

# Mark Scheme (Results)

January 2012

PL Business, Admin & Finance  
(BA207)  
Paper 01

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## General marking guidance

- All candidates must receive the same treatment. Examiners must mark the first candidate in exactly the same way as they mark the last.
- Mark schemes should be applied positively. Candidates must be rewarded for what they have shown they can do rather than penalised for omissions.
- Examiners should mark according to the mark scheme not according to their perception of where the grade boundaries may lie.
- There is no ceiling on achievement. All marks on the mark scheme should be used appropriately.
- All the marks on the mark scheme are designed to be awarded. Examiners should always award full marks if deserved, ie if the answer matches the mark scheme. Examiners should also be prepared to award zero marks if the candidate's response is not worthy of credit according to the mark scheme.
- Where some judgement is required, mark schemes will provide the principles by which marks will be awarded and exemplification may be limited.
- When examiners are in doubt regarding the application of the mark scheme to a candidate's response, the team leader must be consulted.
- Crossed out work should be marked UNLESS the candidate has replaced it with an alternative response.

Question Number	Answer	Mark
1	C	(1)

Question Number	Answer	Mark
2	C	(1)

Question Number	Answer	Mark
3	B	(1)

Question Number	Answer	Mark
4	A	(1)

Question Number	Answer	Mark
5	D	(1)

Question Number	Answer	Mark
6	Economic	(1)

Question Number	Answer	Mark
7	<p>Possible impact could be:</p> <ul style="list-style-type: none"> <li>- increase business costs</li> <li>- reduction in staff</li> <li>- reduction in productivity</li> </ul> <p>Will not impact on businesses:</p> <ul style="list-style-type: none"> <li>- already paying minimum wage</li> <li>- not covered by the legislation</li> </ul> <p>To achieve 4 marks - identify a likely impact (1), with 3 clear links to gain full marks.  3 marks - impact identified (1) with 2 clear links  2 marks - impact identified (1) with 1 clear link  1 mark - impact identified</p> <p>Accept any reasonable answer which explains how an increase in the minimum wage could impact on business organisations.</p> <p>Businesses are legally required to pay at least the minimum wage (1). As a result this will increase business costs (1). This may lead to a reduction of staff (1) and could impact on productivity (1). Will have a smaller impact on businesses that already pay minimum wage then on those who do not (1). Will not impact on businesses not covered by the legislation (1).</p>	(4)

Question Number	Answer	Mark
8 (a)	<p>Reduce operating costs (1) which would result in greater efficiencies (1). Could change productivity levels (1). Could impact on the administrative function by reducing IT support (1).  There could be increased trade union activity (1) including industrial action (1) which could impact on production levels (1) and company reputation (1).</p> <p>Examples of 4 mark responses:</p> <p>A likely impact on Boots would be a reduction in operating costs (1) which should result in greater efficiencies (1). This could then affect productivity levels (1) and impact on the administrative function by reducing IT support (1).</p> <p>Another example of a likely impact could be increased trade union activity (1), including industrial action (1) which could impact on production levels (1) and company reputation (1).</p> <p>to achieve 4 marks - identify a likely impact (1), with 3 clear links to gain full marks.  3 marks - impact identified (1) with 2 clear links  2 marks - impact identified (1) with 1 clear link  1 mark - impact identified</p>	(4)

Question Number	Answer	Mark
8 (b)	<p>Employees may find out what is happening (1) from either company representatives (1) or from the GMB (1) in order that they can plan their future career (1).</p> <p>Employees will remain positive (1) accepting they may have to relocate (1) and/or may have to re-train (1), their work role may have to change (1) with additional responsibilities (1)</p> <p>Example of 4 mark answer:</p> <p>Employees will remain positive (1) accepting they may have to relocate (1) and/or may have to retrain (1). This may result in additional responsibilities (1).</p> <p>to achieve 4 marks - identify a likely way of dealing with the changes (1), with 3 clear links to gain full marks.  3 marks - dealing with change identified (1) with 2 clear links  2 marks - dealing with change identified (1) with 1 clear link  1 mark - dealing with change identified</p> <p>Accept any reasonable answer which demonstrates how an employee whose job is safe will deal with the changes.</p>	(4)

Question Number		Indicative content
8 (c)		Negative factors: <ul style="list-style-type: none"> <li>• Anxiety about how changes will affect them</li> <li>• High stress levels/ increased sickness levels</li> <li>• Loss of responsibilities</li> <li>• Loss of familiar colleagues and managers</li> <li>• Financial impacts/worries/concerns</li> <li>• Impact on company reputation</li> <li>• Sabotage</li> <li>• Lifestyle impact</li> </ul>
Level	Mark	Descriptor
	0	Non-rewardable material
1	1-3	At this level the negative reactions are very limited. At the top of the level there will be at least one negative reaction identified and described. At the bottom of the level a negative reaction is provided with little or no justification.
2	4-6	At this level there is some understanding of the negative reactions of employees who may be made redundant, although the assessment is likely to be weak. At least one reaction is assessed.
3	7-8	At this level there is a well supported judgement of the negative reactions of employees, using own knowledge as well as evidence from the passage. At the top of the level the answer will clearly justify more than one reaction of the employee. At the bottom of the level, there is justification but not so convincing.

Question Number	Answer	Mark
9 (a)	1 mark for each of two benefits: <ul style="list-style-type: none"> <li>• Alleviate isolation</li> <li>• Support motivation</li> <li>• Information can be saved or shared</li> </ul> Any other appropriate benefits from the scenario can be accepted	(2)

Question Number		Indicative content
9 (b)		<p>It could be argued that this is a step change due to rapid developments in the last few years, such as emails, Skype, social networking etc.</p> <p>Alternatively it could be argued that changes to technology have occurred gradually over a period of time. For example, mobile phones have been available for nearly 30 years but over that time have reduced significantly in size.</p>
Level	Mark	Descriptor
	0	Non-rewardable material
1	1-2	At this level there is limited knowledge of step change or incremental change. At the bottom of the level learners will give a definition of step or incremental with no relation to communication technologies. At the top of this level there will be at least one development in communication technology identified.
2	3-4	At this level there is some understanding of how developments in communication technologies could be both step and incremental change. At the top of the level a judgement is made with some supporting evidence, at the bottom of the level there is little supporting evidence.
3	5-6	At this level a full assessment is made. At the bottom of the level the assessment is made in a logical manner using correct terminology, at the top of the level there is a well supported assessment with clear justification.



Question Number		Indicative content
9 (c)		<p>Positive impacts:</p> <ul style="list-style-type: none"> <li>• Can work from home eg less commuting, save money on lunches and travel</li> <li>• Increased job satisfaction eg more productive</li> <li>• Can develop new skills</li> <li>• Move from manufacturing to service sector employment</li> </ul> <p>Negative impacts:</p> <ul style="list-style-type: none"> <li>• Need to be disciplined and could be more easily distracted working away from the office</li> <li>• Technology can have too many features which are confusing</li> <li>• Can feel isolated with loss of familiar colleagues and managers</li> </ul>
Level	Mark	Descriptor
	0	Non-rewardable material
1	1-2	At this level the positive and negative impacts are very limited. At the top of the level there will be at least one positive and one negative impact identified and described. At the bottom of the level an impact is provided with some support of the changes on employees but with little or no justification.
2	3-4	At this level there is some understanding of the positive and negative impacts of changes on employees of developments in ICT, although the assessment is likely to be weak. At least one positive and one negative impact are assessed.
3	5-6	At this level there is a well supported judgement of the positive and negative impacts to employees, using own knowledge as well as evidence from the passage. At the top of the level the answer will clearly justify more than one positive and more than one negative impact on the employee. At the bottom of the level, there is justification but not so convincing.



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