

Examiners' report

CAMBRIDGE TECHNICALS LEVEL 2 (2016)

BUSINESS

**OCR Level 2 Cambridge Technical
in Business Administration**

Award: 05893

Certificate: 05891

Diploma: 05892

Unit 1 Summer 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, candidates performed better on some learning outcomes (LO) compared to others. For example, questions assessing LO2 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:
had a good overall knowledge of the course content, allowing them to gain marks across the learning outcomes.	had gaps in their knowledge, meaning that they were unable to correctly answer some questions.

General comments on the paper

Candidates did best on questions assessing LOs 2 and 4 and least well on questions assessing LOs 1 and 6.

Learning outcome 1: Questions 1, 5, 17, 25, 33, 39

This learning outcome requires candidates to know about organisational structures and functional areas of businesses. Candidates performed least well on these questions (on average). Very few candidates were successful in answering Question 5, suggesting that knowledge of business administration in different functional areas is a topic that students struggle with.

LO1 – Know about organisational structures and functional areas of businesses

Candidates appeared to struggle with the questions assessing LO1. Many candidates did not know the responsibilities of each function, and most did not know what administrators' responsibilities are in each function. This has been highlighted as centres might wish to spend more time consolidating learning of this LO.

Learning outcome 2: Questions 8, 18, 30, 37

This learning outcome requires candidates to know about arranging meetings, travel and accommodation. On average, candidates did very well on questions assessing this LO. For example, nearly all candidates correctly answered Question 18.

Learning outcome 3: Questions 2, 6, 11, 16, 20, 26, 29, 38

This learning outcome requires candidates to know about communication, teamwork and deadlines. There was mixed performance for this LO. For instance, most candidates correctly answered Question 2, but less than half correctly answered Question 16.

Learning outcome 4: Questions 4, 27, 40

This learning outcome requires candidates to know about handling mail and payments. On average, candidates answered these questions very well, with most candidates achieving full marks for these questions.

Learning outcome 5: Questions 3, 10, 12, 14, 22, 32, 35

This learning outcome requires candidates to know about technology used in business administration. On average, questions assessing this LO were answered very well, however, there was mixed performance. For example, nearly all candidates answered Question 10 correctly, but fewer candidates answered Question 3 correctly.

Learning outcome 6: Questions 7, 13, 23, 28, 31, 34

This learning outcome requires candidates to know about using business documents and stationery. While many candidates answered these questions correctly, some students do struggle with this area.

Learning outcome 7: Questions 9, 15, 19, 21, 24, 36

This learning outcome requires candidates to know workplace legislation and common business policies that affect employees in business administration. Performance was mixed for this LO with most candidates answering Questions 15 and 16 correctly, and fewer answering Questions 9 and 24 correctly.

Appendix 1 Questions

Question 1

Which functional area is responsible for recruiting employees?

A Human resources

B Marketing

C Operations

D Sales

[1]

Question 2

Which is **not** a key telephone skill?

A Answering the phone according to business' procedure.

B Using active listening techniques.

C Using online chat.

D Using professional language.

[1]

Question 3

Presentation software can be used to produce:

A presentation handouts and database queries.

B presentation notes and newsletters.

C presentations and handouts.

D presentations and press releases.

[1]

Question 4

An administrator has been asked to buy a box of paperclips from the local Post Office.

Which is a feature of paying for the paperclips with cash?

A Payment is made online.

B Quick to handle.

C Safe to send through the post.

D The transaction is contactless.

[1]

Question 5

Which task would an administrator in the finance function complete?

- A Emailing discount codes and special offers to customers.
- B Keeping employee records up to date.
- C Making sure that stock control records are up to date.
- D Providing administrative support for the departmental manager.

[1]

Question 6

When writing a letter, which closing statement should accompany 'Dear Mr/Mrs/Ms'?

- A Yours faithfully
- B Yours gratefully
- C Yours sincerely
- D Yours truly

[1]

Question 7

Which is a method used to check if business documents are fit for purpose?

- A
- B
- C
- D

[1]

Question 8

An administrator should consider where meeting attendees are travelling from when arranging:

- A
- B
- C
- D

[1]

Question 9

According to UK legislation, 'having a disability' is:

- A direct discrimination
- B grounds for discrimination
- C information to be included in a Code of Conduct
- D information to be shared

[1]

Question 10

What can a printer be used for?

- A To communicate externally.
- B To communicate internally.
- C To delete documents.
- D To produce hard copies.

[1]

Question 11

What is 'cc' used for on an email?

- A To attach an image to an email.
- B To blind copy another email address into an email.
- C To check the spelling on an email.
- D To visibly copy another email address into an email.

[1]

Question 12

What is a desktop computer?

- A A computing device
- B A handheld computing resource
- C Applications software
- D Systems software

[1]

Question 13

What should an administrator do when disposing of stationery items?

A Complete a purchase order.

B Report any maintenance issues.

C Use active listening techniques.

D Use recycling facilities.

[1]

Question 14

For which might a business use social media?

A To check next week's diary.

B To check stock levels.

C To connect devices to the internet.

D To respond to positive reviews.

[1]

Question 15

What should an employee do to keep others safe in the workplace?

A Avoid disciplinary procedures

B Not discriminate

C Report any hazards

D Take photos

[1]

Question 16

Which is **not** a feature of taking an effective telephone message?

A Asking the caller's name.

B Ensuring the message is relayed promptly.

C Knowing how to use caller redirect.

D Noting the date and time of the call.

[1]

Question 17

In which functional area would an administrator prepare a press release?

A Finance

B Marketing

C Operations

D Sales

[1]

Question 18

Being able to react to body language is a key feature of:

A a face-to-face meeting

B a telephone conference

C communicating by email

D communicating by MMS

[1]

Question 19

An administrator has been asked to complete warranty details for a customer.

Which is the administrator **most** likely to ask for?

A A positive review

B A web-conference

C Personal information

D Sensitive information

[1]

Question 20

Workload:

A determines the type of business ownership.

B drives internal deadlines.

C encourages better customer service.

D increases productivity.

[1]

Question 21

The General Data Protection Regulations (GDPR) require an administrator to:

- A ask for authorisation before emailing a meeting agenda.
- B maintain the confidentiality of an employee's home address.
- C maintain the confidentiality of new product designs.
- D provide alternative dates for a business meeting.

[1]

Question 22

What is desktop publishing used for?

- A Connecting to online chat.
- B Performing calculations.
- C Producing newsletters.
- D Updating presentations.

[1]

Question 23

Which document lists the topics to be discussed at a meeting?

A Agenda

B Diary

C Memo

D Minutes

[1]

Question 24

According to the GDPR, which is sensitive data that must remain confidential?

A Bank account details

B Computer password

C Religious beliefs

D Telephone number

[1]

Question 25

Which is **not** a task that an administrator in the sales function would complete?

- A Developing new products and services.
- B Ensuring that customer records are up to date.
- C Processing customer orders and payments.
- D Providing administrative support for the departmental manager.

[1]

Question 26

Which should an employee do if they are struggling to meet a delivery deadline for a customer?

- A Decide if the deadline is important.
- B Extend the deadline date without telling anyone.
- C Send out a press release.
- D Speak to the customer.

[1]

Question 27

Which is usually the cheapest way to send a letter to a customer?

A 1st class mail

B 2nd class mail

C Recorded delivery

D Special delivery

[1]

Question 28

What should an administrator do when receiving a stationery order?

A Check the current stationery stock levels.

B Check the stationery received against the purchase order.

C Complete a petty cash voucher.

D Process the payment for the stationery.

[1]

Question 29

Which is **most** likely to increase productivity in the production function?

- A Building a rapport with new customers.
- B Finding new suppliers.
- C Introducing teamworking.
- D Using social media to connect with potential customers.

[1]

Question 30

Which is a key consideration when selecting the venue for a meeting?

- A How many people it can hold.
- B What its bank details are.
- C Who will greet the attendees.
- D Who will take the minutes.

[1]

Question 31

Which business document is used for internal communication?

- A
- B
- C
- D

[1]

Question 32

What is used to apply postage to outgoing mail?

- A
- B
- C
- D

[1]

Question 33

An administrator in the production function will:

- A maintain employee records.
- B maintain stock control records.
- C process customer orders.
- D process customer payments.

[1]

Question 34

Which is a method of digital storage?

- A Desk drawer
- B Filing cabinet
- C Shared network drive
- D Social media

[1]

Question 35

Which technology would be used to make notes?

A Mouse

B Tablet

C Teleconferencing

D Wi-Fi

[1]

Question 36

Which is a ground for discrimination according to the Equality Act?

A Different training opportunities

B Differing rates of pay

C Sexual orientation

D Wealth

[1]

Question 37

Which is **not** a key task of an administrator supporting the organisation of business travel?

A Booking car hire.

B Booking hotel rooms.

C Booking plane tickets.

D Booking time off work.

[1]

Question 38

Which is a way to ensure that deadlines are met?

A Having a chronological filing system.

B Having an appraisal meeting.

C Prioritising tasks.

D Writing a report.

[1]

Question 39

Which is a responsibility of the marketing function?

- A Identifying training requirements.
- B Organising deliveries to customers.
- C Researching customer opinions.
- D Responding to customer complaints.

[1]

Question 40

Which is a feature of a debit card?

- A It can be used free of charge at an ATM.
- B It can be used to monitor orders.
- C It cannot be lost.
- D It is a form of data input.

[1]

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