

Examiners' report

CAMBRIDGE TECHNICALS LEVEL 2 (2016)

BUSINESS

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

Award: 05893

Certificate: 05891

Diploma: 05892

Unit 2 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 2 series overview

Unit 2 is a one-hour exam paper which carries 45 marks. This series the paper comprised of three questions and 11 part-questions. Candidate achievement this series has depended on their knowledge and understanding of the specification and their ability to identify and interpret key words within the questions.

Candidates who performed well also showed knowledge of the topic areas within Unit 1: Principles of Administration, where they link to topic areas within this unit.

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
• demonstrated knowledge and understanding of topics across the specification • demonstrated knowledge and understanding of Unit 1 topics • focused in on what the question was asking • understood the requirements of each command verb • knew how to fully complete an invoice, including the correct calculations.	• demonstrated a lack of knowledge of key topic areas within the specification • focused on the topic rather than what the question was asking (therefore not answering the question set) • identified rather than explained or analysed • did not know how to structure/word a business-related email.

Question 1 (a)

Fields Ltd

Fields Ltd was set up 14 years ago by two potato farmers, Riley and Dev. The owners decided to use the potatoes they grew to produce packets of crisps in unique flavours, for example chicken and chorizo. The crisps were marketed as premium products.

Today the company has grown much larger. Riley and Dev still run the business but are supported by a team of specialist employees. There are now specific functions that are responsible for finance, human resources, sales, marketing, production and administration.

(a) Riley and Dev hold weekly meetings with the employees in each functional area.

Identify **two** reasons why weekly meetings support effective teamwork.

[2]

1

2

Achievement for this question was dependent on whether candidates identified that the question related to supporting effective teamwork (or not).

Many candidates focused on what may be discussed during team meetings, and the benefits of this, rather than how these meetings can support effective teamwork.

Assessment for learning



Encourage candidates to identify (and highlight) key words/information within the question to make sure they are answering the question set.

Question 1 (b)

(b) An administrator in the human resources function has the following three tasks to complete.

Task A	Arrange training for a production operative who has just started working at Fields Ltd. Without the training they may struggle to do their job efficiently.
Task B	Complete the paperwork for a pay rise for all production operatives. They expect to receive the pay rise at the end of next month.
Task C	Create a contract of employment for a production supervisor who starts work next month. This task has been requested by the administrator's line manager.

Which task should be prioritised? Justify your answer.

[8]

This question tested LO3.3: How to prioritise tasks to meet deadlines. Most candidates showed some understanding of prioritisation; however, some did not refer to the 'how', i.e., according to urgency, importance, etc. This limited the marks achieved to the lower end of each mark band.

Few candidates analysed a potential impact on the business/management of the chosen task being prioritised or not prioritised. Therefore, few candidates achieved Level 3 or Level 4.

To achieve full marks candidates needed to include context in their response, which went beyond the information given in the three tasks listed. No candidate did this. Encourage candidates to use context provided within the initial scenario when answering levels of response questions.

Assessment for learning



Encourage candidates to analyse all points they are making within levels of response questions to allow them to access the higher mark bands.

In this specification, candidates can identify the levels of response question as it is the only question that carries 8 marks.

Question 1 (c)

(c) Identify **three** internal communication documents used in a business.

[3]

1

2

3

The full range of marks was achieved for this question. The question clearly differentiated between those candidates who knew what internal communication documents are and those who did not.

Internal communication documents are included within LO4.1.1 of this specification. The teaching exemplification links this part of the specification to Unit 1 LO6.1.1, which is where these documents are listed.

Common responses included email and text. These are not documents and therefore no marks were achieved for such responses. Other common incorrect responses included folders, files and telephone.

Assessment for learning



Make sure that candidates have studied and revised the sections of the Unit 1 specification that are signposted as linked to this Unit 2 specification.

Question 2 (a)

Trade exhibition

Next month, Riley and Dev are going to a trade exhibition in Birmingham. They will have a stall to promote the company's crisps to business customers. Potential business customers can try the flavours and talk to Riley and Dev.

(a) Riley and Dev need to travel to Birmingham. It is 135 miles from where they live.

Explain **two** factors that should be considered when deciding whether to travel to Birmingham by train or by car.

[4]

1

2

The full range of marks were achieved for this question.

Some candidates did not answer the question set; instead making a decision about whether Riley and Dev should travel by train or by car, e.g., train is faster, car is cheaper.

The question requires factors be identified and then explained that they would need to consider when making a decision, e.g., cost, whether they have a driving licence, the duration of the journey, etc.

Question 2 (b)

(b) An administrator has been asked to book accommodation for two nights in Birmingham for Riley and Dev.

Analyse **two** factors the administrator should consider when booking the accommodation.

[6]

1

2

The full range of marks were achieved for this question.

Most candidates were able to identify at least one factor that should be considered. Fewer then went on to explain either why the factor should be considered or to provide an example. Very few candidates provided a business-facing impact or consequence of the factor.

For example; Location (Factor – 1 mark) is important because they need to be near the venue for the exhibition (Explanation – 1 mark). If it is too far away then they might be late to the exhibition (Business-facing consequence – 1 mark).

Question 2 (c)

(c) An administrator has been asked to produce a leaflet about Fields Ltd. It is to be handed out to potential business customers at the trade exhibition.

Should the leaflet be printed in colour or in black and white? Give reasons for your answer.

[3]

Most candidates made an explicit judgement as to whether the leaflet should be printed in colour or black and white; either choice was awardable. However, some candidates did not make an explicit choice, therefore not achieving any marks.

Some candidates were able to provide an appropriate reason for their choice and then develop this. However, some candidates gave reasons that could relate to either choice, e.g., because you can read it, because you can see it clearly. The explanation needed to specifically relate to the candidate's choice for the second mark to be given.

Many candidates did not achieve the third mark because a reason given for rejecting the alternative was a direct opposite of the reason for their choice, e.g., colour because it's more interesting, not black and white because it's boring.

Question 2 (d)

(d) Identify **two** reasons why the administrator may use a written form of communication to share complex information.

[2]

1

2

Many candidates did not achieve marks for this question as they focused on the benefits of written communication rather than why it would be used to share complex information.

Some candidates provided responses as to why (hand) written communication is better than using a computer; which does not answer the question set.

Question 3 (a) (i)

New customers

The trade exhibition was a success. New customers have placed orders for Fields Ltd's crisps.

A business called Shoreway Deli Ltd is one of these new customers. Shoreway Deli Ltd has just taken delivery of its first order.

(a)

(i) An invoice needs to be sent to Shoreway Deli Ltd for the following items:

- 25 boxes of nduja crisps at £32.50 per box
- 20 boxes of paneer crisps at £32.50 per box.

Complete the invoice using the information above and today's date.

[6]

Invoice Fields Ltd Bingham Farm YO34 9XZ			
Customer address:		Customer number: BF843	
Shoreway Deli Ltd Harlden HD4 0DF			
Order number: 2046	Date: 		
Invoice number: 62300			
Description	Quantity	Unit price (£)	Total (£)
		Subtotal	£
		VAT @ 20%	£
		Total	£

This question was not as well-answered as similar questions in previous series. Many candidates did not include 'box' within their descriptions therefore not achieving the 2 marks available for accurate entries (description, quantity, unit price and total).

Most candidates gave the correct date and subtotal (although this may have been OFR). Some candidates deducted VAT rather than adding it to the subtotal.

Question 3 (a) (ii)

(ii) Outline **two** reasons why it is important to follow data protection protocols when completing the invoice.

[4]

1

2

Candidates who recognised that data protection protocols were key words in this question generally scored marks. Candidates who did not, gave responses such as 'to make sure that it's accurate' and 'to give proof'.

Some candidates who did recognise that data protection protocols were key still provided vague responses such as 'because of their reputation' and 'to stop customers complaining'. Responses needed to clearly link to data protection to achieve marks.

Some candidates also answered in the negative, i.e., because if they didn't..... This is not what the question is asking; the responses needed to be why it is important to do this rather than the repercussions if it is not done.

Assessment for learning



Encourage candidates to identify (and highlight) key words in the question. In this instance, 'data protection protocols'.

Question 3 (b) (i)

(b)

(i) The invoice will be sent to Ms Yana Cooper at Shoreway Deli Ltd by email.

Dev has asked an administrator in the finance function, to write an email to accompany the invoice.

Write an email to accompany the invoice, using the template below.

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

[6]

From: BTims@fieldscrisps.org.uk

To: Ycooper@shorewaydeli.org.uk

Subject:

This question differentiated between those candidates who knew how to structure and word a business-email and those who did not.

Candidates who included 'invoice' within the subject heading were given a mark for an appropriate subject heading. However, some candidates either left it blank or used more general subject headings such as 'finance' or 'accompanying email'.

Some candidates were not appropriately formal in their content or tone, e.g., using 'Hi' or 'Hello' as the opening.

Some candidates included all of the details from the invoice within the email including quantities, prices and totals.

Make sure that candidates practice writing emails for a range of business contexts as part of their learning for this specification.

Question 3 (b) (ii)

(ii) Other than an email, identify **one** type of written communication that it would be appropriate to use to accompany the invoice.

[1]

Most candidates correctly identified a letter as another type of written communication that would be appropriate. However, responses such as SMS and Skype were seen.

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