar response: The main role of someone working in sales is to secure orders **(1)**. In order to do this Vaso and Ian are likely to have to travel to meet with existing and potential new customers **(1)**.	2	One mark for a correct identification, plus a further one mark for an explanation. ***This question includes one embedded mark for applying knowledge from Unit 1 LO2 Business functions.**

Question			Answer	Marks	Guidance
1	(d)	(ii)	Responses include: • minimise journeys/only travel when necessary • schedule meetings to minimise miles travelled • combine meetings/journeys • encourage customers to come to *Medico plc*/meet at an intermediate location • choose most environmentally friendly method of travel • use energy efficient vehicles • take carbon emissions into account when making travel decisions • car share/travel in groups where possible • reduce air miles where possible • use carbon neutral transport where possible • operate a compensation programme for damage to the environment eg tree planting • have tighter travel authorisation procedures • monitor trends in employee travel over time • use video conferencing where possible. Exemplar response: e.g. *Medico plc* could introduce a policy requiring employees to hire electric cars when travelling to meetings in the UK **(1)**. This would minimise the amount of carbon emissions produced during essential journeys **(1)**.	4	One mark for each correct identification up to a maximum of two identifications, plus a further one mark for each of two explanations**.** **This question includes two embedded marks for applying knowledge from Unit 1 LO6 Ethical Factors (Environmentally friendly).**
2	(a)	(i)	Indicative content: • Name (Vaso Singh), company (*Medico plc*), room number (147) and payment method (charge to room) - all completed correctly **(1)** • Required: 4 copies of 3 documents **(1)** • Special instructions: diagonal stapling in top left corner **(1)** required by 11am **(1)** • Paper colour: cream; collate, staple, back-to-back ticked (hole punch, single-sided not ticked) - all correct **(1)** • Total number of sides: 192 **(1)** • Total cost: $38.40 **(1) OFR**.	6	Up to six marks. **OFR** applies to total cost only. Candidate's total number of pages x $0.20.

Question			Answer	Marks	Guidance
2	(a)	(ii)	Reponses include: • cheaper than single-sided (20c per page rather than 25c per page, saves $9.60) • environmentally friendly/less paper used • documents less bulky/easier to handle.	2	One mark for each correct identification up to a maximum of two identifications.
2	(b)		Responses include: • debit card • cheque • cash • cash traveller's cheques • digital/mobile payment methods.	2	One mark for each correct identification up to a maximum of two identifications.
3	(a)	(i)	Use level of response criteria. Indicative content: • content – thank Joanna, and Joanna's company, for hospitality and initial order (1); invite Joanna to the conference (including name 'A pain free future?' or *Medico plc*'s tenth medical research conference) (1), location (Manchester (Consortium) (1), date of the conference (23 November 2016) (1), at *Medico plc*'s expense (1). • tone – fosters a long term, positive working relationship between *Medico plc* and Pharmacol Inc (1); appropriate closing sentence (1). • layout – date (examination date) (1), correct name and address details (Joanna Bryce, Pharmacol Inc, 14587 Highway, Boston, MA 07970, USA) (1), a correct salutation (Dear Joanna, Dear Ms Bryce (not Dear Ms Joanna Bryce), Dear Madam) (1), matching complimentary close (Dear Madam – Yours faithfully, Dear Joanna/Ms Bryce – Yours sincerely) (1), space for signature (1).	12	**This question includes one embedded mark for applying knowledge from Unit 1 LO5 Understand the relationship between businesses and stakeholders** **This question assesses content, tone and layout. Candidates should not be penalised for errors of spelling, punctuation, grammar or sentence construction**

Question			Answer	Marks	Guidance
3	(a)	(ii)	Responses include: - to enhance corporate image - to protect reputation - to look professionalism - to avoid giving incorrect details - to avoid causing offence - to ensure it is delivered to the correct address.	2	One mark for each correct identification up to a maximum of two identifications.
3	(b)	(i)	Indicative content: **Medico plc** Travel expense claim form **Personal details:** Name: *Vaso Singh*　Employee number: *01246* Meeting code: *VS2658A25*　Destination: *Boston, USA* | Claim details:	£		£
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Motoring mileage claim	270.90 (1)	Accommodation	180 (*)
Air travel	3225 (1)	Subsistence	82.56 (*)
Bus/train tickets	nil/blank (*)	Other expenses	71.35 (1)		5	Up to five marks. £ signs **not** required. (*) All required for 1 mark

Question			Answer					Marks	Guidance

Taxi fares	79.20 (*)	**Total claimed**	**£**3909.01 (1)

Signatory details:	**Authorisation deta**
Signed	Name of line manag
Date	Signed

- Motoring mileage claim: £270.90 **(1)**
- Air travel: £3225 **(1)**
- Bus/train tickets (nil/blank), Taxi (£79.20), Accommodation (£180), Subsistence (£82.56), - all correct **(1)**
- Other expenses: £71.35 **(1)**
- Total of claim: £3909.01 **(1)**.

3	(b)	(ii)	Responses include: - reduce likelihood of fraudulent claims - to legitimise reason for travel - to authenticate expenditure - to check for undue spending - to keep a track on expenses - to check compliance with spending parameters - budgetary control - audit purposes.	2	One mark for a correct identification up to a maximum of two identifications. **This question includes two embedded marks for applying knowledge from Unit 1 LO3 Understand the effect of different organisational structures on how businesses operate.**

Question	Answer	Marks	Guidance
4 **(a)**	Responses include: • importance of information • urgency of task • significance of originator eg Managing Director or Sales Representative • length of time required to complete task • relative difficulty of task • interdependency of tasks (e.g. can't respond to Managing Director about Ian's meetings until you have established what has happened to Ian) • resource constraints • suitability for delegation.	4	One mark for each correct identification up to a maximum of four identifications.
4 **(b)**	Responses include: • notify the Managing Director of Ian's absence • notify Managing Director of temporary delay in replying to the update request • apologise to customer who reported that Ian did not turn up • attempt to set up another meeting with customer • ask line manager/HR for information regarding Ian's absence • contact Ian at home (if appropriate) • check Ian's diary • check Ian's email • deal with Ian's correspondence • check for emails from Ian • await feedback from Ian • check with colleagues for other updates regarding Ian • check with colleagues and/or Ian for other updates regarding the three meetings with regular clients.	3	One mark for a correct identification up to a maximum of three identifications.