

Cambridge Technicals Business

Unit 2C: Understand the role of an administrator

Level 2 Cambridge Technical in Business Administration
05891 - 05892

Mark Scheme for June 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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MARKING INSTRUCTIONS

PREPARATION FOR MARKING

TRADITIONAL

Before the Standardisation meeting you must mark at least 10 scripts from several centres. For this preliminary marking you should use **pencil** and follow the **mark scheme**. Bring these **marked scripts** to the meeting.

MARKING

1. Mark strictly to the mark scheme.
2. Marks awarded must relate directly to the marking criteria.
3. The schedule of dates is very important. It is essential that you meet the traditional 40% Batch 1 and 100% Batch 2 deadlines. If you experience problems, you must contact your Team Leader (Supervisor) without delay.
4. If you are in any doubt about applying the mark scheme, consult your Team Leader by telephone or by email.
5. Work crossed out:
 - a. where a candidate crosses out an answer and provides an alternative response, the crossed out response is not marked and gains no marks
 - b. if a candidate crosses out an answer to a whole question and makes no second attempt, and if the inclusion of the answer does not cause a rubric infringement, the assessor should attempt to mark the crossed out answer and award marks appropriately.
6. Always check the pages (and additional lined pages if present) at the end of the response in case any answers have been continued there. If the candidate has continued an answer there then add an annotation to confirm that the work has been seen.
7. There is a NR (No Response) option. Award NR (No Response)
 - if there is nothing written at all in the answer space
 - OR if there is a comment which does not in anyway relate to the question (e.g. 'can't do', 'don't know')
 - OR if there is a mark (e.g. a dash, a question mark) which isn't an attempt at the questionNote: Award 0 marks - for an attempt that earns no credit (including copying out the question)
8. Assistant Examiners will email a brief report on the performance of candidates to your Team Leader (Supervisor) by the end of the marking period. Your report should contain notes on particular strength displayed as well as common errors or weaknesses. Constructive criticism of the question paper/mark scheme is also appreciated.

Question			Answer	Marks	Guidance
1	(a)	(ii)	<p>Responses include:</p> <ul style="list-style-type: none"> venue cost (L1) – sports hall free/cost to hire hotel refreshment cost (L1) – sports hall is £4pp/hotel is £1.80pp total cost/cost/pricing (L1) – sports hall £440/hotel £448 chairs (L1) – sports hall has folding chairs table availability (L1) – sports hall doesn't offer tables/ hotel offers tables parking (L1) – sports hall has 80 spaces/hotel has 200 view the facilities (L1) – if held at the sports hall <p>Exemplar response:</p> <p>The sports hall is free to hire (L1) therefore this will save the sports centre money (L3).</p> <p>If the sports hall is used, attendees can view the facilities (L2) and therefore more people might join (L3).</p> <p>I think the sports hall should be used. The total cost of the meeting would be lower and potential members might want to see the sports facilities (L4).</p>	8	<p>Levels of response</p> <p>Level 4 (7 – 8 marks) Candidate evaluates which venue is the most appropriate for this meeting.</p> <p>Level 3 (5 – 6 marks) Candidate analyses factor(s) influencing the choice.</p> <p>Level 2 (3 – 4 marks) Candidate explains factor(s) influencing the choice.</p> <p>Level 1 (1 – 2 marks) Candidate identifies factor(s) influencing the choice.</p> <p>L1 Factor(s) influencing the choice of venue.</p> <p>L2 Any development of factor(s).</p> <p>L3 Business-facing analysis of factor(s).</p> <p>L4 A reasoned judgement of which venue should be chosen. Award 7 marks for a sound judgement. Award 8 marks for a strong judgement.</p> <p>OFR applies if costs are used within the answer (Q1ai).</p>

Question		Answer	Marks	Guidance
1	(b)	<p>Responses include:</p> <ul style="list-style-type: none"> • reduces cost/saves money/cheaper • email is free • delivered faster • email arrives almost instantly/straight away • replies can be received quicker/recipients will be able to reply quicker • emails can be sent to multiple people <u>at the same time</u> • <u>invitations</u> can be attached • it's more environmentally friendly • reduces use of paper • <u>invitations</u> don't need to be printed/copied <p>Exemplar response: Sending the invitations by email will be cheaper (1) because there will be no printing costs (1).</p>	2 x 2 marks	<p>Award in each instance:</p> <ul style="list-style-type: none"> • one mark for each correct identification plus • one mark for explanation. <p>Do not award quicker/faster to send, unless supported by relevant explanation.</p> <p>Do not award saves time. Annotate TV.</p> <p>Explanation mark can be awarded for explanation or analysis.</p> <p>Watch out for repetition.</p>
2	(a)	<p>Indicative content:</p> <ul style="list-style-type: none"> • agenda • (meeting) minutes • memo • petty cash voucher • reprographics request • request for repair • returns documentation • travel expenses claim form 	3 x 1 mark	One mark for each correct identification up to a maximum of three identifications.

Question		Answer	Marks	Guidance
2	(b)	<p>Indicative content:</p> <p>According to:</p> <ul style="list-style-type: none"> • urgency • importance • consequences(s) of late completion • status of the task originator • interactivity of tasks • <u>suitability</u> for delegation <p>Exemplar response: Tasks can be prioritised according to interactivity (1). If one task needs to be completed before another can be started (1) then not prioritising them in this way means that everything might not be ready in time for the meeting and so fewer people will sign up to become members (1).</p>	2 x 3 marks	<p>Award in each instance:</p> <ul style="list-style-type: none"> • one mark for identification of a method of prioritising tasks PLUS • one mark for explanation/description of the method. A <u>relevant</u> example can receive this mark • one mark for a business-facing impact of the method identified.

Question		Answer	Marks	Guidance
2	(c)	<p>Responses include:</p> <p>Colour:</p> <ul style="list-style-type: none"> • eye-catching/attractive • luxurious/quality/good image <p>Black and white:</p> <ul style="list-style-type: none"> • cost effective/lower printing costs • do not need a colour printer <p>Exemplar response:</p> <p>It should be printed in colour (1) because it will look more luxurious (1). Black and white would be less eye-catching (1).</p> <p>It should be printed in black and white (1) because this is cheaper than printing in colour (1) so it will save them money (1).</p>	3	<p>Award marks as follows:</p> <ul style="list-style-type: none"> • one mark for a choice PLUS • one mark for reason PLUS • one mark for either development or a second reason. <p>Do not award the third mark if the reason why a method has not been chosen is the reverse of the reason why one option was chosen e.g. colour is attractive, black and white is less attractive. Annotate REP.</p> <p>Do not award 'professional', annotate TV.</p> <p>Either option can be chosen.</p>

Question		Answer	Marks	Guidance
2	(d)	<p>Benefits include:</p> <ul style="list-style-type: none"> • learning how the specific business 'does things' • working/being productive/doing their job <p>Drawbacks include:</p> <ul style="list-style-type: none"> • bad habits will be shared • trainer might be demotivated by having to train new employees • productivity of the trainer may fall/detract from trainer's job • quality of the training may vary (depending on who is carrying it out) <p>Exemplar response:</p> <p>Benefit - The new employee will learn the business' specific way of doing things (1) so this will help to improve customer satisfaction (1).</p> <p>Drawback - Any bad habits might be passed on (1). This means that the new employee will be making the same mistakes as the existing employee (1).</p>	2 x 2 marks	<p>Award in each instance:</p> <ul style="list-style-type: none"> • one mark for each correct identification PLUS • one mark for development <p>Development mark(s) can be awarded for explanation or analysis.</p> <p>Do not award benefits that are solely employee-facing e.g. the new employee can get to know people.</p> <p>Do not award answers that repeat the question e.g. 'to learn from someone with experience'. Annotate TV.</p> <p>Do not award responses relating to cost.</p>

Question		Answer	Marks	Guidance																																								
3	(a)	<table border="1"> <tr> <td>Order number: X3568</td> <td colspan="3">Date: 7 June 2022</td> <td>(1)</td> </tr> <tr> <td colspan="4">Credit note number: CN785</td> <td></td> </tr> <tr> <th>Description of products</th> <th>Quantity returned</th> <th>Unit price (£)</th> <th>Total (£)</th> <td></td> </tr> <tr> <td>Yoga mats</td> <td>2</td> <td>5.00</td> <td>10.00</td> <td>(1)</td> </tr> <tr> <td>Dumbbells</td> <td>6</td> <td>12.00</td> <td>72.00</td> <td>(1)</td> </tr> <tr> <td colspan="2"></td> <td>Subtotal</td> <td>£ 82.00</td> <td>(1) (OFR)</td> </tr> <tr> <td colspan="2"></td> <td>VAT @ 20%</td> <td>£ 16.40</td> <td>(1) (OFR)</td> </tr> <tr> <td colspan="2"></td> <td>Total</td> <td>£ 98.40</td> <td>(1) (OFR)</td> </tr> </table>	Order number: X3568	Date: 7 June 2022			(1)	Credit note number: CN785					Description of products	Quantity returned	Unit price (£)	Total (£)		Yoga mats	2	5.00	10.00	(1)	Dumbbells	6	12.00	72.00	(1)			Subtotal	£ 82.00	(1) (OFR)			VAT @ 20%	£ 16.40	(1) (OFR)			Total	£ 98.40	(1) (OFR)	6	<p>Award marks as follows:</p> <ul style="list-style-type: none"> one mark for the correct exam date (7 June 2022 or 7/6/22 or 6/7/22) 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) <p>NB. The '.00' is not required on the totals to award the mark(s).</p> <p>The year must be included in the date to award.</p>
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3	(b)	<p>Indicative content:</p> <ul style="list-style-type: none"> a person may forget lots of numbers/numerical information (if it is shared verbally) <u>easier</u> to identify mistakes/errors it provides proof that the information was shared audit trail/documentated information/keep a record written communication can be referred back to can be stored/filed away tables/graphs could be used 	1	One mark for correct identification of a reason.																																								

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3	(c)	<p>Responses include:</p> <ul style="list-style-type: none"> • bad publicity/bad reviews • damaged reputation • fines • legal action/lawsuits/sued • loss of customer trust/seen as untrustworthy • loss of customers • loss of profit • loss of revenue <p>Exemplar response: They might be fined (1) because they have breached data protection <u>legislation</u> (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 developments.</p> <p>Development mark(s) can be awarded for explanation or analysis.</p> <p>Do not award 'breaking the law' or similar, as a consequence. Annotate TV.</p> <p>Do not award 'get hacked' or similar, as a consequence. Annotate TV.</p> <p>Do not award 'unprofessional' or similar. Annotate TV.</p>	
3	(d)	(i)	Indicative content: <ul style="list-style-type: none"> • answering the phone according to business' procedure • asking before putting a caller on hold • ensuring/checking that the message is understood • identifying themselves clearly • Identifying the caller when transferring a call • knowing how to use the functions of the phone e.g. voicemail, redirect, call-waiting, call-hold, etc. • taking messages effectively (1) i.e. identify who the call is for/ ask the caller's name, company and return phone number/repeat the caller's name, company and phone number/ask if it is urgent/note the time and date of the call/ ensure message is relayed promptly • using active listening techniques/listening <u>carefully</u> • using <u>clear</u> speech/talk <u>clearly</u> • using professional/formal/appropriate language e.g.no slang, no inappropriate language etc • using the correct form of address e.g. Mr Smith 	1	<p>Award one mark for the correct identification of a telephone skill.</p> <p>Do not award 'communication skills', or similar. Annotate TV.</p>

Question			Answer	Marks	Guidance
3	(d)	(ii)	<p>Response include:</p> <ul style="list-style-type: none"> • gives a good corporate image/reputation • the details of the problem can be noted accurately • the problem is more likely to be rectified (quickly) • the situation shouldn't escalate • to prevent complaints • more likely to receive good reviews/good feedback/returning customers • so that both sides understand the conversation/no miscommunication 	1	<p>One mark for correct identification of why it is important.</p> <p>Award responses in the negative i.e. if they don't use effective telephone skills then</p> <p>Do not award more professional (or similar). Annotate TV.</p> <p>Do not award identification of a telephone skill as a reason.</p>

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