

# **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**

<b>Annotation</b>	<b>Meaning</b>
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><b>Responses include:</b></p> <ul style="list-style-type: none"> <li>● lower stationery/printing costs</li> <li>● quicker/easier to produce/edit</li> <li>● can post directly to social media more easily, quicker</li> <li>● improves ethical/environmental profile.</li> </ul>	2	<p><b>One</b> mark for each correct identification up to a maximum of <b>two</b> identifications.</p> <p>Must be an <b>advantage to <i>Emma's Specials</i></b> for a mark to be awarded.</p> <p>Do <b>not</b> 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 <b>not</b> accept benefits to customers or the environment.</p> <p>Do <b>not</b> accept 'USP' as it is not relevant to a restaurant.</p> <p><b>Note:</b> the menu is for display purposes only, not for taking orders.</p>

Question	Answer	Marks	Guidance												
1 (b)	<p><b>Indicative content:</b></p> <ul style="list-style-type: none"> <li>● high priority</li> <li>● medium priority</li> <li>● low priority.</li> </ul> <p><b>Exemplar response:</b></p> <table border="1" data-bbox="264 491 1178 1358"> <thead> <tr> <th data-bbox="264 491 501 584">Tasks</th> <th data-bbox="501 491 645 584">Priority?</th> <th data-bbox="645 491 1178 584">Explanation</th> </tr> </thead> <tbody> <tr> <td data-bbox="264 584 501 855">Upload the week's menu onto the computer tablets</td> <td data-bbox="501 584 645 855"></td> <td data-bbox="645 584 1178 855"> <p>Customers cannot order from the restaurant when it opens without a menu <b>next week</b>.</p> <p>Emma has to make sure that the menu needs to be available <b>next week</b>.</p> </td> </tr> <tr> <td data-bbox="264 855 501 1050">Find a decorator for the winter months</td> <td data-bbox="501 855 645 1050"></td> <td data-bbox="645 855 1178 1050"> <p>Does not affect <b>immediate</b> sales.</p> <p><b>Plenty of time available</b> as summer at present.</p> </td> </tr> <tr> <td data-bbox="264 1050 501 1358">Research foods that will be seasonally available next month</td> <td data-bbox="501 1050 645 1358"></td> <td data-bbox="645 1050 1178 1358"> <p>It does not need to be done <b>straight away</b> but does need to be done <b>before/by the next season</b>.</p> <p>It does not affect sales <b>immediately</b> but needs to be done by the <b>end of the month</b>.</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 <b>next week</b>.</p> <p>Emma has to make sure that the menu needs to be available <b>next week</b>.</p>	Find a decorator for the winter months		<p>Does not affect <b>immediate</b> sales.</p> <p><b>Plenty of time available</b> as summer at present.</p>	Research foods that will be seasonally available next month		<p>It does not need to be done <b>straight away</b> but does need to be done <b>before/by the next season</b>.</p> <p>It does not affect sales <b>immediately</b> but needs to be done by the <b>end of the month</b>.</p>	6	<p><b>One</b> mark for a correct identification of priority to a maximum of <b>three</b> identifications plus <b>one</b> mark for an explanation to a maximum of <b>three</b> 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 <b>two</b> timeframes.</p> <p>If priority incorrect, explanation cannot be awarded (annotate SEEN).</p> <p>Do <b>not</b> 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><b>Responses include:</b></p> <ul style="list-style-type: none"> <li>● <b>carry out</b> a risk assessment</li> <li>● <b>provide</b> safety training</li> <li>● <b>provide</b> safety equipment</li> <li>● <b>display</b> safety information e.g. fire exits</li> <li>● <b>provide</b> safety guidelines/policy for employees</li> <li>● <b>provide</b> safety signs e.g. wet floor</li> <li>● have <u>dangerous</u> equipment <b>repaired</b> or taken out of service</li> <li>● <b>consult</b> employees on safety issues</li> <li>● <b>check</b> gas is turned off/cables not trailing or exposed.</li> </ul>	2	<p><b>One</b> mark for each correct identification up to a maximum of <b>two</b> identifications.</p> <p>This question includes one embedded mark for applying knowledge from Unit 1 LO6.1.</p> <p>Must be '<b>actions</b>' that an <b>employer</b> 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 <b>not</b> award any 'hygiene' issues.</p>
2 (b)	<p><b>Indicative content:</b></p> <ul style="list-style-type: none"> <li>● take reasonable care</li> <li>● observe safety rules</li> <li>● look after welfare of other employees/customers/visitors</li> <li>● report hazards to relevant personnel</li> <li>● undergo safety training</li> <li>● follow safety training given.</li> </ul>	2	<p><b>One</b> mark for each correct identification up to a maximum of <b>two</b> identifications.</p> <p>This question includes one embedded mark for applying knowledge from Unit 1 LO6.1.</p> <p>Do <b>not</b> award any 'hygiene' issues.</p> <p>Do <b>not</b> accept specific tasks.</p>

Question		Answer	Marks	Guidance
2	(c)	<p><b>Responses include:</b></p> <ul style="list-style-type: none"> <li>● fines</li> <li>● legal action/go to court/law suit/sued</li> <li>● compulsory/voluntary shut down</li> <li>● increased fire risks</li> <li>● increased risk of explosion</li> <li>● carbon monoxide poisoning</li> <li>● increased risk if gas cooker is used</li> <li>● not allowed to use gas cooker</li> <li>● bad reputation</li> <li>● adverse publicity</li> <li>● complaints from employees</li> <li>● short staffed</li> <li>● labour turnover</li> <li>● boycott</li> <li>● lower motivation</li> <li>● lower productivity</li> <li>● poor customer service</li> <li>● lower cost</li> <li>● less revenue</li> <li>● impact on profit</li> <li>● lose customers</li> <li>● saves having to pay for a certificate</li> <li>● saves time.</li> </ul> <p><b>Exemplar response:</b></p> <p>E.g. Not renewing the certificate before the deadline could lead to the business forced to temporarily shut down (<b>L1</b>) because of the increased risk of harm to employees and customers (<b>L2</b>). This will lead to a decrease in sales revenue (<b>L3</b>).</p> <p>Failure to obtain a certificate before the deadline can also lead to a fine (<b>L1</b>) which is costly (<b>L2</b>) and reduces profits (<b>L3</b>).</p>	12	<p><b>Levels of response</b></p> <p><b>Level 4 (10 - 12 marks)</b> Candidate evaluates likely impacts on <i>Emma's Specials</i> of not renewing its gas safety certificate by the deadline.</p> <p><b>Level 3 (7 - 9 marks)</b> Candidate analyses one or more impacts on <i>Emma's Specials</i> of not renewing its gas safety certificate by the deadline.</p> <p><b>Level 2 (4 – 6 marks)</b> Candidate explains one or more impacts on <i>Emma's Specials</i> of not renewing its gas safety certificate by the deadline.</p> <p><b>Level 1 (1 – 3 marks)</b> Candidate identifies one or more impacts on <i>Emma's Specials</i> of not renewing its gas safety certificate by the deadline.</p> <p><b>L1</b> – impact on business. <b>L2</b> – cause of impact or a further impact on a stakeholder. <b>L3</b> – 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 (<b>CONT</b>) could be working with faulty equipment and appliances if they are not checked regularly (<b>L4</b>). This could potentially result in injury and death to employees and customers, leading to tragedy and the end of the business (<b>L4</b>).</p>		<p><b>L4</b> 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. 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>



Question		Answer				Marks	Guidance
3	(a)	<b>Indicative content:</b>				8	<p><b>One</b> mark for each correct pair of departure and arrival times, to a maximum of four pairs.</p> <p><b>One</b> 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. Do <b>not</b> award 1 hour 16 minutes or 3 hours 16 minutes.</p>
		<b>Journey:</b>	<b>Local time of departure</b>	<b>Local time of arrival</b>	<b>Duration of journey</b>		
		<b>Stratford-upon-Avon to London St Pancras</b>	18:46	21:20	2 hours 34 minutes (154 minutes) *OFR		
		<b>London St Pancras to Paris</b>	06:01	09:17	2 hours 16 minutes (136 minutes) *OFR		
		<b>Paris to London St Pancras</b>	17:31	18:47	2 hours 16 minutes (136 minutes) *OFR		
<b>London St Pancras to Stratford-upon-Avon</b>	19:08	22:35	3 hours 27 minutes (207 minutes) *OFR				

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3	(b)	<p><b>Responses include:</b></p> <ul style="list-style-type: none"> <li>● train fares</li> <li>● meals</li> <li>● hotel/accommodation</li> <li>● taxi/bus/tube/tram/transfer from station to venue, etc</li> <li>● baggage storage.</li> </ul>	3	<p><b>One</b> mark for each correct identification up to a maximum of <b>three</b> identifications.</p> <p>Do <b>not</b> award 'course fees' as these are not travelling expenses.</p> <p>Do <b>not</b> award petrol, car mileage.</p>												
3	(c)	<p><b>Responses include:</b></p> <ul style="list-style-type: none"> <li>● train faster/driving slower</li> <li>● train cheaper/driving dearer</li> <li>● traffic (congestion)</li> <li>● more environmentally friendly</li> <li>● employee well-being e.g. more comfortable</li> <li>● Michael does not drive/novice driver</li> <li>● Michael does not have a car</li> <li>● parking fees</li> <li>● parking availability.</li> </ul> <p><b>Exemplar response:</b> It would be a very tiring drive from Stratford-upon-Avon to London St Pancras <b>(1)</b>, especially when Michael is expected to work before setting off <b>(1)</b>.</p>	4	<p><b>One</b> mark for a correct identification to a maximum of <b>two</b> identifications plus <b>one</b> mark for each of two explanations/developments.</p> <p>Do <b>not</b> award reasons common to either mode of transport i.e. breakdowns, delays.</p>												
4	(a)	<p><b>Indicative content:</b></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><b>Cost of ingredients</b></td> <td>6300<b>(1)</b></td> <td>6720<b>(1)</b></td> <td>420 <b>(1)</b></td> <td>6.7 <b>(1)</b></td> <td>A <b>(1)</b></td> </tr> </tbody> </table>		Budget (£)	Actual (£)	Variance (£)	Variance (%)	Fav/adv	<b>Cost of ingredients</b>	6300 <b>(1)</b>	6720 <b>(1)</b>	420 <b>(1)</b>	6.7 <b>(1)</b>	A <b>(1)</b>	5	<p><b>One</b> mark for each correct answer up to a maximum of <b>five</b> 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											
<b>Cost of ingredients</b>	6300 <b>(1)</b>	6720 <b>(1)</b>	420 <b>(1)</b>	6.7 <b>(1)</b>	A <b>(1)</b>											

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

**OCR (Oxford Cambridge and RSA Examinations)**  
**The Triangle Building**  
**Shaftesbury Road**  
**Cambridge**  
**CB2 8EA**

**OCR Customer Contact Centre**

**Education and Learning**

Telephone: 01223 553998

Facsimile: 01223 552627

Email: [general.qualifications@ocr.org.uk](mailto:general.qualifications@ocr.org.uk)

[www.ocr.org.uk](http://www.ocr.org.uk)

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**OCR (Oxford Cambridge and RSA Examinations)**  
Head office  
Telephone: 01223 552552  
Facsimile: 01223 552553

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