

Wednesday 12 January 2022 – Morning

Level 3 Cambridge Technical in Business

05834/05835/05836/05837/05878 Unit 2: Working in business

Time allowed: 1 hour 30 minutes

C422/2201



You can use:

- a calculator



Please write clearly in black ink.

Centre number

--	--	--	--	--

Candidate number

--	--	--	--

First name(s)

Last name

Date of birth

D	D	M	M	Y	Y	Y	Y
---	---	---	---	---	---	---	---

INSTRUCTIONS

- Use black ink.
- Write your answer to each question in the space provided. You can use extra paper if you need to, but you must clearly show your candidate number, the centre number and the question numbers.
- Answer **all** the questions.

INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [].
- This document has **12** pages.

ADVICE

- Read each question carefully before you start your answer.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/13
2	/19
3	/13
4	/15
Total	/60

Answer **all** the questions.

Text 1

Amit Izuku is the Chief Executive Officer of *Izukupets Ltd*, an award-winning manufacturer of pet toys. *Izukupets Ltd* sells its innovative pet toys directly to the public from its own website. Each pet toy has its own dedicated web page showcasing the toy’s special qualities. Customers are able to purchase these products online at the click of a button.

The business, which now has 55 employees, is organised by function. With the exception of the production workers, who are required to work in the factory, employees are encouraged to work from home as much as possible. Amit makes sure that weekly meetings are held with employees from each functional area, so that she is fully informed of progress.

1 Refer to Text 1.

Amit holds meetings with employees from each functional area once a week. Sometimes these meetings are face-to-face; at other times they are virtual.

(a) (i) Explain **one** benefit to *Izukupets Ltd* of Amit holding face-to-face meetings with employees.

.....
.....
.....
..... [2]

(ii) Explain **one** benefit to *Izukupets Ltd* of Amit holding virtual meetings with employees.

.....
.....
..... [2]

(b) Identify **two** ways Amit can check personnel availability when arranging a suitable date and time for a meeting.

1.....
2..... [2]

- (c) (i) Name **two** documents that Amit should use to support these meetings.
In each case, identify the purpose of the document.

Document 1

Purpose

.....

.....

Document 2

Purpose

.....

.....

[4]

- (ii) Name the functional area responsible for printing and distributing these documents.

..... [1]

- (d) Identify **two** reasons why Amit should check the meeting documentation carefully.

1

.....

2

.....

[2]

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

(ii) Identify **two** protocols that could be introduced at *Izukupets Ltd* to stop employees using the company’s IT equipment and software inappropriately.

1.....

2.....

[2]

(b) Amit has decided that **Task 2** is suitable for delegation due to the length of time that will be required to complete this task.

(i) Explain what is meant by 'delegation'.

.....
.....
.....
..... [2]

(ii) Identify **one** reason why this task is likely to take a lot of time.

.....
..... [1]

(c) Identify **two** economic factors that *Izukupets Ltd* should monitor for **Task 3**.

1.....
2..... [2]

Text 3

Izukupets Ltd pays its employees by electronic transfer. All employees are emailed a document detailing their earnings at the end of each month.

3 Refer to Text 3.

(a) All *Izukupets Ltd*'s employees receive a document detailing their earnings each month.

(i) Name the document that employees receive.

..... [1]

(ii) Identify the functional area responsible for issuing this document.

..... [1]

(iii) Explain **one** benefit and **one** drawback to *Izukupets Ltd* of using electronic transfer to pay its employees.

Benefit

.....

.....

.....

Drawback

.....

.....

.....

[4]

(b) A new employee at *Izukupets Ltd* is about to receive details of her first month’s earnings.

(i) The new employee is paid an hourly rate of £9.50. She has worked for 132 hours.

Complete the document below by filling in the missing figures in the **three** unshaded boxes. A space has been provided for your workings below.

Earnings	Amount	Deductions	Amount
Gross pay	£	Tax	£41.67
		NI	£55.00
		Pension	£36.50
		Student loan plan	£10.00
Total deductions			£
Net pay			£

Workings

[3]

(ii) State what is meant by each of the following terms.

Gross pay

.....

Net pay

.....

[2]

(iii) Other than earnings, identify **two** contractual obligations that Amit should include on the contract of employment *Izukupets Ltd* issues to its new employee.

1.....

2.....

[2]

Text 4

Izukupets Ltd has recently launched a new pet toy for dogs. The toy is called 'Monty the squeaky monkey'. The new product has the following qualities:

- made from natural materials
- comes in a range of sizes to suit different dog breeds
- affordable prices – small (£6.99), medium (£8.99), large (£10.99)
- designed to withstand rough play
- machine washable.

A web page, to be included on the company's own website, will be specially designed to promote and sell this new product.

4 Refer to Text 4.

- (a) Other than a web page, identify **three** types of electronic communication *Izukupets Ltd* could use to promote its new product.

1.....

2.....

3.....

[3]

(b) Design a web page to promote and sell *Izukupets Ltd's* new product.

You will be assessed on the content, tone and layout of your web page.

Use the space provided on the **opposite page** to show the design of your web page.

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

[12]

You may use this box to draft your web page.

Web page

END OF QUESTION PAPER



Oxford Cambridge and RSA

Copyright Information:

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, OCR (Oxford Cambridge and RSA Examinations), The Triangle Building, Shaftesbury Road, Cambridge CB2 8EA.

OCR is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.