

## **Cambridge Technicals**

### **Business**

Unit 2: Working in Business

Level 3 Cambridge Technical Certificate/Diploma in Business  
**05834 - 05878**

### **Mark Scheme for January 2017**

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This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by examiners. It does not indicate the details of the discussions which took place at an examiners' meeting before marking commenced.

All examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes should be read in conjunction with the published question papers and the report on the examination.

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| Question |     | Answer   | Marks | Guidance  |
|----------|-----|--|-------|---|
| 1        | (a) | <p>Responses include:</p> <ul style="list-style-type: none"> <li>• meeting delayed</li> <li>• management actions e.g. discipline</li> <li>• work has to be rescheduled</li> <li>• jobs not get done properly</li> <li>• jobs cannot start on time</li> <li>• dissatisfied customers</li> <li>• some jobs not get done.</li> </ul> <p>Exemplar response:<br/>e.g. If employees are late then the meeting cannot start on time <b>(1)</b> which might have an adverse impact on the scheduled work for the day <b>(1)</b>.</p> | 2     | <p>One mark for a correct identification plus a further one mark for development.</p> <p>Consequence must be to business. Do not award marks without this.</p> <p>Once consequence to A* Plumbers has been identified the second mark can be awarded to causes of the consequence or consequence of consequence.</p> <p>Do not award consequences to employees.</p> |
| 1        | (a) | <p>Responses include:</p> <ul style="list-style-type: none"> <li>• affect reputation/image</li> <li>• customers lose confidence/trust</li> <li>• unprofessional</li> <li>• complaints</li> <li>• delayed/reschedule work.</li> </ul> <p>Exemplar response:<br/>e.g. Employees wearing dirty uniform is likely to affect A* Plumbers Ltd's reputation adversely <b>(1)</b> and this might lead to customers not returning to the business <b>(1)</b>.</p>   | 2     | <p>One mark for a correct identification plus a further one mark for development.</p> <p>Consequence must be to business. Do not award marks without this.</p> <p>Once consequence to A* Plumbers has been identified the second mark can be awarded to causes of the consequence or consequence of consequence.</p> <p>Do not award consequences to employees.</p> |

| Question                                      |                       | Answer  | Marks   | Guidance   |                              |                   |   |                   |          |                       |          |                      |       |                       |   |  |
|---|-----------------------|---|---|--|------------------------------|-------------------|---|-------------------|----------|-----------------------|----------|----------------------|-------|-----------------------|---|--|
| 1   | (b)                   | <p>Responses include:</p> <ul style="list-style-type: none"> <li>• passwords</li> <li>• screen savers</li> <li>• locked files</li> <li>• firewalls</li> <li>• encryption</li> <li>• voice control</li> <li>• anti-virus</li> <li>• anti-spyware</li> <li>• physical locks</li> <li>• data backup.</li> </ul>  | 2   | One mark for each correct identification up to a maximum of two identifications. |                              |                   |   |                   |          |                       |          |                      |       |                       |   |  |
| 2   | (a)                   | <p>Indicative content:</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p><b>A* Plumbers</b>    7b Privet Lane, Nottingham NG11 4QG<br/>Tel: 0115 349 4129<br/><b>Invoice 3251</b></p> <p>To<br/>Daniel Jones<br/>Brook Street<br/>Nottingham<br/>NG12 7EU</p> <p style="text-align: right;">31<sup>st</sup> January 2017</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 80%;">Description: supply and install a new toilet.</th> <th style="width: 20%; text-align: right;">£</th> </tr> </thead> <tbody> <tr> <td>Supply new toilet and parts.</td> <td style="text-align: right;">105.00 <b>(1)</b></td> </tr> <tr> <td>Labour charges for three hours @£50 per hour.</td> <td style="text-align: right;">150.00 <b>(1)</b></td> </tr> <tr> <td style="text-align: right;">Subtotal</td> <td style="text-align: right;">255.00 <b>(1) ofr</b></td> </tr> <tr> <td style="text-align: right;">VAT @20%</td> <td style="text-align: right;">51.00 <b>(1) ofr</b></td> </tr> <tr> <td style="text-align: right;">Total</td> <td style="text-align: right;">306.00 <b>(1) ofr</b></td> </tr> </tbody> </table> </div> | Description: supply and install a new toilet. | £  | Supply new toilet and parts. | 105.00 <b>(1)</b> | Labour charges for three hours @£50 per hour. | 150.00 <b>(1)</b> | Subtotal | 255.00 <b>(1) ofr</b> | VAT @20% | 51.00 <b>(1) ofr</b> | Total | 306.00 <b>(1) ofr</b> | 5 | <p>One mark for each correct answer up to a maximum of five marks.</p> <p>Award ofr where shown.</p> |
| Description: supply and install a new toilet. | £                     |   |   |  |                              |                   |   |                   |          |                       |          |                      |       |                       |   |  |
| Supply new toilet and parts.                  | 105.00 <b>(1)</b>     |   |   |  |                              |                   |   |                   |          |                       |          |                      |       |                       |   |  |
| Labour charges for three hours @£50 per hour. | 150.00 <b>(1)</b>     |   |   |  |                              |                   |   |                   |          |                       |          |                      |       |                       |   |  |
| Subtotal                                      | 255.00 <b>(1) ofr</b> |   |   |  |                              |                   |   |                   |          |                       |          |                      |       |                       |   |  |
| VAT @20%                                      | 51.00 <b>(1) ofr</b>  |   |   |  |                              |                   |   |                   |          |                       |          |                      |       |                       |   |  |
| Total   | 306.00 <b>(1) ofr</b> |   |   |  |                              |                   |   |                   |          |                       |          |                      |       |                       |   |  |

| Question |     |     | Answer  | Marks | Guidance   |
|----------|-----|-----|---|-------|--|
| 2        | (b) |     | <p>Use level of response criteria.</p> <p>Indicative content:</p> <ul style="list-style-type: none"> <li>• cash</li> <li>• cheque</li> <li>• credit card</li> <li>• debit card</li> <li>• online/digital payment e.g. Paypal</li> <li>• bank transfer.</li> </ul> <p>Exemplar response:</p> <p>e.g. Customers can pay by cash (<b>L1</b>) which is an instantaneous payment method (<b>L2</b>). This benefits A* Plumbers as the cash can be used to buy other plumbing parts improving cash flow (<b>L3</b>).</p> <p>Other payment methods include credit (<b>L1</b>) and debit cards (<b>L1</b>) which ensure that A* Plumbers receive the payment unlike a cheque which could bounce. However, there will be a charge on credit and debit card payments which reduces the profit margin. This reduces the overall profit figure (<b>L3</b>).</p> <p>Overall, the payment which will benefit A* Plumbers Ltd. the most is bank transfers as the payment is paid directly into its account instead of relying on its employees to collect payments from customers after each job. This is by far the cheapest and most secure method as A* Plumbers will not be charged per transaction like credit and debit card payments (<b>L4</b>).</p> | 12    | <p><b>Levels of response</b></p> <p><b>Level 4 (10 - 12 marks)</b><br/> <b>10-12 marks</b> - Candidate evaluates methods of payment with justification.</p> <p><b>Level 3 (7 - 9 marks)</b><br/> <b>7-9 marks</b> – Candidate analyses benefit(s) and/or drawback(s) of payment method(s) to A* Plumbers Ltd.</p> <p><b>Level 2 (4 – 6 marks)</b><br/> <b>4-6 marks</b> - Candidate explains payment method(s).</p> <p><b>Level 1 (1 – 3 marks)</b><br/> <b>1-3 marks</b> - Candidate identifies payment method(s).</p> <p><b>L4 evaluation</b> – Award 10 marks for suggesting the most beneficial payment method to A* Plumbers with justification for the choice. Award 11 marks for suggesting the most beneficial payment in context with justification. Award 12 marks for a detailed and specific contextual judgement of the most suitable method.</p> |
| 2        | (c) | (i) | <p>Indicative content:</p> <p>Profit = 780 000 (<b>1</b>) – 582 650 (<b>1</b>) = 197 350 (<b>1</b>)</p>   | 3     | <p>Up to three marks.</p> <p>Award full marks if 197350 is shown.</p>  |

| Question   |                                |  | Answer  | Marks | Guidance  |             |  |                |  |   |                 |  |                |                        |  |                        |                       |  |    |   |
|--|--------------------------------|--|---|-------|---|-------------|--|----------------|--|---|-----------------|--|----------------|------------------------|--|------------------------|-----------------------|--|----|---|
| 2  | (c)                            | (ii)   | <p>Responses include:</p> <ul style="list-style-type: none"> <li>• increase charges on customers</li> <li>• increase prices on parts</li> <li>• reduce fixed costs</li> <li>• reduce variable costs</li> <li>• increase sales/revenue</li> <li>• increase advertising.</li> </ul> <p>Exemplar response:<br/>e.g. A* Plumbers Ltd could increase its labour charges to customers <b>(1)</b>.</p>   | 2     | <p>One mark for a correct identification up to a maximum of two identifications.</p> <p>Accept examples.</p> <p>Award 'reduce prices' if explained – to encourage more trade.</p> |             |  |                |  |   |                 |  |                |                        |  |                        |                       |  |    |   |
| 3  | (a)                            |  | <p>Responses include:</p> <table border="1"> <thead> <tr> <th>Jobs</th> <th>Priority?<br/>Low, medium, high</th> <th>Explanation</th> </tr> </thead> <tbody> <tr> <td>Visit potential customer to quote for installing an outside tap.</td> <td>Low <b>(1)</b></td> <td>Work has not been scheduled and an outside supply of water <b>(CONT)</b> is not essential <b>(2)</b>.</td> </tr> <tr> <td>Repair the four regular customers' burst pipes.</td> <td>High <b>(1)</b></td> <td>These are regular customers so it is important to keep them in the business and the burst pipes are damaging <b>(CONT)</b> their properties <b>(2)</b>.</td> </tr> <tr> <td>Unblock toilet</td> <td>Medium/high <b>(1)</b></td> <td>Customer won't be able to use the blocked toilet it's a health <b>(CONT)</b> hazard <b>(2)</b>.</td> </tr> <tr> <td>Fix leaky kitchen tap.</td> <td>Low/medium <b>(1)</b></td> <td>Customer is not at risk of property damage <b>(CONT)</b> and the tap is still working <b>(2)</b>.</td> </tr> </tbody> </table> | Jobs  | Priority?<br>Low, medium, high  | Explanation | Visit potential customer to quote for installing an outside tap. | Low <b>(1)</b> | Work has not been scheduled and an outside supply of water <b>(CONT)</b> is not essential <b>(2)</b> . | Repair the four regular customers' burst pipes. | High <b>(1)</b> | These are regular customers so it is important to keep them in the business and the burst pipes are damaging <b>(CONT)</b> their properties <b>(2)</b> . | Unblock toilet | Medium/high <b>(1)</b> | Customer won't be able to use the blocked toilet it's a health <b>(CONT)</b> hazard <b>(2)</b> . | Fix leaky kitchen tap. | Low/medium <b>(1)</b> | Customer is not at risk of property damage <b>(CONT)</b> and the tap is still working <b>(2)</b> . | 12 | <p>One mark for each correct identification of priority up to a maximum of four identifications.</p> <p>Up to two marks for each explanation to a maximum of four explanations. Award one mark for a non-contextual explanation and two marks for a contextual explanation. Explanation must include 'why' for marks to be awarded.</p> <p>Priority must be right to award explanation marks.</p> <p>Do not award if candidates hedge their bets e.g. stating medium/high for unblocking toilets.</p> <p>For context look for floods, damage to property, water supply, cost of water, customer satisfaction, health risk, small job.</p> |
| Jobs   | Priority?<br>Low, medium, high | Explanation  |   |       |   |             |  |                |  |   |                 |  |                |                        |  |                        |                       |  |    |   |
| Visit potential customer to quote for installing an outside tap. | Low <b>(1)</b>                 | Work has not been scheduled and an outside supply of water <b>(CONT)</b> is not essential <b>(2)</b> .   |   |       |   |             |  |                |  |   |                 |  |                |                        |  |                        |                       |  |    |   |
| Repair the four regular customers' burst pipes.                  | High <b>(1)</b>                | These are regular customers so it is important to keep them in the business and the burst pipes are damaging <b>(CONT)</b> their properties <b>(2)</b> . |   |       |   |             |  |                |  |   |                 |  |                |                        |  |                        |                       |  |    |   |
| Unblock toilet   | Medium/high <b>(1)</b>         | Customer won't be able to use the blocked toilet it's a health <b>(CONT)</b> hazard <b>(2)</b> .   |   |       |   |             |  |                |  |   |                 |  |                |                        |  |                        |                       |  |    |   |
| Fix leaky kitchen tap.   | Low/medium <b>(1)</b>          | Customer is not at risk of property damage <b>(CONT)</b> and the tap is still working <b>(2)</b> .   |   |       |   |             |  |                |  |   |                 |  |                |                        |  |                        |                       |  |    |   |

| Question |     | Answer  | Marks | Guidance  |
|----------|-----|---|-------|---|
| 3        | (b) | <p>Use level of response criteria.</p> <p>Indicative content:</p> <ul style="list-style-type: none"> <li>content – apologise to customer for not starting work (1); give reason(s) for missing deadline (1), express the importance of customer’s order (1), inform customer of new date and time (1), ask customer to confirm suitability of new date and time (1) appropriate closing sentence (1).</li> <li>appropriate tone (1).</li> <li>layout – a date (1), correct name and address details (Julie Smith of 76 Priory Drive, Nottingham NG3 5UO) (1), a correct salutation (Dear Julie, Dear Ms Smith (not Dear Ms/Miss/Mrs Julie Smith or Dear Julie Smith or Ms J Smith), Dear Madam and matching complimentary close (Dear Madam – Yours faithfully, Dear Julie/Ms Smith – Yours sincerely) (1), space for signature or signature (1), designation below space for signature (1).</li> </ul> | 12    | <p>This question includes one embedded mark for applying knowledge from Unit 1 LO5 Understand the relationship between businesses and stakeholders.</p> <p>This question assesses content, tone and layout. Candidates should not be penalised for errors of spelling, punctuation, grammar or sentence construction.</p> <p>Do not award marks for answers in the drafting box.</p> <p>Award one mark for space for signature if candidate signed the letter.</p> <p>Accept Miss, Ms or Mrs Smith.</p> <p>Annotate tone mark with T.</p> |

| Question |  | Answer                   |                    |   |                     | Marks | Guidance   |
|----------|--|--------------------------|--------------------|---|---------------------|-------|--|
| 4        |  | Indicative content:      |                    |   |                     | 8     | One mark for each correct answer to a maximum of eight correct answers.<br><br>Prices must match the chosen mode and time of transport to award marks. |
|          |  | Journey                  | Time of departure  | Mode of transport   | Cost (£)            |       |  |
|          |  | Nottingham to St Pancras | 06:52 or 07:10 (1) | Train   | Corresponding price |       |  |
|          |  | St Pancras to Chelsea    |                    | Tube (for all trains)<br><br>Bus (0630 and 06:52 trains only) | Corresponding price |       |  |
|          |  | Chelsea to St Pancras    |                    | Tube  | Corresponding price |       |  |
|          |  | St Pancras to Nottingham | 16.15              | Train   | Corresponding price |       |  |



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