

Friday 10 January 2025 – Morning

Level 3 Cambridge Technical in Business

05834/05835/05836/05837/05878 Unit 2: Working in business

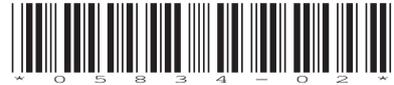
Time allowed: **1 hour 30 minutes**

C422/2501



You can use:

- a calculator



Please write clearly in black ink. **Do not write in the barcodes.**

Centre number

| | | | | | |
|--|--|--|--|--|--|
| | | | | | |
|--|--|--|--|--|--|

Candidate number

| | | | | |
|--|--|--|--|--|
| | | | | |
|--|--|--|--|--|

First name(s)

Last name

Date of birth

| | | | | | | | |
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| D | D | M | M | Y | Y | Y | Y |
|---|---|---|---|---|---|---|---|

INSTRUCTIONS

- Use black ink.
- Write your answer to each question in the space provided. You can use extra paper if you need to, but you must clearly show your candidate number, the centre number and the question number(s).
- Answer **all** the questions.

INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [].
- This document has **12** pages.

ADVICE

- Read each question carefully before you start your answer.

Text 2

Casey advertises Hugs' social events on social media. Participants must book these social events online and their personal data are stored digitally. Casey uses 'bcc' when emailing groups of customers who have placed bookings for an event.

2 Use Text 2.

(a) Explain how Casey using 'bcc' helps Hugs maintain data confidentiality.

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..... **[2]**

(b) Other than using 'bcc', identify **two** ways Hugs can maintain the confidentiality of its customers' digital data.

1

.....

2

..... **[2]**

(c) Sometimes confidentiality needs to be breached.

In the table, identify with a tick (✓) the **two** scenarios where confidentiality needed to be breached. You should only draw **two** ticks.

| Scenarios | Tick (✓) |
|---|----------|
| A dissatisfied customer asked for the contact number of an employee. | |
| A paramedic attending an accident at the café requested the name and age of the injured employee. | |
| A customer asked for the contact details of another customer who has booked the same day trip. | |
| A police officer investigating a serious crime needed the names of all employees who were working at the café on a specific date. | |
| An employee wanted to find out where a regular customer lived. | |

[2]

(d) In accordance with equal opportunities legislation, state **three** criteria on which Finley and Casey must not discriminate when selecting their employees.

1

2

3

[3]

(e) Explain **two** likely reasons why Casey advertises Hugs' social events on social media.

1

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2

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[4]

Text 3

Casey is organising a day trip to a glass-blowing factory in the centre of Bristol on 20 March 2025. The trip is fully booked. The participants are:

- sixteen adults (of which fourteen are university students)
- four children.

Information on the prices of different types of day-return bus ticket is shown in the table:

| | |
|-----------------|---|
| Adult tickets | £9.50 |
| Child tickets | £6.00 |
| Group tickets | £22.00 for up to two adults and four children |
| Student tickets | £7.00 |

3 Use Text 3.

- (a) Casey needs to keep travel costs to a minimum. Complete the table to advise Casey what combination of tickets she should purchase for herself and the participants. A space has been provided for your workings. Show your answers in the table below.

Workings:

| |
|-----------|
| Workings: |
|-----------|

| Type of tickets | Quantity of tickets Casey should purchase | Cost of tickets to be purchased |
|------------------------|---|---------------------------------|
| Adult tickets | | £ |
| Child tickets | | £ |
| Group tickets | | £ |
| Student tickets | | £ |
| | Total cost: | £ |

[9]

- (b) The visit to the glass-blowing factory will include a factory tour and attendance at a workshop to make a glass heart. The factory usually charges £700 for a group of this size. However, as Hugs is a regular customer, it gets a 45% discount. VAT is chargeable at 20%.

Complete the online purchase order for the factory tour and glass heart workshop.

| | |
|--------------------------------|--|
| Name of customer/organisation: | Hugs |
| Contact name: | Casey Perry |
| Contact email address: | Casey@hugs.net |
| Order details: | Factory tour and glass heart workshop on 20 March 2025 |
| Price of order: | £ |
| Discount (if applicable): | £ |
| Subtotal: | £ |
| VAT: | £ |
| Order total: | £ |

[5]

- (c) Hugs must pay a non-refundable deposit at least one month before the visit to the glass-blowing factory.

Identify **three** impacts on Hugs of missing this deadline.

- 1
-
- 2
-
- 3
-

[3]

Text 4

On the day of the trip to the glass-blowing factory, the participants should meet Casey outside the café at 10 am. They will then walk together to the bus stop which is about 5 minutes' walk away, and get the bus. The bus journey will take about 30 minutes.

The price for the trip is £50 per participant. In addition, packed lunches can be provided by the café for an extra charge of £9.50 each. Orders for packed lunches must be placed by 10 March 2025. Full payment for the trip (and packed lunch if appropriate) is required at least a week in advance of the trip. The participants are expected to return to the café by 3:30 pm.

4 Use Text 4.

(a) Write an email to the participants to provide details for the day trip to the glass-blowing factory. Your email should include:

- details about the availability of packed lunches
- the latest date by which full payment for the trip must be made
- a request for a reply to the email confirming their booking
- any other relevant information to ensure the trip goes ahead smoothly.

You will be assessed on the content, tone and layout of your email.

Use the proforma on the opposite page to write your email.

You **may** use the space below to draft your email. You will **not** receive any marks for your draft.

[12]

To: Undisclosed recipients

From: Casey@hugs.net

Subject:

(b) Explain **two** likely reasons why Casey chooses to provide details for the trip by email rather than by sending participants a letter in the post.

1

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2

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[4]

END OF QUESTION PAPER

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