

Cambridge Technicals Business

Unit 2: Working in Business

Level 3 Cambridge Technical in Business
05834 - 05837

Mark Scheme for June 2019

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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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Annotations

Annotation	Meaning
Tick	Valid point, mark awarded
Cross	Incorrect
Question mark	Response unclear
BOD	Benefit of doubt (mark awarded)
TV	Too vague (mark not awarded)
REP	Repetition (no additional marks awarded)
NAQ	Not answered question (incorrect focus)
L1	Level 1 response (identification)
L2	Level 2 response (explanation)
L3	Level 3 response (analysis)
L4	Level 4 response (evaluation)
CONT	Context (required for high L4 award only)
OFR	Own figure rule

Subject-specific marking instructions

For Level of Response marked questions marked over 4 levels, the candidate can access at L1 or L2. In either case, they can analyse the point made and proceed directly to L3.

L3 analysis is required before L4 can be accessed.

Question		Answer	Marks	Guidance
1	(a)	<p>Responses include:</p> <ul style="list-style-type: none"> • lower stationery/printing costs • quicker/easier to produce/edit • can post directly to social media more easily, quicker • improves ethical/environmental profile. 	2	<p>One mark for each correct identification up to a maximum of two identifications.</p> <p>Must be an advantage to <i>Emma's Specials</i> for a mark to be awarded.</p> <p>Do not accept vague answers e.g. more organised/structured, more efficient, more professional, better reputation, cheaper/saves money, less time consuming without clarification, paper damaged easily, improves image.</p> <p>Do not accept benefits to customers or the environment.</p> <p>Do not accept 'USP' as it is not relevant to a restaurant.</p> <p>Note: the menu is for display purposes only, not for taking orders.</p>

Question		Answer	Marks	Guidance												
1	(b)	<p>Indicative content:</p> <ul style="list-style-type: none"> • high priority • medium priority • low priority. <p>Exemplar response:</p> <table border="1"> <thead> <tr> <th>Tasks</th> <th>Priority?</th> <th>Explanation</th> </tr> </thead> <tbody> <tr> <td>Upload the week's menu onto the computer tablets</td> <td></td> <td> <p>Customers cannot order from the restaurant when it opens without a menu next week.</p> <p>Emma has to make sure that the menu needs to be available next week.</p> </td> </tr> <tr> <td>Find a decorator for the winter months</td> <td></td> <td> <p>Does not affect immediate sales.</p> <p>Plenty of time available as summer at present.</p> </td> </tr> <tr> <td>Research foods that will be seasonally available next month</td> <td></td> <td> <p>It does not need to be done straight away but does need to be done before/by the next season.</p> <p>It does not affect sales immediately but needs to be done by the end of the month.</p> </td> </tr> </tbody> </table>	Tasks	Priority?	Explanation	Upload the week's menu onto the computer tablets		<p>Customers cannot order from the restaurant when it opens without a menu next week.</p> <p>Emma has to make sure that the menu needs to be available next week.</p>	Find a decorator for the winter months		<p>Does not affect immediate sales.</p> <p>Plenty of time available as summer at present.</p>	Research foods that will be seasonally available next month		<p>It does not need to be done straight away but does need to be done before/by the next season.</p> <p>It does not affect sales immediately but needs to be done by the end of the month.</p>	6	<p>One mark for a correct identification of priority to a maximum of three identifications plus one mark for an explanation to a maximum of three explanations.</p> <p>Explanation must contain a degree of urgency; time element compulsory for marks to be awarded.</p> <p>For the third task, explanation must indicate why the task is of medium priority i.e. within two timeframes.</p> <p>If priority incorrect, explanation cannot be awarded (annotate SEEN).</p> <p>Do not award vague answers e.g. 'that week', 'weekly basis', 'updated/out-of-date'.</p>
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Question		Answer	Marks	Guidance
2	(a)	<p>Responses include:</p> <ul style="list-style-type: none"> ● carry out a risk assessment ● provide safety training ● provide safety equipment ● display safety information e.g. fire exits ● provide safety guidelines/policy for employees ● provide safety signs e.g. wet floor ● have <u>dangerous</u> equipment repaired or taken out of service ● consult employees on safety issues ● check gas is turned off/cables not trailing or exposed. 	2	<p>One mark for each correct identification up to a maximum of two identifications.</p> <p>This question includes one embedded mark for applying knowledge from Unit 1 LO6.1.</p> <p>Must be 'actions' that an employer should take. 'Make sure employees are aware of the regulations' is too vague, must state action required, check regularly.</p> <p>Must be safety issues.</p> <p>Do not award any 'hygiene' issues.</p>
2	(b)	<p>Indicative content:</p> <ul style="list-style-type: none"> ● take reasonable care ● observe safety rules ● look after welfare of other employees/customers/visitors ● report hazards to relevant personnel ● undergo safety training ● follow safety training given. 	2	<p>One mark for each correct identification up to a maximum of two identifications.</p> <p>This question includes one embedded mark for applying knowledge from Unit 1 LO6.1.</p> <p>Do not award any 'hygiene' issues.</p> <p>Do not accept specific tasks.</p>

Question		Answer	Marks	Guidance
2	(c)	<p>Responses include:</p> <ul style="list-style-type: none"> ● fines ● legal action/go to court/law suit/sued ● compulsory/voluntary shut down ● increased fire risks ● increased risk of explosion ● carbon monoxide poisoning ● increased risk if gas cooker is used ● not allowed to use gas cooker ● bad reputation ● adverse publicity ● complaints from employees ● short staffed ● labour turnover ● boycott ● lower motivation ● lower productivity ● poor customer service ● lower cost ● less revenue ● impact on profit ● lose customers ● saves having to pay for a certificate ● saves time. <p>Exemplar response:</p> <p>E.g. Not renewing the certificate before the deadline could lead to the business forced to temporarily shut down (L1) because of the increased risk of harm to employees and customers (L2). This will lead to a decrease in sales revenue (L3).</p> <p>Failure to obtain a certificate before the deadline can also lead to a fine (L1) which is costly (L2) and reduces profits (L3).</p>	12	<p>Levels of response</p> <p>Level 4 (10 - 12 marks) Candidate evaluates likely impacts on <i>Emma's Specials</i> of not renewing its gas safety certificate by the deadline.</p> <p>Level 3 (7 - 9 marks) Candidate analyses one or more impacts on <i>Emma's Specials</i> of not renewing its gas safety certificate by the deadline.</p> <p>Level 2 (4 – 6 marks) Candidate explains one or more impacts on <i>Emma's Specials</i> of not renewing its gas safety certificate by the deadline.</p> <p>Level 1 (1 – 3 marks) Candidate identifies one or more impacts on <i>Emma's Specials</i> of not renewing its gas safety certificate by the deadline.</p> <p>L1 – impact on business. L2 – cause of impact or a further impact on a stakeholder. L3 – further impact of L1 point on the business</p>

Question		Answer	Marks	Guidance
		<p>Overall, the most important impact of failing to obtain a gas safety certificate before the deadline is the increased fire risk because the restaurant (CONT) could be working with faulty equipment and appliances if they are not checked regularly (L4). This could potentially result in injury and death to employees and customers, leading to tragedy and the end of the business (L4).</p>		<p>L4 evaluation – Award 10 for a generic judgement of the biggest, most likely, most serious short-term/long-term impact with reason. Award 11 marks for a contextual judgement of the biggest, most likely, most serious short-term/long-term impact with reason. Award 12 marks for a comparative, contextual judgement of impacts e.g. increased risk of carbon monoxide is more serious than paying fines because..... or a detailed short-term/long-term impact.</p> <p>CONTEXT = diners, menu, food, drinks, cooking utensils, etc. Note 'restaurant' not context.</p> <p>This question includes four marks for applying knowledge from Unit 1 LO6.1.</p>

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3	(a)	Indicative content: <table border="1"> <thead> <tr> <th>Journey:</th><th>Local time of departure</th><th>Local time of arrival</th><th>Duration of journey</th></tr> </thead> <tbody> <tr> <td>Stratford-upon-Avon to London St Pancras</td><td>18:46</td><td>21:20</td><td>2 hours 34 minutes (154 minutes) *OFR</td></tr> <tr> <td>London St Pancras to Paris</td><td>06:01</td><td>09:17</td><td>2 hours 16 minutes (136 minutes) *OFR</td></tr> <tr> <td>Paris to London St Pancras</td><td>17:31</td><td>18:47</td><td>2 hours 16 minutes (136 minutes) *OFR</td></tr> <tr> <td>London St Pancras to Stratford-upon-Avon</td><td>19:08</td><td>22:35</td><td>3 hours 27 minutes (207 minutes) *OFR</td></tr> </tbody> </table>				Journey:	Local time of departure	Local time of arrival	Duration of journey	Stratford-upon-Avon to London St Pancras	18:46	21:20	2 hours 34 minutes (154 minutes) *OFR	London St Pancras to Paris	06:01	09:17	2 hours 16 minutes (136 minutes) *OFR	Paris to London St Pancras	17:31	18:47	2 hours 16 minutes (136 minutes) *OFR	London St Pancras to Stratford-upon-Avon	19:08	22:35	3 hours 27 minutes (207 minutes) *OFR	8	<p>One mark for each correct pair of departure and arrival times, to a maximum of four pairs.</p> <p>One mark for each correct duration, to a maximum of four durations.</p> <p>OFR applies to time of departure and arrival time when marking duration of journey.</p> <p>NB for London to/from Paris the journey is 2 hours 16 minutes due to France being GMT+1.</p> <p>Do not award 1 hour 16 minutes or 3 hours 16 minutes.</p>
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Question		Answer				Marks	Guidance												
3	(b)	<p>Responses include:</p> <ul style="list-style-type: none"> ● train fares ● meals ● hotel/accommodation ● taxi/bus/tube/tram/transfer from station to venue, etc ● baggage storage. 				3	<p>One mark for each correct identification up to a maximum of three identifications.</p> <p>Do not award ‘course fees’ as these are not travelling expenses.</p> <p>Do not award petrol, car mileage.</p>												
3	(c)	<p>Responses include:</p> <ul style="list-style-type: none"> ● train faster/driving slower ● train cheaper/driving dearer ● traffic (congestion) ● more environmentally friendly ● employee well-being e.g. more comfortable ● Michael does not drive/novice driver ● Michael does not have a car ● parking fees ● parking availability. <p>Exemplar response: It would be a very tiring drive from Stratford-upon-Avon to London St Pancras (1), especially when Michael is expected to work before setting off (1).</p>				4	<p>One mark for a correct identification to a maximum of two identifications plus one mark for each of two explanations/developments.</p> <p>Do not award reasons common to either mode of transport i.e. breakdowns, delays.</p>												
4	(a)	<p>Indicative content:</p> <table border="1"> <thead> <tr> <th></th> <th>Budget (£)</th> <th>Actual (£)</th> <th>Variance (£)</th> <th>Variance (%)</th> <th>Fav/adv</th> </tr> </thead> <tbody> <tr> <td>Cost of ingredients</td> <td>6300(1)</td> <td>6720(1)</td> <td>420 (1)</td> <td>6.7 (1)</td> <td>A (1)</td> </tr> </tbody> </table>					Budget (£)	Actual (£)	Variance (£)	Variance (%)	Fav/adv	Cost of ingredients	6300(1)	6720(1)	420 (1)	6.7 (1)	A (1)	5	<p>One mark for each correct answer up to a maximum of five marks.</p> <p>Variance (%): Accept any degree of accuracy including 6.67 and 7. Accept 6.6, 6.66.</p>
	Budget (£)	Actual (£)	Variance (£)	Variance (%)	Fav/adv														
Cost of ingredients	6300(1)	6720(1)	420 (1)	6.7 (1)	A (1)														

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4	(b)	<p>Responses include:</p> <ul style="list-style-type: none"> to identify <u>areas</u> of underspend/items with adverse variance to identify <u>areas</u> of overspend/items with favourable variance. <p>Exemplar response:</p> <p>E.g. Areas of overspend can be identified (1) so that remedial action can be put in place for future budgets (1).</p>	4	<p>One mark for a correct identification up to a maximum of two identifications plus a further one mark for each of two explanations.</p> <p>Do not award purposes of setting budgets e.g. so that the business does not over spend.</p> <p>Do not award definition of variance analysis e.g. compare actual figures with budget, must be purpose – why?</p>
4	(c)	<p>Responses include:</p> <ul style="list-style-type: none"> appropriate title (1 mark) explain purpose (1 mark) age (1 mark) gender (1 mark) preference in terms of types of chocolate e.g. fruit and nuts, organic, dark/milk etc. (1 mark) average spend/how much spent, timeframe needed (1 mark) frequency of consumption/purchase, how often, timeframe needed (1 mark) at least one extended response open question (1 mark) at least six questions, four of which must be related to chocolate (1 mark). <p>Layout:</p> <ul style="list-style-type: none"> every question must have a defined response space e.g. tick boxes, dotted lines or equivalent (1 mark). 	12	<p>Up to 12 marks.</p> <p>This question assesses content, tone and layout. Candidates should not be penalised for errors of spelling, punctuation, grammar or sentence construction.</p>

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