CAMBRIDGE TECHNICALS LEVEL 2 (2016)

Examiners' report

BUSINESS

05893, 05891, 05892

Unit 1 Summer 2024 series

Contents

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.

A full copy of the question paper and the mark scheme can be downloaded from OCR.

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 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:
• Demonstrated a breadth of knowledge enabling them to answer questions targeting each of the LOs.	• Had gaps in their knowledge meaning that they were unable to answer some of the questions accurately.

Learning outcome 1: Questions 2, 10, 12, 24, 28, 35

This learning outcome requires candidates to know about organisational structures and functional areas of businesses. Performance in this LO was quite low, suggesting that in general, candidates had gaps in knowledge in this area.

Misconception
? There appears to be misconceptions about the roles of administrators in different business functions.

Learning outcome 2: Questions 7, 16, 29, 33

This learning outcome requires candidates to know about arranging meetings, travel, and accommodation. Performance in this LO was generally good; however, Question 33 was answered incorrectly by the majority of candidates.

Learning outcome 3: Questions 1, 3, 8, 21, 26, 34, 36, 37

This learning outcome requires candidates to know about communication, teamwork, and deadlines. Candidates performed very well in this LO. Question 8 and Question 21 were answered particularly well, with the vast majority of candidates selecting the correct response for these questions.

Learning outcome 4: Questions 19, 27, 31

This learning outcome requires candidates to know about handling mail and payments. Candidates appeared to find this area more challenging, with the majority of candidates selecting incorrect responses for all three questions.

Learning outcome 5: Questions 4, 5, 17, 20, 32, 39, 40

This learning outcome requires candidates to know about technology used in business administration. Candidates performed well in this LO, with the majority of them selecting the correct response to these questions.

Learning outcome 6: Questions 11, 14, 22, 23, 25, 30

This learning outcome requires candidates to know about using business documents and stationery. Performance was mixed in this LO. For example, candidates seemed to struggle with Question 23, but excelled on Question 30.

Learning outcome 7: questions 6, 9, 13, 15, 18, 38

This learning outcome requires candidates to know workplace legislation and common business policies that affect employees in business administration. Candidates performed reasonably well in this LO, with the majority selecting the correct answer for most questions, however, it is evident that a large number of candidates do have gaps in their knowledge here.

Appendix 1 Questions

Question 1

Which of the following could be used by team members to informally share advice with each other?

A	A Code of Conduct
B	A report
C	An email
D	An invoice

[1]

Question 2

A business that has a functional organisational structure:

A	does not need an employee health and safety policy
B	must not use technology to communicate with employees
C	organises employees based on the tasks they perform
D	organises employees into project teams

[1]

Question 3

A supervisor needs to tell all team members about a change in the time of today's staff meeting.

Which form of communication is **most** appropriate?

A | Email

B | Letter

C | MMS

D | Presentation

[1]

Question 4

Which of the following would an administrator use to make notes for planned events?

A | Call-holding

B | Laminator

C | Tablet

D | Voicemail

[1]

Question 5

Which of the following enables verbal discussions to be held between people in different locations?

A | An email exchange

B | Face-to-face team meetings

C | SMS

D | Teleconferencing

[1]

Question 6

Which of the following is **not** an example of a hazard?

A | A trailing extension cable

B | An overflowing waste bin

C | Providing ear plugs

D | Working in a confined space

[1]

Question 7

Which of the following is an example of providing administrative support for an internal meeting?

A | Circulating the agenda

B | Ensuring customer confidentiality

C | Inviting suppliers to attend

D | Setting a budget

[1]

Question 8

Which of the following should be used in a formal telephone conversation?

A | Clear speech

B | Inappropriate language

C | Open body language

D | Slang

[1]

Question 9

According to the Health and Safety at Work Act, what must an employer do?

A | Ask employees to buy their own health and safety equipment

B | Not discriminate on the grounds of physical health

C | Provide a written health and safety policy

D | Show customers how to lift items safely

[1]

Question 10

An administrator in which business function would input data about stock levels?

A | Finance

B | Human Resources

C | Production

D | Sales

[1]

Question 9

Question 11

Hard copies of documents:

A	can be accessed via a shared network
B	can be scanned onto a computer
C	must always be filed chronologically
D	require less storage space than electronic copies

[1]

Question 12

For which type of organisation are its members also its owners?

A	Community enterprise
B	Cooperative
C	Local authority
D	Private limited company

[1]

Question 13

In the context of the Equality Act, 'victimisation' means being treated badly:

A | because you have been the victim of a crime

B | because you have made a complaint about discrimination

C | because you have not been promoted at work

D | because you have not received appropriate training

[1]

Question 14

Effective digital storage procedures require administrators to:

A | ensure all files have been scanned

B | obtain line manager approval before storing files

C | save each file with an appropriate file name

D | secure files in a locked filing cabinet

[1]

Question 15

An employee regularly makes racist comments to colleagues. According to the Equality Act, what is this an example of?

A | Harassment

B | On-the-job training

C | Sensitive data

D | Team building

[1]

Question 16

Which of the following is **not** a feature of an electronic diary system?

A | Appointments can be added into colleagues' diaries

B | Can be used to transfer money to colleagues

C | Diaries of colleagues can be linked

D | Reminders and alerts can be set for colleagues

[1]

Question 17

Which of the following is an example of a computing **device**?

A	Keyboard

B	Laptop

C	Printer

D	Scanner

[1]

Question 18

Which of the following issues would **not** be included in a 'use of mobile phone at work policy'?

A	Whether an employee may access social media in working hours

B	Whether an employee may answer private telephone calls at work

C	Whether an employee may eat lunch at their desk

D	Whether an employee may take photos with their phone in the workplace

[1]

Question 19

Which method of receiving a payment would **not** incur a handling charge from a bank?

A   Cash

B   Cheque

C   Credit card

D   Debit card

[1]

Question 20

Which of the following is **most** likely to be used by administrators in a factory to maintain stock records?

A   Database

B   Online chat

C   Social media

D   Word processing software

[1]

Question 21

An administrative apprentice is struggling to meet an internal deadline. What should they do?

A | Ask a customer for help

B | Ask if the deadline can be extended

C | Ignore the deadline

D | Rush through the work

[1]

Question 22

Below is an extract from the minutes of a meeting.

What information should replace 'blank' in the shaded box?

MINUTES OF MEETING	
Location:	Marwood House Room H10
Date:	26/03/24
Time:	10.30 am
'blank'	
Agenda items discussed:	
1 Update on sales figures	
2 Planned new product launches	
3 Any other business	

A | Appendix

B | Names of attendees

C | Recommendations

D | Sender's address

[1]

Question 23

Which document would an office administrator use to record spending on items such as coffee and teabags?

A | Credit note

B | Invoice

C | Memo

D | Petty cash voucher

[1]

Question 24

For what would the sales function in a furniture store be responsible?

A | Building a rapport with new customers

B | Calculating sales assistants' wages

C | Designing a new range of beds

D | Sourcing new styles of sofas

[1]

Question 25

An administrator in a college needs to buy printer ink from a national supplier. Which of the following documents should be completed **first** in the transaction process?

A   Credit note

B   Invoice

C   Purchase order

D   Receipt

[1]

Question 26

On which form of written business communication is a company logo **most** likely to be seen?

A   Database

B   Letter

C   Memo

D   Spreadsheet

[1]

Question 27

Which of the following is **not** a part of an administrator's role when processing outgoing mail?

A | Checking envelope sizes

B | Delivering mail promptly

C | Using a franking machine

D | Weighing the letters

[1]

Question 28

In which business function would an administrator prepare a receipt for an invoice that has been paid?

A | Finance

B | Marketing

C | Operations

D | Sales

[1]

Question 29

An administrator in the Human Resources function will provide support for which type of meeting?

A | Data management

B | Finance

C | Marketing

D | Training

[1]

Question 30

The office scanner is broken. Which form should be completed?

A | Petty cash voucher

B | Purchase order

C | Reprographics request

D | Request for repair

[1]

Question 31

Identity fraud may be an issue when receiving payment for goods via:

A | cash

B | credit note

C | debit card

D | invoice

[1]

Question 32

A memory card is an example of:

A | a computing device

B | a computing resource

C | a printing device

D | computer software

[1]

Question 33

Which of the following is a way to support the organisation of business travel?

A | Checking health and safety policy

B | Confirming venue capacity

C | Producing itineraries

D | Taking minutes

[1]

Question 34

A sales manager should use .... to train all of the sales team about the launch of a new product.

Which of the following will **best** complete the sentence?

A | a memo

B | a post on social media

C | a presentation

D | an MMS

[1]

Question 35

Public sector organisations are owned by:

A | entrepreneurs

B | the government

C | their customers

D | their shareholders

[1]

Question 36

Below is an extract from an email.

| To: |
| CC: |
| 'blank' |
| Subject: |

What information should replace 'blank' in the shaded box?

A | BCC

B | CEO

C | PLC

D | SMS

[1]

Question 37

Which of the following is an important telephone skill?

A   Accurate spelling and punctuation

B   Ensuring that the message is understood

C   Passive body language

D   Speaking quickly and quietly

[1]

Question 38

Administrators in a bank rely on computers to carry out their job roles. According to the Health and Safety (Display Screen Equipment) Regulations, these administrators have a right to:

A   frequent software updates

B   personal passwords

C   regular breaks

D   security checks

[1]

Question 39

Which form of communication may allow you to leave a voicemail?

A	MMS

B	Mobile telephone call

C	SMS

D	Teleconferencing

[1]

Question 40

Which feature of a telephone system is **most** likely to be used when a caller is placed in a queue?

A	Call-holding

B	Call-redirecting

C	Teleconferencing

D	Text messaging

[1]

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Why should you use our online courses?

With these online courses you will:

- learn about the key principles and processes of internal assessment and standardisation

- gain a deeper understanding of the marking criteria and how to apply them consistently and accurately

- see examples of student work with commentary and feedback from OCR moderators

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- the purpose and benefits of internal assessment

- the roles and responsibilities of teachers, assessors, internal verifiers and moderators

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- the assessment objectives and marking criteria for the NEA units

- examples of student work with commentary and feedback for the NEA units

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