

Cambridge Technicals Business

Unit 2: Working in Business

Level 3 Cambridge Technical in Business
05834 - 05837

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
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)	(i)	<p>Beneficial features include:</p> <ul style="list-style-type: none"> • visual/can see • body language • can issue/give out bulky documents • can touch/feel objects • does not rely on technology • does not need hardware/software/IT equipment • does not experience time lags or distortion • meetings can be recorded. <p>Exemplar response:</p> <p>Participants can see (1) each other improving understanding (+1).</p> <p>Improves understanding/better communication (0).</p> <p>Does not need equipment (0).</p>	2	<p>One mark for identification plus one further mark for explanation.</p> <p>Look for a beneficial feature first before awarding the further mark. No beneficial feature, no marks.</p> <p>Do not award 'equipment', annotate TV.</p> <p>Do not accept 'more efficient' as a second mark, annotate TV.</p> <p>Beneficial feature identified must be pro face-to-face meetings.</p>
1	(a)	(ii)	<p>Beneficial features include:</p> <ul style="list-style-type: none"> • visual/can see • meetings can be recorded • does not rely on the geographical location • no travelling is involved • allows compliance with Covid regulations • no room requirements • no refreshment requirements. <p>Exemplar response:</p> <p>Holding a meeting virtually means that no refreshments need (1) to be provided by the business reducing costs (+1).</p> <p>Can hold meeting at any location (1) allowing employees to join the meeting from anywhere (1+).</p> <p>Low cost (0).</p>	2	<p>One mark for identification plus one further mark for explanation.</p> <p>Look for a beneficial feature first before awarding the further mark. No beneficial feature, no marks.</p> <p>Do not accept 'documents are online' as a beneficial feature.</p> <p>Do not accept 'more efficient' as a second mark, annotate TV.</p> <p>Beneficial feature identified must be pro virtual meetings.</p>

Question			Answer	Marks	Guidance
1	(b)		<p>Responses include:</p> <ul style="list-style-type: none"> • diary • (work) schedule/rosters/rota/timetables • ask/email/consult employees <u>about availability</u> e.g. on noticeboard • electronic diary • calendar/wall planner • (meeting) scheduling software. 	2	<p>One mark for each identification up to a maximum of two identifications.</p> <p>Do not accept vague answers e.g. working hours.</p> <p>Do not accept 'see if they are available/when free', annotate TV. How?</p>
1	(c)	(i)	<p>Responses include:</p> <ul style="list-style-type: none"> • notice of <u>meeting</u> • agenda • minutes (of meeting) • (attendance) registers/attendance list • seating plan. <p>Exemplar responses:</p> <p>Notice of meetings (1). This gives information about the date and time of an upcoming meetings (1).</p> <p>Agenda (1). This lists items for to be discussed in a meeting (1).</p> <p>Minutes (1). Notes taken during the meeting (1).</p>	4	<p>One mark for each identification up to a maximum of two identifications plus one further mark for each of two purposes.</p> <p>Do not award further mark if document has not been identified correctly.</p> <p>Do not accept PowerPoint, notes, report, email.</p> <p>Do not accept 'notice', annotate TV.</p>
1	(c)	(ii)	<p>Indicative content:</p> <ul style="list-style-type: none"> • <u>Business</u> support services/administration/IT/reprographics. 	1	<p>For one mark.</p> <p>Mark first answer only.</p>

Question		Answer	Marks	Guidance
1	(d)	<p>Responses include:</p> <p>Omitted or inaccurate or incorrect:</p> <ul style="list-style-type: none">• date• time of meeting• venue• attendees• items being discussed• <u>agreed actions</u>.	2	<p>One mark for each identification up to a maximum of two identifications.</p> <p>Accept reasons written in the positive or negative.</p> <p>Accept any specific reasons referring to notice of meetings, agenda and minutes of meeting e.g. make sure the date of the meeting is correct.</p>

Question			Answer	Marks	Guidance
2	(a)	(i)	<p>Use levels of response criteria.</p> <p>Responses include:</p> <ul style="list-style-type: none"> • reduce productivity • reduce revenue • loss of custom • bad reputation • waste of business time • additional financial cost/increase costs/waste of business money • reduce profit • possible lawsuits/fines • damage to IT hardware • damage to software • loss of data/files/documents. <p>Exemplar response:</p> <p>Inappropriate use of IT equipment may cause damage to IT equipment (L1) which needs to be replaced increasing cost (L3).</p> <p>Company time is wasted (L1) if employees play online games instead of working (L2). This reduces productivity (L3).</p> <p>If employees send inappropriate emails to customers (L2), it is likely to damage the business' reputation (L1). Customers may decide not to return causing loss of sales (L3).</p> <p>Overall, the most important reason for making Task 1 high priority is the potential damage to the business' reputation because customers may decide not to return leading to loss of custom to other pet toy (CONT) manufacturers (L4). This is more serious than lower productivity which is easier to remedy using internal strategies (L4).</p>	12	<p>Levels of response</p> <p>Level 4 (10 - 12 marks) Candidate evaluates reasons why inappropriate use of IT equipment and software is of high priority.</p> <p>Level 3 (7 - 9 marks) Candidate analyses reason(s) why inappropriate use of IT equipment and software is of high priority.</p> <p>Level 2 (4 – 6 marks) Candidate explains reason(s) why inappropriate use of IT equipment and software is of high priority.</p> <p>Level 1 (1 – 3 marks) Candidate identifies reason(s) why inappropriate use of IT equipment and software is of high priority.</p> <p>L1 – identifies a reason. Award bottom of mark band for 1 reason identified, middle of mark band for 2 reasons identified, and top of mark band for 3 reasons identified.</p> <p>L2 – any development that falls short of being analytical e.g. explains reason identified or suggests a further consequence which is stakeholder-facing/non-business facing. Award bottom of mark band for 1 reason explained, middle of mark band for 2 reasons explained, and top of mark band for 3 reasons explained.</p> <p>L3 – analysis which is business-facing i.e. a consequence to the business of identified reason. Award bottom of mark band for 1 impact analysed, middle of mark band for 2 impacts analysed, and top of mark band for 3 impacts analysed.</p> <p>L3 examples include: damage to reputation, lower profits, reduced cash flow, etc.</p>


Question			Answer	Marks	Guidance
					<p>Context may include, pets, toys, manufacturers, dogs, etc.</p> <p>NB: Max one L3 per L1/L2 point.</p> <p>L4 evaluation – an overall judgement of which is the most important reason, etc. Award 10 marks for a non-contextual justified judgement (with no context) i.e. pick one with non-contextual reasoning. Award 11 marks for a contextual justified judgement (with context) i.e. pick one with contextual reasoning. Award 12 marks for a contextual justified judgement (with context) i.e. pick one with contextual reasoning and explain rejection of at least one of the others.</p> <p>Do not award answers pertaining to Task 2 or Task 3.</p>
2	(a)	(ii)	<p>Responses include:</p> <ul style="list-style-type: none"> actions company can take e.g. search/monitor computer equipment, check browse history, sack/discipline employees, install cameras, key cards, pin numbers, codes, firewall, block websites, passwords, encryption, etc actions employees should take e.g. inform passwords used, ask permission for use, report inappropriate use, use work computers for work only, etc actions employees should not take e.g. add software to company computers without authorisation, use work computers for leisure, etc. 	2	<p>One mark for each identification to a maximum of two identifications.</p> <p>Award valid identifications from the same bullet.</p>

Question			Answer	Marks	Guidance
2	(b)	(i)	<p>Responses include:</p> <ul style="list-style-type: none"> • passing a <u>task</u> • from someone in a higher rank to someone in a lower rank. <p>Exemplar response:</p> <p>Delegation is the passing of a task (1) to another employee of a lower rank (1).</p> <p>Passing down (1) a task (1).</p>	2	<p>Up to two marks for an explanation.</p> <p>One mark for the passing of task, one mark for from high rank to a lower rank.</p> <p>Award BOD for passing the responsibility of a <u>task</u>.</p> <p>Do not award 'pass authority', annotate TV.</p>
2	(b)	(ii)	<p>Responses include:</p> <ul style="list-style-type: none"> • the task has lots of stages • requires research • qualitative research takes much longer than quantitative research • it is an investigation • research takes time • customers who returned goods have to be identified • customers who returned goods may need to be interviewed • a reasonable number of customers have to be surveyed • may have to wait for customers to respond to enquiries • results have to be compiled • analysis of results collated takes time. 	1	For one mark.
2	(c)		<p>Indicative content:</p> <ul style="list-style-type: none"> • interest rates • exchange rates • inflation • (un)employment rate • taxation. 	2	One mark for each identification to a maximum of two identifications.

Question			Answer	Marks	Guidance
3	(a)	(i)	<p>Indicative content:</p> <p>Pay/wage/salary slip (1).</p>	1	One mark for an identification.
3	(a)	(ii)	<p>Indicative content:</p> <p>Human resources/HR/Personnel (1).</p>	1	<p>One mark for an identification.</p> <p>Do not accept Finance.</p>
3	(a)	(iii)	<p>Beneficial/detrimental features include:</p> <p>Benefits:</p> <ul style="list-style-type: none"> • does not have to handle cash • automatic electronic records • replicate payments • can save payee details • can set up advanced payments. <p>Drawbacks:</p> <ul style="list-style-type: none"> • reliance on technology • bank/transaction charges • IT system may need additional security • risk of fraud/hacking. <p>Exemplar responses:</p> <p>Automatic electronic records (1) are produced saving business time (+1).</p> <p>Electronic systems rely heavily on technology (1), a crash may lead to delays in issuing of wages (+1).</p>	4	<p>In each case:</p> <p>One mark for a benefit/drawback plus one further mark for explanation.</p> <p>Look for a beneficial/detrimental feature first before awarding the further mark. No feature, no marks.</p> <p>Benefit/drawback must be to the business.</p> <p>Do not award benefits to the employees e.g. easier.</p> <p>Do not award 'can pay everyone at the same time'.</p> <p>Do not award 'safe', 'safer' type answers, second mark is for benefit to the business.</p>

Question			Answer	Marks	Guidance																												
3	(b)	(i)	<p>Indicative content:</p> <table border="1"> <thead> <tr> <th>Earnings</th> <th>Amount</th> <th>Deductions</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>Gross pay</td> <td>£1254 (1)</td> <td>Tax</td> <td>£41.67</td> </tr> <tr> <td></td> <td></td> <td>NI</td> <td>£55.00</td> </tr> <tr> <td></td> <td></td> <td>Pension</td> <td>£36.50</td> </tr> <tr> <td></td> <td></td> <td>Student loan</td> <td>£10.00</td> </tr> <tr> <td></td> <td></td> <td>Deductions</td> <td>£143.17 (1)</td> </tr> <tr> <td></td> <td></td> <td>Net pay</td> <td>£1110.83 (1) (OFR)</td> </tr> </tbody> </table>	Earnings	Amount	Deductions	Amount	Gross pay	£1254 (1)	Tax	£41.67			NI	£55.00			Pension	£36.50			Student loan	£10.00			Deductions	£143.17 (1)			Net pay	£1110.83 (1) (OFR)	3	<p>Award one mark for each correct answer up to a maximum of three marks.</p> <p>OFR applies to Net pay only i.e. Candidate's Gross pay figure – Candidate's Total deductions figure.</p>
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3	(b)	(ii)	<p>Responses include:</p> <p>Gross pay</p> <ul style="list-style-type: none"> earnings/money/capital before deductions <p>Net pay</p> <ul style="list-style-type: none"> earnings/money/capital after deductions. 	2	<p>One mark for each definition to a maximum of two definitions.</p> <p>Do not accept original amount, total amount, total, annotate TV.</p> <p>Do not accept gross pay as <u>pay</u> before deductions.</p> <p>Do not accept costs/expenses in place of deductions.</p>																												
3	(b)	(iii)	<p>Responses include:</p> <ul style="list-style-type: none"> <u>working</u> hours annual leave/holiday entitlement sick pay paternity/maternity pay pension job description/job role/responsibilities start/end dates length of contract full/part time, temporary/permanent. 	2	<p>One mark for each identification up to a maximum of two identifications.</p> <p>Do not award earnings (or alternatives such as pay/wages/salary) as excluded by the question.</p> <p>Do not award answers relating to contact details, etc, e.g. name, address, NI number, as these are not contractual obligations.</p> <p>Do not accept benefits, annotate TV.</p>																												

Question		Answer	Marks	Guidance
4	(a)	<p>Responses include:</p> <ul style="list-style-type: none"> • social media e.g. Youtube, Facebook, Instagram, Twitter, etc • emails • picture messages (MMS) • text messages (SMS) • plasma screens • LED display boards/LED billboards • mobile APPs. 	3	<p>One mark for each identification up to a maximum of three identifications.</p> <p>Do not award non-electronic methods e.g. posters, billboards, TV, radio, telephone.</p> <p>Do not award website/web page as this is excluded by the question.</p> <p>Do not award 'online advertisements', annotate TV.</p> <p>Do not award 'electronic billboards' as this does not demonstrate knowledge of 'electronic'.</p>

Question		Answer	Marks	Guidance
4	(b)	<p>Indicative content:</p> <p>Content:</p> <ul style="list-style-type: none"> • 'dog toy' (1) • 'Monty the squeaky monkey' (1) • natural materials (1) • 'different <u>breeds</u>' (1) • rough play (1) • <u>machine</u> washable (1) • small £6.99, medium £8.99, large £10.99 (1) • '<u>Izukupets Ltd</u>' (1) • image or indicated space for image (1). <p>Tone:</p> <ul style="list-style-type: none"> • to inform i.e. must state it is a <u>new</u> product (1). <p>Layout:</p> <ul style="list-style-type: none"> • menu bar consisting at least two items e.g. 'Home', 'Contact us' (1) • button/link for making a purchase (1). 	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> <p>Company name and product name must be copied accurately as these are given.</p> <p>Do not accept 'suitable for all dogs/types', annotate TV.</p> <p> Accept this symbol for machine washable.</p>

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