

CAMBRIDGE TECHNICALS LEVEL 2 (2016)

Examiners' report

BUSINESS

05893, 05891, 05892

Unit 1 January 2025 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.

A full copy of the question paper and 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, students 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:
<ul style="list-style-type: none"> had a good overall knowledge of the course content, allowing them to gain marks across the learning outcomes. 	<ul style="list-style-type: none"> had gaps in their knowledge, meaning that they were unable to correctly answer some questions.

General comments on the paper

On average, performance across the learning outcomes was very similar, however, candidates did answer questions assessing LO3 particularly well.

Learning outcome 1: questions 2, 8, 16, 23, 30 and 40

This learning outcome requires candidates to know about organisational structures and functional areas of businesses. Performance in this LO was reasonable, with candidates achieving well on Questions 30 and 40. Candidates performed least well on Question 16, with just over half selecting the correct response. This suggests that different types of business ownership is an area that some candidates struggle with.

Learning outcome 2: questions 13, 29, 35 and 39

This learning outcome requires candidates to know about arranging meetings, travel and accommodation. On average, performance was reasonable for this LO. Candidates achieved very well on both Question 13 and Question 39 but less well on Question 35. This suggests that candidates could be clearer on the tasks involved to support meetings.

Learning outcome 3: questions 1, 6, 10, 14, 17, 19, 24 and 27

This learning outcome requires candidates to know about communication, teamwork and deadlines. As is often the case, performance was best for this LO. For instance, nearly all candidates correctly answered Questions 1 and 24. Nevertheless, performance was notably weaker for Questions 14 and 27 with less than half of candidates selecting the correct response for these questions. This suggests that some candidates struggle with knowing what drives internal deadlines and how to lay out business letters.

Learning outcome 4: questions 12, 20 and 25

This learning outcome requires candidates to know about handling mail and payments. There was very mixed performance for this LO with nearly all candidates correctly answering Question 12 but less than a quarter answering Question 20 correctly.

Misconception



Overall performance on Question 20 indicates that many candidates have a misconception as to the features of credit cards and how they work.

Learning outcome 5: questions 3, 5, 11, 18, 22, 33 and 36

This learning outcome requires candidates to know about technology used in business administration. Candidates performed reasonably well for this LO with some mixed performance across questions. For example, the best performance was for Question 18. Candidates seemed to struggle more with Question 11, suggesting that candidates are unclear on the features of online chat in the workplace.

Learning outcome 6: questions 7, 9, 15, 21, 31 and 37

This learning outcome requires candidates to know about using business documents and stationery. For most questions, around two thirds of candidates answered correctly. The exception to this is Question 31 for which just over a third of candidates answered correctly. This suggests that some candidates are not clear on when a credit note might be issued.

Learning outcome 7: questions 4, 26, 28, 32, 34 and 38

This learning outcome requires candidates to know workplace legislation and common business policies that affect employees in business administration. There was mixed performance for this LO with nearly all candidates answering Question 26 correctly, but less than half answering Question 32 correctly. This suggests that not all candidates are familiar with the Equality Act.

Appendix 1 Questions

Question 1

Which is an important telephone skill?

- A Using clear speech.
- B Using open body language.
- C Using passive body language.
- D Using SMS to send a document.

[1]

Question 2

In which functional area would an administrator arrange delivery of products to a customer?

- A Finance
- B Human resources
- C Marketing
- D Operations

[1]

Question 3

Which technology enables verbal discussions to be held between people in different locations?

A Data management software

B Email

C Online chat

D Teleconferencing

[1]

Question 4

According to the Health and Safety at Work Act, an employer must:

A ban the use of personal email in the workplace.

B not discriminate on the grounds of age.

C protect customers' personal information.

D provide safety equipment.

[1]

Question 5

Call-holding is used to:

A notify that a caller is waiting.

B place a caller in a queue.

C record a voicemail.

D redirect a call.

[1]

Question 6

A supervisor needs to tell the 30 operatives in their team about an urgent staff meeting.

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

A Email

B Letter

C Presentation

D Report

[1]

Question 7

What should an employee do when disposing of stationery items?

A Check the number of items delivered.

B Fill in a credit note.

C Follow the business' sustainability policy.

D Proof-read the documents.

[1]

Question 8

Which is a key responsibility of the human resources function?

A Arranging training opportunities.

B Checking the quality of products and services.

C Promoting products.

D Responding to customer queries.

[1]

Question 9

Which document would be used to summarise printing requirements?

A Purchase order

B Receipt

C Reprographics request form

D Request for repair form

[1]

Question 10

Who would have a lower status level than a supervisor?

A CEO

B Director

C Manager

D Operative

[1]

Question 11

What business purpose can online chat be used for?

A To enable a customer to interact with a real person.

B To have a verbal conversation with customers.

C To read customer reviews.

D To update systems software.

[1]

Question 12

Which can be used to make contactless payments?

A Cash

B Cheque

C Debit card

D USB stick

[1]

Question 13

When choosing a venue for a meeting, an administrator must consider:

- A the diaries of the attendees.
- B the location.
- C who will order the refreshments.
- D who will take the minutes.

[1]

Question 14

What would drive internal deadlines?

- A Following data protection legislation
- B Managing diaries
- C Office hours
- D Using grammar and spelling checks

[1]

Question 15

Which would **not** be used to check if a document is fit for purpose?

A

B

C

D

[1]

Question 16

A business in the public sector might be owned by:

A

B

C

D

[1]

Question 17

A business is **most** likely to use social media to:

A arrange an electronic transfer.

B inform customers about price discounts.

C pay its utility bills.

D process an online payment.

[1]

Question 18

For what business task would an administrator in the production function use a tablet?

A To calculate how much they are going to be paid.

B To check if a product is in stock.

C To update the business' health and safety policy.

D To write an online review about the business.

[1]

Question 19

Which is a way to ensure that deadlines are met?

- A Complete urgent tasks last.
- B Produce hard copies of documents.
- C Request authorisation from a line manager.
- D Use a time management tool.

[1]

Question 20

Which method of payment does **not** take money directly out of a customer's bank account?

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

[1]

Question 21

An administrator wants to buy ten filing cabinets.

Which document should be completed?

- A Invoice
- B Petty cash voucher
- C Purchase order
- D Travel expenses claim form

[1]

Question 22

Which software application should be used to perform complex calculations?

- A Desktop publishing
- B Electronic diary
- C Spreadsheet
- D Word processing

[1]

Question 23

Which type of business ownership would a business with 'Ltd' at the end of its name have?

- A Cooperative
- B Partnership
- C Private limited company
- D Public limited company

[1]

Question 24

Which type of communication is formal?

- A Letter
- B Picture message
- C Social media
- D Text message

[1]

Question 25

Why might an administrator weigh a letter?

- A To calculate the postage cost.
- B To make sure the correct person receives the letter.
- C To make sure the letter is delivered promptly.
- D To use internal mail.

[1]

Question 26

An employee sees a potential hazard in the workplace.

What should they do?

- A Post a photo of it on social media.
- B Report it to the Health and Safety manager.
- C Tell customers what they have seen.
- D Use appropriate equipment.

[1]

Question 27

When writing a letter, which closing should accompany 'Dear Sir/Madam'?

A Kind regards,

B Thanks,

C Yours faithfully,

D Yours sincerely,

[1]

Question 28

According to the GDPR, which is **not** an example of an employee's personal information?

A Contact details

B Date of birth

C Name

D Network password

[1]

Question 29

Which administrative task would involve arranging equipment?

- A
- B
- C
- D

[1]

Question 30

Which functional area is responsible for recording sales income?

- A
- B
- C
- D

[1]

Question 31

Which document should a business send to a customer who has returned a faulty product?

- A Credit note
- B Minutes of meeting
- C Purchase order
- D Request for repair form

[1]

Question 32

According to the Equality Act, employers must not discriminate against employees on the grounds that they:

- A are married.
- B have no family.
- C use inappropriate language.
- D wear inappropriate clothing.

[1]

Question 33

Which technology could be used to protect printed documents?

A A laminator

B A printer

C A scanner

D A shredder

[1]

Question 34

An 'internet at work' policy will include rules about:

A having an accident in the workplace.

B taking photos in the workplace.

C using personal email in the workplace.

D victimisation in the workplace.

[1]

Question 35

Which task should be done when providing support for a meeting?

A Arranging refreshments.

B Booking a venue.

C Calculating the cost of the venue.

D Choosing the meeting format.

[1]

Question 36

An administrator has been asked to produce a press release.

Which of these software applications would it be best to use?

A Database

B Desktop publishing

C Presentation

D Spreadsheet

[1]

Question 37

A business buys products from a supplier.

Which document should be exchanged at the end of the transaction?

- A
- B
- C
- D

[1]

Question 38

According to the Health and Safety at Work Act, what should an employee do?

- A
- B
- C
- D

[1]

Question 39

Which is the **most** likely reason for a team meeting?

A To assess individual performance.

B To discipline an employee.

C To maintain confidentiality.

D To share experience and advice.

[1]

Question 40

An administrator in the human resources function will provide administrative support for the:

A Finance supervisor

B HR manager

C Production operative

D Sales director

[1]

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Why should you use our online courses?

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