Cambridge Technicals

Business

Unit 2C: Understand the role of an administrator

Level 2 Cambridge Technical in Business Administration
05891 - 05892

Mark Scheme for January 2025

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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.

MARKING INSTRUCTIONS

PREPARATION FOR MARKING
SURPASS

1. Make sure that you have accessed and completed the relevant training packages and instructions for on-screen marking using Surpass.

2. Make sure that you have read and understood the mark scheme and the questions for this unit. These are available in Surpass.

3. Log-in to Surpass and browse and provisionally mark candidate responses prior to standardisation as instructed.

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 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.

5. Rubric Error Responses

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, 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.   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 any way 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 is not an attempt at the question.
Note: Award 0 marks – for an attempt that earns no credit (including copying out the question).

7.   Assistant Examiners will send a brief report on the performance of candidates to their Team Leader (Supervisor) via email by the end of the marking period. The report should contain notes on particular strengths displayed as well as common errors or weaknesses. Constructive criticism of the question paper/mark scheme is also appreciated.

8.   **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)

9.   **Subject-specific marking instructions**

L3 analysis is required before L4 can be accessed.

Question			Answer	Marks	Guidance
1	**(a)**		**Responses include:** Advantage: • can hear tone of voice • can read body language/see facial expressions • can answer any (patient) questions • quick/instant <u>response/feedback</u> • date/time/appointment can be <u>discussed</u> Disadvantage • information can be forgotten • no written record/not written down • nothing to be referred back to **Exemplar response** **Advantage** – the time can be discussed **(1)** so they are more likely to arrive on time for their dental **(CONT)** appointment **(+2).** A time can be discussed **(1)** so they should arrive on time **(+1).** **Disadvantage** – the details won't be written down **(1)** so they might miss their dental **(CONT)** appointment **(+2)**. They might forget the appointment **(1**) so they don't turn up **(+1).**	6	In each instance award: **One** mark for advantage/disadvantage **PLUS** **One** mark for a business facing impact **AND/OR** **One** mark for context. Annotate CONT. Do **not** award 'easier' or 'quicker/faster' in isolation as an advantage. Response can be in the context of telephone communication but the advantage/disadvantage must relate to the communication being verbal not the fact that it is using the telephone. Impact on appointments can be awarded as a business facing impact e.g. missing an appointment. For context look for dentist, nurse, dental, surgery, receptionist, Marstead. Do **not** award 'appointment' or 'patient' as context.

Question			Answer	Marks	Guidance
	(b)		**Indicative content:** • direct messaging (1) e.g. WhatsApp • email • letter • <u>text</u> message/SMS	2	In each instance award: **One** mark for correct answer Do **not** reward social media, unless the answer clearly states direct messaging/DM.
	(c)		**Indicative content:** • Digital storage **(1)** e.g. shared network, <u>cloud/online/electronic</u> storage, <u>online/electronic/computer</u> file/folder, USB, memory card, hard drive • Physical storage **(1)** e.g. filing cabinets, desk drawers. **Exemplar response:** Cloud storage **(1)** could be used. This is when documents are uploaded to servers somewhere else **(+1)**. A locked **(+1)** filing cabinet **(1)**.	4	In each instance award: **One** mark for a method **PLUS** **One** mark for description Description can be of the method **or** how confidentiality is maintained. Do **not** award 'copy/copies' (or similar) as this is the format not the storage method. Do **not** award description that repeats the method e.g. cloud storage is where documents are uploaded to the cloud.

Question			Answer	Marks	Guidance
	(d)		**Responses include:** • maintains/improves customer satisfaction • maintains/improves the business' reputation/image • messages should be (more) accurate • <u>shows</u> good customer service • so it is clear what the receptionist is saying/convey an accurate message • to provide help to customers • to resolve any issues • to understand what the customer is calling for/what the customer wants **Exemplar response:** It improves patient satisfaction with the surgery **(CONT) (2)**. It shows good customer service **(1)**.	4	In each instance award: **Two** marks for a contextual reason why it is important. Annotate CONT **OR** **One** mark for a non-contextual reason why it is important Do **not** award 'professional'. Do **not** award responses in the negative i.e. what may happen if effective telephone skills are not used. For context look for dentist, nurse, dental, surgery, appointment, Marstead. Do **not** award 'receptionist' or 'patient' as context.

Question			Answer	Marks	Guidance
2	**(a)**	**(i)**		6	Award marks as follows: • **one** mark for the correct date – 14 January 2025. Year **must** be included. • **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) '.00' is not required on prices/totals. Item description **must** include size of bottle/tube to award i.e. litre or l and millilitre or ml. Bottle/tube **not** required.

Within the answer cell:

Order number: 3285 | **Date:** 14 January 2025

Description of items	Quantity to be ordered	Unit price (£)	Total (£)
5 litre (bottle) mouthwash	8	24.50	196.00
200ml (tube) toothpaste	10	2.00	20.00
		Subtotal	£ 216.00
		VAT @ 20%	£ 43.20
		Total	£ 259.20

| | (a) | (ii) | **Responses include:**
• delay to the delivery
• incorrect/unwanted items may be received/delivered
• items delivered to the wrong place
• may run out of stock/have too much stock
• purchase order could be sent to the wrong supplier
• receive items on the wrong date/items delivered on the wrong date
• records held will be incorrect
• wrong quantity of items may be received/delivered e.g. too many, too few | 2 | Award one mark for each correct identification, up to a maximum of two.

Identification must be of a consequence **not** what the error could be.

Consequence must relate to The Glen, not the supplier or patients.

Do **not** award 'lose revenue', 'lose money', 'lose profit', 'look unprofessional' etc.

Accept 'arrived' for received/delivered.

Accept 'amount'/'number' for quantity.

Also accept 'overpaid/underpaid', 'paid too much/paid too little', 'paid more than should/paid less than should'. Do **not** accept 'overcharged/undercharged'. |

Question			Answer	Marks	Guidance
	(b)		**Responses include:** • better employee relations/builds employee relationships/better working environment • can result in more/better ideas • deadlines more likely to be met • employees can help each other/can share workload • employees can share experience/advice/ideas • employees can share knowledge • improved (employee) motivation/morale • improved collaboration/communication • improved quality of service/mistakes avoided/higher standard • improved reputation/can support a positive reputation/image • increased productivity/more work completed • may reduce stress/pressure/improve mental health • tasks/work can be completed quicker/increased efficiency/work more efficiently **Exemplar response:** Employees can share their experience **(L1)** so if someone has a problem there should be another member of staff who can help **(L2)**. This means that the service provided to patients should be better **(L3)**. Some employees are more motivated in a team **(L1)** because they enjoy working in a team **(L2)**. This means that more work should be done **(L3)**.	8	**Levels of response** **Level 4 (7 – 8 marks)** Candidate evaluates benefits to The Glen of all employees working as a team. **Level 3 (5 – 6 marks)** Candidate analyses the impact to The Glen of all employees working as a team. **Level 2 (3 – 4 marks)** Candidate explains benefit(s) to The Glen of all employees working as a team. **Level 1 (1 – 2 marks)** Candidate identifies benefit(s) to The Glen of all employees working as a team. **L1.** Identification of benefit(s) of working in a team. **L2.** Any development of L1 benefit(s) e.g. explanation (the 'because'), an example, a stakeholder facing impact. L2 is not required to award L3. **L3.** Impact on The Glen of the identified benefit (**not** working as a team in general) L3 **must** link to either L1 or L2. NB Max one L3 per L1 point. **L4.** A reasoned judgment of which is the most important/significant benefit. Award 7 marks for a decision with non-contextual justification. Award 8 marks for a decision with contextual justification.

Question			Answer	Marks	Guidance
			Being able to share their experience and advice is the most important benefit because this will have a positive impact on the service provided to patients **(CONT)**. If patients are happy then they will keep coming back **(L4)**.		Reason **must** be business-facing. L1/L3. Do **not** award work more quickly/faster, etc. Must relate to task completion. For context look for patient, dentist, nurse, dental, surgery, appointment, receptionist, Marstead.
3	**(a)**		**Responses include:** • accessibility e.g. wheelchair access • availability of appropriate <u>internal </u>venue • availability of the venue • capacity/size/number of people it will fit/number of attendees • cost/budget • location accessibility/public transport availability/car parking/bus stop/walking distance • refreshments/catering/food/drink • required resources/equipment/tables/chairs, etc • reviews of the venue **Exemplar response:** It needs to have a large capacity **(1)** because lots of people from the local community might attend **(+1)**. If a projector is provided **(1)** because they might want to show a presentation **(+1)**.	6	In each instance award: **One** mark for a factor **PLUS** **One** mark for explanation Explanation is 'the because'. Do **not** award date/time in isolation. These must relate to the availability of the venue to award. Layout NBD. Do **not** award factors relating to availability of hotels/accommodation.

Question			Answer	Marks	Guidance
	(b)		**Indicative content:** • booking the venue **Reasons for choosing:** • venue needs to be included on the agenda • venue needs to be booked before the refreshments e.g. café need to know where they will be going, café needs to be local to the venue • interactivity of tasks • level of importance/level of urgency **Exemplar response:** The venue needs to be booked first **(1)** because the location needs to be on the agenda **(+1)**. Producing the agenda is therefore less important **(+1)**.	3	In each instance award: **One** mark for choosing 'booking the venue' **PLUS** **One** mark for a reason why it should be done first **PLUS** **One** mark for a 2nd reason why it should be done first **OR** **One** mark for a reason why one of the other two tasks cannot/should not be done first. Watch out for REP.

Question			Answer	Marks	Guidance
	(c)		**Responses include:** • accurate minutes will be available/taken/circulated • all required equipment will be ready/available • all required items will be covered in the meeting/meeting will stay on track • attendees/chair will know what the meeting is about/what time it starts/the date of the meeting/venue for the meeting • attendees will arrive at the correct venue • attendees will arrive on time • attendees will feel welcomed • attendess will be fully prepared for the meeting • help to promote a good reputation/image • meeting can begin promptly • relevant attendees will have been invited • refreshments will be available. **Exemplar response:** The local community will arrive on time for the meeting about the surgery **(CONT)** expansion **(2)**. The meeting can begin on time **(1)**.	4	In each instance award: **Two** marks for a contextual benefit. Annotate CONT. **OR** **One** mark for a non-contextual benefit Benefits must relate to supporting a meeting **not** arranging a meeting. To award, a benefit **must** be identified rather than a task completed when providing support to meetings e.g. circulating the agenda (NAQ), everyone will know what the meeting is about (✓). For context look for patient, dentist, nurse, dental, surgery, appointment, receptionist, Marstead. Do **not** award 'local community' as context.

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