

Cambridge Technicals Business

Unit 2: Understand the role of the administrator

Level 2 Cambridge Technical in Business Administration
05891 - 05892

Mark Scheme for January 2022

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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
✓	Valid point, mark awarded
X	Incorrect
?	Response unclear
BOD	Benefit of the doubt (mark awarded)
TV	Too vague (mark not awarded)
REP	Repetition (no additional marks awarded)
CONT	Context
NAQ	Not answered question (incorrect focus)
OFR	Own figure rule
L1	Level 1 response (identification)
L2	Level 2 response (explanation)
L3	Level 3 response (analysis)
L4	Level 4 response (evaluation)
SEEN	Response seen (no marks awarded)

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)	Fayre Choice plc Cardeen Industrial Park Reading				6	Award marks as follows: <ul style="list-style-type: none"> • one mark for the correct date • one mark for each accurate entry i.e. description, quantity, unit price and total all correct (maximum two marks) • one mark for the correct subtotal (OFR) • one mark for correct calculation of VAT (OFR) • one mark for correct calculation of the overall total (OFR) Exam date is Friday 14 January 2022. Accept 14/01/2022, 14/1/22 or any combination of these figures. Friday not required, but year must be included to award. Accept American format e.g. 01/14/2022. NB. The '.00' is not required on the totals to award the mark(s). Award marks for description that includes 'baked beans' and/or 'tomatoes' rather than the full description for each line. Award 80p and/or 75p in the Unit price column if seen. 'p' must be included on each line to award.	
		Supplier address: Pomodoro SRL Harbour Way Harwich		Customer number: P49632				
		Order number: FC3654		Order date: EXAM DATE				
		Delivery date: ASAP		Delivery address: Cardeen Industrial Park Reading				
		Description		Quantity	Unit price (£)			Total (£)
		Tins of baked beans		4000	0.80			3200.00
		Tins of tomatoes		2000	0.75			1500.00
				Subtotal	4700.00			
				VAT at 20%	940.00			
				Total	5640.00			

Question		Answer	Marks	Guidance
1	(b)	<p>Indicative content:</p> <ul style="list-style-type: none"> records held by <i>Fayre Choice PLC</i> will be incorrect/mis-match between documents the wrong items may be <u>received</u> the wrong quantity of items may be <u>received/delivered</u> e.g. too many, too few <u>receive items</u> on the wrong date <u>items are delivered</u> to the wrong place <u>purchase order could be sent</u> to the wrong supplier <p>Exemplar response: Fayre Choice PLC may receive the wrong products (1). This means that they may not have a stock of beans or tomatoes when customers want to buy them (1).</p>	2 x 2 marks	<p>One mark for each correct identification up to a maximum of two identifications, plus a further one mark for each of two explanations.</p> <p>Do not award 'might pay too much money', 'lose revenue', 'lose money', 'lose profit', 'go over budget' (or similar) as the first mark.</p> <p>Identification must be of a consequence. Do not award identification of what the error could be.</p> <p>Award the 2nd mark in each instance for explanation or analysis/further consequence. Analysis does not have to be business facing.</p> <p>Do not award 'unprofessional' or similar as explanation of a consequence.</p>

Question		Answer	Marks	Guidance
1	(c)	<p>Responses include:</p> <ul style="list-style-type: none"> • a payment will be made <u>on time</u> • an order will be received/delivered <u>on time</u> • an order will be shipped/sent out <u>on time</u> • the next task can be completed <u>on time</u> • colleagues can complete their own work <u>on time</u>/colleagues are not being slowed down • to create a positive reputation/avoid a negative reputation • allows time for documents to be authorised/documents can be authorised on time • allows time for documents to be checked/documents can be checked on time 	3 x 1 mark	<p>One mark for each correct identification up to a maximum of three identifications.</p> <p>Mark(s) can be awarded in the positive or negative. Watch out for repetition.</p> <p>Do not award impacts that are personal to an employee e.g. manager will lose trust in the employee.</p> <p>Award an example that relates to a specific transactional document (document does not have to be named) e.g. to ensure that stock arrives before it is needed.</p> <p>To award 'impact on business reputation' it must be clear whether the impact is positive or negative.</p> <p>'On time' can be substituted by any similar phrase e.g. as planned.</p> <p>Do not award professional/unprofessional.</p>

Question			Answer	Marks	Guidance
2	(a)	(i)	<p>Responses include:</p> <ul style="list-style-type: none"> • could set off whenever they wanted • didn't have to work to a transport timetable • three of them can travel together • don't need to purchase three train tickets • to stay within their budget • may have had a lot of luggage e.g. laptops and suitcases to take with them/carry • don't like public transport • don't have to travel with lots of (unknown) other people • wouldn't have had to change trains or buses • can use the car at the venue/to travel from the hotel to the venue <p>Exemplar response: Three of them travelling in one car (1) is likely to be cheaper (1).</p>	2	<p>One mark for correct identification of a reason, plus a further one mark for explanation.</p> <p>Second mark must be 'why'.</p> <p>Do not award marks for 'easier', 'less hassle', 'cheaper', 'quicker', 'flexible', 'convenient', unless the reason is explained.</p> <p>Do not award reasons why Beth chose to <u>attend</u> the conference.</p>
2	(a)	(ii)	<p>Indicative content:</p> <ul style="list-style-type: none"> • cost • grade/star rating e.g. ensuite facilities, car park, Wi-Fi • location e.g. distance to the conference, easily accessible by car as Beth drove • meal arrangements e.g. if breakfast/dinner were required, any dietary requirements • personnel requirements e.g. type of room, level of seniority, accessible rooms <p>Exemplar response: A free car park will have been important (1). Beth drove to the conference and won't have wanted to have to pay to park (1).</p>	2 x 2 marks	<p>One mark for each correct identification up to a maximum of two identifications, plus a further one mark for each of two explanations.</p> <p>Second mark is 'why'.</p>

Question			Answer	Marks	Guidance																								
2	(a)	(iii)	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2" style="text-align: center;">Travel Expenses Claim Form</th> </tr> <tr> <td style="width: 50%;">Employee Payroll number: 1258963</td> <td style="width: 50%;">Claim reference: TE523</td> </tr> <tr> <td colspan="2">Mileage</td> </tr> <tr> <td colspan="2">Journey details: <i>Sunderland to Edinburgh return 264 miles</i></td> </tr> <tr> <td colspan="2" style="text-align: right;">Total: £118.80</td> </tr> <tr> <td colspan="2">Accommodation</td> </tr> <tr> <td colspan="2">Details: <i>Hotel accommodation for 3 people @ £100pp</i></td> </tr> <tr> <td colspan="2" style="text-align: right;">Total: £300.00</td> </tr> <tr> <td colspan="2">Subsistence</td> </tr> <tr> <td colspan="2">Details: <i>Dinner for 3 people :@ £20 each</i></td> </tr> <tr> <td colspan="2" style="text-align: right;">Total: £60.00</td> </tr> <tr> <td colspan="2">Total expenses claimed : £478.80</td> </tr> </table>	Travel Expenses Claim Form		Employee Payroll number: 1258963	Claim reference: TE523	Mileage		Journey details: <i>Sunderland to Edinburgh return 264 miles</i>		Total: £118.80		Accommodation		Details: <i>Hotel accommodation for 3 people @ £100pp</i>		Total: £300.00		Subsistence		Details: <i>Dinner for 3 people :@ £20 each</i>		Total: £60.00		Total expenses claimed : £478.80		<p>4</p> <p>(1)</p> <p>(1)</p> <p>(1)</p> <p>(1)</p>	<p>Award marks as follows:</p> <ul style="list-style-type: none"> one mark for each accurate entry i.e. details and total cost for that section all correct (maximum three marks) one mark for correct calculation of the overall total expenses claimed (OFR) <p>To award a mark, the 'Details' box/section in each instance must clearly state what the claim relates to e.g. Journey details – accept '264 miles', 'Sunderland to Edinburgh', do not accept 'fuel', '264' or '45p per mile'. E.g. Accommodation details – accept '£100 each', or 'Accommodation for 3 people', 'Rooms', 'Hotel', do not accept 'Accommodation' or '£100'. E.g. Subsistence details – accept 'Dinner', 'Food', '£20 each', do not accept 'Subsistence' or '£20'.</p>
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2	(b)	<p>Differences include:</p> <ul style="list-style-type: none"> room size requirement i.e. <u>larger/smaller</u> room privacy requirement i.e. <u>more/less</u> private room equipment requirements e.g. projector to show a presentation may be required for a team meeting refreshments requirements e.g. a team meeting might need refreshments as it may be a longer meeting/used as team-bonding etc <p>Exemplar response: A larger room will be required for a team meeting (1) because a lot more members of staff are likely to be involved (1) This means an increase in costs if an external venue is booked (1).</p>	2 x 3 marks	<p>Award in each instance:</p> <ul style="list-style-type: none"> one mark for stating a difference between the set-up requirements one mark for why this difference will occur one mark for a business-facing impact of the required set-up arrangements <p>Identification mark must be awarded to then award explanation and/or analysis marks. Candidate can be awarded analysis mark without being awarded explanation mark.</p> <p>Watch out for repetition i.e. the same point from the opposite perspective e.g. a team meeting needs a larger room, a staff appraisal meeting needs a smaller room. Annotate REP.</p>
3	(a)	<p>Reasons include:</p> <ul style="list-style-type: none"> it can be sent to lots of people at the same time it could be sent/emailed to customers who live outside the two-mile radius it should arrive with the customer almost immediately it is sent more environmentally friendly no delivery costs no printing costs <p>Exemplar response: An email could be sent to lots of people at the same time (1) which saves time (1).</p>	2	<p>One mark for correct identification of a reason, plus a further one mark for explanation.</p> <p>Do not award 'easier'.</p> <p>Award identification mark for a reason. Award 2nd mark for explanation of a benefit to the business resulting from the reason identified.</p>

Question			Answer	Marks	Guidance
3	(b)	(i)	<p>Indicative content (priority):</p> <ul style="list-style-type: none"> • Low – Plan ideas for healthy eating competition • High – Contact the customer who has emailed to complain • Medium – Place an order for fresh milk. <p>Responses include (reason):</p> <ul style="list-style-type: none"> • Low: <ul style="list-style-type: none"> ○ no date or deadline is set for the competition ○ although customers might enjoy taking part it won't impact whether they continue to shop at <i>Fayre Choice plc</i> • High: <ul style="list-style-type: none"> ○ must be done within 24 hours ○ will adversely impact the business' reputation if the customer goes to the media ○ could lose customers/sales if the customer goes to the media • Medium: <ul style="list-style-type: none"> ○ must be done within 48 hours ○ will not impact the business reputation (as much as a customer going to the media) if it is not done now <p>Exemplar reason: Planning ideas for the healthy eating competition is low priority (1) because there is no deadline for the task's completion (1). Contacting the customer with the complaint is high priority (1) because they are threatening to report it to the media (1). Ordering milk is medium priority (1) because they have 48 hours before it becomes an urgent task (1).</p>	6	<p>One mark for correctly identifying each level of priority.</p> <p>One mark for specific reason why each level of priority has been chosen. Reason can be why the level of priority was chosen or why a different level of priority was not assigned.</p> <p>Do not award reason mark(s) if the priority has been incorrectly identified.</p>

Question			Answer	Marks	Guidance
3	(b)	(ii)	<p>Responses include (importance):</p> <ul style="list-style-type: none"> • positive/negative impact on corporate image/reputation • details are accurately recorded • more likely to diffuse the situation e.g. if the customer is upset/angry • it shows professionalism • customer needs are more likely to be met • resolution of the complaint • reduce the chance of the customer going to the media • prevent bad reviews/create good reviews <p>Exemplar response: The whole business will be judged on the professionalism of the administrator (L1) so should help to improve the reputation of the supermarket (L3).</p> <p>Details are accurately recorded (L1). This is important because this will help them to identify exactly what happened (L2). A resolution is therefore more likely and the customer is less likely to give a bad review (L3).</p> <p>Effective telephone skills are very important because this is a serious phone call. If not, the customer is likely to go to the media (L4).</p>	8	<p>Levels of response</p> <p>Level 4 (7 – 8 marks) Candidate evaluates the importance of effective telephone skills to make a judgement.</p> <p>Level 3 (5 – 6 marks) Candidate analyses the impact of the reason(s) identified on the business.</p> <p>Level 2 (3 – 4 marks) Candidate explains reason(s) why effective telephone skills are important.</p> <p>Level 1 (1 – 2 marks) Candidate identifies reason(s) why effective telephone skills are important.</p> <p>L2 – Development of the reason identified or an appropriate example.</p> <p>L3 – Analysis of a business facing impact.</p> <p>L4 – Candidate makes a reasoned judgment about the importance of effective telephone skills. Look for very, not very, extremely, etc. Award 7 marks for generic reasoning, award 8 marks for reasoning that explicitly relates to dealing with the customer complaint.</p>

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