

**CAMBRIDGE TECHNICALS LEVEL 2 (2016)**

**Examiners' report**

# **BUSINESS**

**05893, 05891, 05892**

**Unit 1 January 2024 series**

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## Introduction

Our examiners' reports are produced to offer constructive feedback on candidates' performance in the examinations. They provide useful guidance for future candidates.

The reports will include a general commentary on candidates' performance, identify technical aspects examined in the questions and highlight good performance and where performance could be improved. The reports will also explain aspects which caused difficulty and why the difficulties arose, whether through a lack of knowledge, poor examination technique, or any other identifiable and explainable reason.

Where overall performance on a question/question part was considered good, with no particular areas to highlight, these questions have not been included in the report.

Links to the question paper and a full copy of the mark scheme can be downloaded from [Teach Cambridge](#).

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## Unit 1 series overview

This unit assesses a range of knowledge through multiple choice questions. As is often the case, candidates performed better on some Learning Outcomes (LO) compared to others. For example, questions assessing LO3 and LO4 were answered particularly well. Nevertheless, it was sometimes the case that candidate performance varied on the questions designed to assess a particular AO.

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
<ul style="list-style-type: none"> <li>Demonstrated a breadth of knowledge enabling them to answer questions targeting each of the LOs.</li> </ul>	<ul style="list-style-type: none"> <li>Had gaps in their knowledge meaning that they were unable to answer some of the questions accurately.</li> </ul>

### Learning outcome 1: questions 1, 14, 17, 23, 26, 40

This learning outcome requires candidates to know about organisational structures and functional areas of businesses. Performance in this LO was the lowest across the seven LOs but it was evident that candidates had a good knowledge of this area.

The majority of candidates selected the correct response to Questions 1 and 17. Question 23 was answered incorrectly by the majority of candidates.

### Learning outcome 2: questions 12, 19, 21, 25

This learning outcome requires candidates to know about arranging meetings, travel and accommodation. The majority of candidates selected the correct responses to all of these questions.

The majority of candidates selected the correct response to Question 21. Question 19 was answered less well; however, the majority of candidates did select the correct response for this question.

### Learning outcome 3: questions 2, 3, 6, 15, 20, 24, 27, 30

This learning outcome requires candidates to know about communication, teamwork and deadlines. Performance in this LO was second highest across all seven LOs.

Candidates performed exceptionally well on Question 6, with nearly all candidates selecting the correct response here. Whilst, overall, performance was very strong on this learning outcome, candidates found Question 30 more challenging.

## Learning outcome 4: questions 18, 32, 36

This learning outcome requires candidates to know about handling mail and payments. Performance in this LO was the highest across all seven LOs.

The vast majority of candidates selected the correct response for Questions 18 and 36, Question 32 appeared to be more challenging, although the majority of candidates did successfully select the correct response here.

## Learning outcome 5: questions 4, 5, 9, 13, 28, 34, 38

This learning outcome requires candidates to know about technology used in business administration. On average, candidates performed well for this LO but there was a lot of variation within this LO as to how accurately questions were answered.

Most candidates selected the correct response to Question 13, but candidates appeared to be more challenged by Question 28 as the majority of candidates selected the incorrect response here.

## Learning outcome 6: questions 7, 10, 29, 33, 35, 39

This learning outcome requires candidates to know about using business documents and stationery. On average, performance in this LO was the second lowest across all seven LOs but there was a lot of variation in performance across these questions.

The vast majority of candidates selected the correct response to Question 35 but the majority selected the incorrect response to Question 10.

### Assessment for learning



Make sure candidates are familiar with situations where petty cash vouchers are used. This knowledge might be consolidated through sorting activities whereby candidates are given different expenses and asked to decide which would require a petty cash voucher.

## Learning outcome 7: questions 8, 11, 16, 22, 31, 37

This learning outcome requires candidates to know workplace legislation and common business policies that affect employees in business administration. Performance was mixed for these questions.

The majority of candidates selected the correct response for Question 16 but the majority of candidates selected the incorrect response for Question 8.

## Appendix 1 Questions

### Question 1

Which functional area is responsible for identifying staff training needs?

A Human resources

B Marketing

C Production

D Sales

[1]

### Question 2

An email is an example of which type of communication?

A Face-to-face

B MMS

C Verbal

D Written

[1]

### Question 3

Why would a manager want employees to work in a team?

A So employees can make all of the decisions

B So more employees will be needed

C To reduce output

D To support colleagues

[1]

### Question 4

Call redirect can be used to:

A forward a call from a landline to a mobile phone

B join a telephone conference

C send a text message to tell a caller that the user is busy

D wait for the user to finish the call they are on

[1]

## Question 5

Which is **not** a computing device?

A Desktop

B Laptop

C Operating system

D Tablet

[1]

## Question 6

Social media is used in the workplace to:

A authorise payments

B connect with lots of customers

C deliver products

D link tablets and printers

[1]

## Question 7

Below is an example of an invoice.

INVOICE			
Invoice address .....	Delivery address .....	Invoice number .....	
.....	.....	Invoice date .....	
.....	.....	Payment due .....	
Quantity	Description	blank	Amount
		Total	

Which piece of information should replace 'blank' in the shaded box?

- A
- B
- C
- D

[1]

## Question 8

According to the Data Protection Act, which must remain confidential?

- A
- B
- C
- D

[1]

## Question 9

A printer can be used to:

- A laminate a document
- B photocopy a letter
- C update a database
- D word process a report

[1]

## Question 10

Which document would be used to record buying a jar of coffee for the staffroom?

- A Credit note
- B Invoice
- C Petty cash voucher
- D Purchase order

[1]

## Question 11

According to the Health and Safety at Work Act, which should employees report to their employer?

A A change of bank account details

B Harassment

C Pregnancy

D Slips, trips or falls

[1]

## Question 12

Which is a drawback of using a hard-copy diary?

A Additional fees may be charged

B Diaries of employees can be linked together

C Documents can be attached

D If not to hand, dates cannot be checked

[1]

## Question 13

Which technology can be used for making notes?

A Memory stick

B Tablet

C VDU

D Wi-Fi

[1]

## Question 14

Which is a key responsibility of the sales function?

A Designing new products

B Manufacturing

C Paying suppliers

D Responding to customer queries

[1]

## Question 15

A manager wants to confirm with all team members the time of a meeting later today.

Which method of communication should they use?

A Letter

B Presentation

C Report

D SMS

[1]

## Question 16

An employee regularly experiences racist comments from colleagues.

According to the Equality Act, what is this an example of?

A Harassment

B Team building

C Verbal communication

D Workplace banter

[1]

## Question 17

Entering data about payments received is a key responsibility of an administrator in which functional area?

- A Finance
- B Marketing
- C Operations
- D Sales

[1]

## Question 18

An administrator needs to buy stationery online.

Which method of payment would **not** be suitable?

- A Cash
- B Credit card
- C Debit card
- D Electronic transfer

[1]

## Question 19

Which document summarises what has been discussed in a meeting?

- A
- B
- C
- D

[1]

## Question 20

A benefit of using a mobile phone is:

- A
- B
- C
- D

[1]

## Question 21

Which is a feature of a video-conference?

- A Documents cannot be shared
- B Other participants cannot be seen
- C Useful for remote meetings
- D Useful when people work in the same office

[1]

## Question 22

Which topic would **not** be found in a 'use of personal mobile phone at work' policy?

- A Access to social media in working hours
- B Answering private telephone calls at work
- C Buying a new mobile phone
- D Taking photos in the workplace

[1]

## Question 23

Which type of organisational structure is **most** likely to use project teams?

A Flat hierarchical

B Functional

C Matrix

D Tall hierarchical

[1]

## Question 24

An apprentice has started a new job in an office.

Which type of communication is **most** appropriate for finding where the photocopier is?

A Email

B Non-verbal

C Text message

D Verbal

[1]

## Question 25

Which is a type of meeting?

- A Agenda
- B Report
- C Social media
- D Staff appraisal

[1]

## Question 26

A sole trader business is **most** likely to operate:

- A as a charity
- B as a community enterprise
- C in the private sector
- D in the public sector

[1]

## Question 27

Team members might informally share advice with each other using:

A a letter

B a report

C a text message

D an invoice

[1]

## Question 28

Desktop publishing is an example of:

A applications software

B data protection software

C marketing software

D systems software

[1]

## Question 29

A printer in an office is broken.

Which document should be completed?

- A
- B
- C
- D

**[1]**

## Question 30

What does a chain of command show?

- A
- B
- C
- D

**[1]**

## Question 31

Which would **not** be included in a shop's Code of Conduct?

- A
- B
- C
- D

[1]

## Question 32

A disadvantage to a business of being paid by cheque is that:

- A
- B
- C
- D

[1]

## Question 33

Which can be used to make sure a document is fit for purpose?

- A Following health and safety legislation
- B Laminating the document
- C Spelling and grammar checks
- D Uploading the document to social media

[1]

## Question 34

Online chat can be used for:

- A holding face-to-face meetings
- B printing documents
- C protecting documents
- D resolving complaints

[1]

## Question 35

Transactional documents often need authorisation.

What does authorisation mean?

A Being capable of making decisions

B Granting approval

C Having no power

D Storing insufficient information

[1]

## Question 36

When making a payment using cash, it is important to:

A ask for a receipt

B ask for the seller's bank details

C maintain confidentiality

D use an online payment app

[1]

## Question 37

An employee needs to maintain the confidentiality of a hand-written document.

How should the document be protected?

A Store it in a locked filing cabinet

B Store it in the manager's desk drawer

C Use a network password

D Use a screen-saver

[1]

## Question 38

Which software application is used to query records?

A Database

B Desktop publishing

C Email

D Presentation

[1]

## Question 39

A business wants to buy stock.

Which document should be completed **first** in the transaction process?

A Credit note

B Invoice

C Purchase order

D Receipt

[1]

## Question 40

Which functional area is responsible for sourcing raw materials?

A Finance

B Marketing

C Operations

D Sales

[1]

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