

Cambridge Technicals

Business

Unit 2C: Understand the role of an administrator

Level 2 Cambridge Technical in Business Administration

05891 - 05892

Mark Scheme for June 2024

OCR (Oxford Cambridge and RSA) is a leading UK awarding body, providing a wide range of qualifications to meet the needs of candidates of all ages and abilities. OCR qualifications include AS/A Levels, Diplomas, GCSEs, Cambridge Nationals, Cambridge Technicals, Functional Skills, Key Skills, Entry Level qualifications, NVQs and vocational qualifications in areas such as IT, business, languages, teaching/training, administration and secretarial skills.

It is also responsible for developing new specifications to meet national requirements and the needs of students and teachers. OCR is a not-for-profit organisation; any surplus made is invested back into the establishment to help towards the development of qualifications and support, which keep pace with the changing needs of today's society.

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.

© OCR 2024

MARKING INSTRUCTIONS

PREPARATION FOR MARKING

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. **Crossed Out Responses**
Where a candidate has crossed out a response and provided a clear alternative then the crossed out response is not marked. Where no alternative response has been provided, examiners may give candidates the benefit of the doubt and mark the crossed out response where legible.

Rubric Error Responses – Optional Questions

Where candidates have a choice of question across a whole paper or a whole section and have provided more answers than required, then all responses are marked and the highest mark allowable within the rubric is given. Enter a mark for each question answered into RM assessor, which will select the highest mark from those awarded. *(The underlying assumption is that the candidate has penalised themselves by attempting more questions than necessary in the time allowed.)*

Multiple Choice Question Responses

When a multiple choice question has only a single, correct response and a candidate provides two responses (even if one of these responses is correct), then no mark should be awarded (as it is not possible to determine which was the first response selected by the candidate).

When a question requires candidates to select more than one option/multiple options, then local marking arrangements need to ensure consistency of approach.

Contradictory Responses

When a candidate provides contradictory responses, then no mark should be awarded, even if one of the answers is correct.

Short Answer Questions (requiring only a list by way of a response, usually worth only one mark per response)

Where candidates are required to provide a set number of short answer responses then only the set number of responses should be marked. The response space should be marked from left to right on each line and then line by line until the required number of responses have been considered. The remaining responses should not then be marked. Examiners will have to apply judgement as to whether a 'second response' on a line is a development of the 'first response', rather than a separate, discrete response. *(The underlying assumption is that the candidate is attempting to hedge their bets and therefore getting undue benefit rather than engaging with the question and giving the most relevant/correct responses.)*

Short Answer Questions (requiring a more developed response, worth two or more marks)

If the candidates are required to provide a description of, say, three items or factors and four items or factors are provided, then mark on a similar basis – that is downwards (as it is unlikely in this situation that a candidate will provide more than one response in each section of the response space.)

Longer Answer Questions (requiring a developed response)

Where candidates have provided two (or more) responses to a medium or high tariff question which only required a single (developed) response and not crossed out the first response, then only the first response should be marked. Examiners will need to apply professional judgement as to whether the second (or a subsequent) response is a 'new start' or simply a poorly expressed continuation of the first response.

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. Award No Response (NR) if:
 - there is nothing written in the answer space

Award Zero '0' if:

- anything is written in the answer space and is not worthy of credit (this includes text and symbols).

Team Leaders must confirm the correct use of the NR button with their markers before live marking commences and should check this when reviewing scripts

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.

9. **Annotations**

Annotation	Meaning
✓	Valid point, mark awarded
X	Incorrect
?	Response unclear
BOD	Benefit of the doubt (mark awarded)
NBD	Too vague (mark not awarded)
REP	Repetition (no additional marks awarded)
CONT	Context
OFR	Own figure rule
L1	Level 1 response (identification)
L2	Level 2 response (explanation)
L3	Level 3 response (analysis)
L4	Level 4 response (evaluation)

10. **Subject-specific marking instructions**

L3 analysis is required before L4 can be accessed.

Question			Answer	Marks	Guidance																
1	(a)	(i)	<table><tr><th colspan="2">PETTY CASH VOUCHER</th></tr><tr><td colspan="2">Name: PC Maxin</td></tr><tr><td colspan="2">Voucher number: 526945</td></tr><tr><td colspan="2">Date: 4 June 2024</td></tr><tr><th>Items bought</th><th>Amount (£)</th></tr><tr><td>50 litres diesel</td><td>92.50</td></tr><tr><td>2 bottles of screen wash</td><td>7.00</td></tr><tr><td>TOTAL</td><td>99.50</td></tr></table>	PETTY CASH VOUCHER		Name: PC Maxin		Voucher number: 526945		Date: 4 June 2024		Items bought	Amount (£)	50 litres diesel	92.50	2 bottles of screen wash	7.00	TOTAL	99.50	6	<p>Award marks as follows:</p> <ul style="list-style-type: none">one mark for the correct dateone mark for each accurate item (2 x 1 mark)one mark for the correct total for each item (2 x 1 mark)one mark for correct calculation of the total (OFR applies) <p>Item description must include the quantity and size i.e. litres/bottles.</p> <p>Year must be included in the date to award (2024 or 24).</p> <p>.00, etc not required on amounts.</p>
PETTY CASH VOUCHER																					
Name: PC Maxin																					
Voucher number: 526945																					
Date: 4 June 2024																					
Items bought	Amount (£)																				
50 litres diesel	92.50																				
2 bottles of screen wash	7.00																				
TOTAL	99.50																				
	(a)	(ii)	<p>Indicative content:</p> <ul style="list-style-type: none">finance	1	<p>One mark for correct identification.</p> <p>Financial BOD if seen.</p>																

	(a)	(iii)	<p>Responses include:</p> <p>Hard copy:</p> <p>Positive:</p> <ul style="list-style-type: none"> do not need computer access/password/login details do not need technology do not need to copy/scan receipt/proof of purchase not affected by a power cut not affected by computer viruses/hacking <p>Negative:</p> <ul style="list-style-type: none"> can be damaged/ripped can be lost can be misplaced/mis-filed cannot be emailed (unless scanned) cannot be retrieved (if lost) hard copies need to be bought/printed need <u>physical</u> storage/ space (1) e.g. filing cabinet not environmentally friendly/waste of paper anyone in office might be able to see it <p>Electronic copy:</p> <p>Positive:</p> <ul style="list-style-type: none"> can be accessed from anywhere/instantly/at all times can be completed anywhere/instantly can be emailed can be password protected/screensaver used do not have the cost of printed petty cash vouchers do not need space for physical storage 	8	<p>Levels of response</p> <p>Level 4 (7 – 8 marks) Candidate gives a justified recommendation about which version should be used.</p> <p>Level 3 (5 – 6 marks) Candidate analyses the impact on Dartshire Police.</p> <p>Level 2 (3 – 4 marks) Candidate explains reason(s) why hard-copy/electronic copies should be used.</p> <p>Level 1 (1 – 2 marks) Candidate identifies reason(s) why hard-copy/electronic copies should be used.</p> <p>L1 Reason(s) for using hard-copy/electronic documents.</p> <p>L2 Explanation of L1 (because). L2 not required to access L3.</p> <p>L3 Impact on/consequence to Dartshire Police of L1 reason.</p> <p>L4 – A reasoned recommendation of which version should be used. Reason can be a positive of chosen format or a negative of rejected format. Award 7 marks for a justified non-contextual decision. Award 8 marks for a justified contextual decision. Annotate CONT where seen.</p>
--	-----	-------	--	---	--

Question	Answer	Marks	Guidance
	<ul style="list-style-type: none"> environmentally friendly <u>system/computer</u> creates back-up copies/automatic back-up copies <p>Negative:</p> <ul style="list-style-type: none"> can be mis-saved can be deleted (in error)/wiped can be hacked/computer virus need computer access/password/login details need to be able to scan/photograph receipts reliance on technology/malfunction technology needs to be available/bought e.g. wi-fi, etc <p>Exemplar response:</p> <p>Hard copies are more likely to be damaged (L1) this means the <u>police</u> won't have a record of the money paid out (L3).</p> <p>Electronic copies can be emailed (L1) because they are completed on a computer (L2). This saves time (L3).</p> <p>I think that electronic copies should be used. This is because finance employees and the police officers (CONT) can access the vouchers when they need to from different locations (L4).</p>		<p>For context look for officer, constable, sergeant, (police/petrol) station, diesel, screen wash, crime, force, etc.</p> <p>Do not award 'police' in isolation as context.</p> <p>Do not award 'easier' – TV.</p> <p>Quicker L2, saves time L3.</p> <p>Expensive, costs money L2, spend more money, increase costs, costs more money L3.</p> <p>Safe, safer L2.</p> <p>L3. Do not award impact on profit.</p>

Question			Answer	Marks	Guidance
2	(a)		<p>Responses include:</p> <ul style="list-style-type: none"> • congestion charge • fuel/transport/mileage/travel • printing/photocopying • refreshments/catering (during meeting) • subsistence/food/drink (journey) • tolls 	1	<p>Award one mark for correct identification.</p> <p>Do not award cost of a venue, accommodation, any cost relating to the Open Day itself or salary. The cost identified must be an <u>additional</u> cost to Dartshire Police.</p>
	(b)		<p>Responses include:</p> <ul style="list-style-type: none"> • car parking • <u>close to</u> transport links/bus stop/station/motorway • later start time (for those travelling from police stations further away) • transport 	1	<p>Award one mark for correct identification.</p> <p>Does not have to be in context.</p>

Question			Answer	Marks	Guidance
	(c)		<p>Responses include:</p> <ul style="list-style-type: none"> • (attendance) register • agenda • invitation/notice of meeting • minutes <p>Exemplar response:</p> <p>Agenda (1) This means <u>attendees will know</u> what will be talked about in the meeting (1).</p>	2 x 2 marks	<p>In each instance award:</p> <p>One mark for correct identification of a document</p> <p>PLUS</p> <p>One mark for correct identification of its purpose</p> <p>Document must be correctly identified to award the second mark.</p> <p>Second mark is for purpose not description i.e. why is it needed?</p> <p>Does not have to be in context.</p>

Question			Answer	Marks	Guidance
	(d)		<p>Responses include:</p> <p>Check that:</p> <ul style="list-style-type: none"> • corporate colours are used • correct font is used • it has an appropriate tone • it includes the logo • it is suitable for the audience • letterheaded paper is used • no copyright legislation has been breached • no data protection protocols have been breached/no confidential information is shared • spelling/grammar is correct • the format is appropriate • the information/content is accurate • the information/content is relevant • the layout is appropriate 	1	<p>Award one mark for identification of a check that should be made.</p> <p>Do not award any reference to looking professional - TV.</p> <p>Accuracy of information can be awarded if specific information is stated e.g. if the time <u>of the meeting</u> is accurate, if the date <u>of the meeting</u> is accurate, if the location <u>of the meeting</u> is accurate, etc.</p>

Question			Answer	Marks	Guidance
	(e)		<p>Indicative content:</p> <ul style="list-style-type: none"> • telephone conference • video conference • web conference/Teams/Zoom/Skype/Google Meet/online/virtual <p>Exemplar response:</p> <p>Format – web conference (1) This type of meeting is held via computer (1) so employees don't have to travel (1).</p>	2 x 3 marks	<p>In each instance award:</p> <p>One mark for correct identification of a meeting format</p> <p>PLUS</p> <p>One mark for <u>description</u> or <u>a feature</u> of the format or an <u>example</u></p> <p>One mark for an advantage/disadvantage to Dartshire Police or its employees of using the format identified.</p> <p>Do not award 'call' or 'meeting' to mean conference for video and telephone.</p> <p>Do not award easier, quicker, cheaper, etc. – TV.</p>

Question			Answer	Marks	Guidance
3	(a)	(i)	<p>Indicative content:</p> <ul style="list-style-type: none"> • appropriate heading/title e.g. Open day (1) • correct date i.e. <u>24 August</u> or <u>24/8</u>. Year not required (1) • correct time i.e. <u>11.00am</u> – <u>4.00pm</u> (1) • correct location i.e. Cawden Police Station (1) • sentence encouraging people to attend (1) 	5	<p>Award one mark for each bullet included in the social media post. Post must be fit for purpose.</p> <p>Time must clearly be am and pm to award e.g. 11.00am-4.00pm, 11am-4pm, 11.00-16.00.</p>
	(a)	(ii)	<p>Responses include:</p> <ul style="list-style-type: none"> • <u>adverse/negative</u> impact on reputation • aim of Open Day not met/event will not be successful • <u>fewer</u> people might attend/people might not attend • loss of trust • missed opportunity for the police to interact with the local community • poor reviews/comments/feedback • post could be removed/taken down (by the platform) • waste of <u>police time</u> 	2 x 1 mark	<p>Award one mark for each correct identification up to a maximum of two.</p> <p>Identification must be of <u>the consequence</u> not a potential error.</p> <p>Consequence must be relevant to the <u>Open Day</u> being organised by Dartshire Police.</p> <p>Consequence must relate to <u>Dartshire Police</u> not the general public.</p> <p>Do not award unprofessional/not professional.</p>

Question			Answer	Marks	Guidance
	(b)	(i)	<p>Responses include:</p> <ul style="list-style-type: none"> • cannot meet other deadlines/other deadlines may need to be changed • colleagues may struggle to complete their tasks • everything won't be ready/in place for the Open Day/event cancelled • increased workload/need to bring in extra staff • poor reputation <p>Exemplar response: The fairground (CONT) (1) rides might not be set up in time (1).</p>	2 x 2 marks	<p>In each instance award:</p> <p>One mark for correct identification of an impact</p> <p>PLUS</p> <p>One mark for context. Annotate CONT</p> <p>Impact must be business-facing.</p> <p>Context includes: 24 August, 11am, 4pm, police cars, officers, demonstrations, fairground, rides, competitions, station, force, crime, local community, etc.</p> <p>Do not award the police will look unprofessional or similar.</p>
	(b)	(ii)	<p>Indicative content:</p> <ul style="list-style-type: none"> • according to urgency • according to importance • according to the consequences of late completion • according to the status of the task originator • according to the interactivity of tasks • according to the suitability for delegation 	2 x 1 mark	One mark for each correct identification up to a maximum of two.

Question	Answer	Marks	Guidance
(c)	<p>Responses include:</p> <p>Telephone skills:</p> <ul style="list-style-type: none"> • answer the phone according to business/police procedure • ask before putting a caller on hold • ensure the message/content is fully understood e.g., repeat details • identify the caller when transferring a call • identify yourself/the police clearly • know how to use the functions of a phone (1) i.e. call-holding, call-waiting, voicemail, call-transfer • show good manners/be polite • take messages effectively (1) e.g. identify who the call is for, note the time and date of the call, ensure the message is relayed promptly • use active listening techniques • use clear speech/audible speech • use professional/formal language or tone/do not use slang or inappropriate language • use the correct form of address • write/take details accurately (time, date, location, name, contact number etc.) <p>Exemplar response:</p> <p>Telephone skill – writing details down correctly (1)</p> <p>This is important because the police will need to know the correct address of an emergency (1).</p>	4	<p>In each instance award:</p> <p>One mark for identifying a telephone skill</p> <p>PLUS</p> <p>One mark for explaining why the skill is important</p> <p>Skill does not have to be in context.</p> <p>Skill must be correct in the ‘telephone skill’ box to award the second mark.</p> <p>Do not award to be professional or similar as the explanation.</p>

Need to get in touch?

If you ever have any questions about OCR qualifications or services (including administration, logistics and teaching) please feel free to get in touch with our customer support centre.

Call us on

01223 553998

Alternatively, you can email us on

support@ocr.org.uk

For more information visit



ocr.org.uk/qualifications/resource-finder



ocr.org.uk



Twitter/ocrextams



/ocrextams



/company/ocr



/ocrextams



CAMBRIDGE
UNIVERSITY PRESS & ASSESSMENT

OCR is part of Cambridge University Press & Assessment, a department of the University of Cambridge.

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored. © OCR 2024 Oxford Cambridge and RSA Examinations is a Company Limited by Guarantee. Registered in England. Registered office The Triangle Building, Shaftesbury Road, Cambridge, CB2 8EA.

Registered company number 3484466. OCR is an exempt charity.

OCR operates academic and vocational qualifications regulated by Ofqual, Qualifications Wales and CCEA as listed in their qualifications registers including A Levels, GCSEs, Cambridge Technicals and Cambridge Nationals.

OCR provides resources to help you deliver our qualifications. These resources do not represent any particular teaching method we expect you to use. We update our resources regularly and aim to make sure content is accurate but please check the OCR website so that you have the most up-to-date version. OCR cannot be held responsible for any errors or omissions in these resources.

Though we make every effort to check our resources, there may be contradictions between published support and the specification, so it is important that you always use information in the latest specification. We indicate any specification changes within the document itself, change the version number and provide a summary of the changes. If you do notice a discrepancy between the specification and a resource, please [contact us](#).

Whether you already offer OCR qualifications, are new to OCR or are thinking about switching, you can request more information using our [Expression of Interest form](#).

Please [get in touch](#) if you want to discuss the accessibility of resources we offer to support you in delivering our qualifications.