



Examiners' Report/ Principal Examiner Feedback

Summer 2012

PL Business, Admin and Finance
(BA207) Paper 01

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General Comments

There was a noticeable improvement on the quality of answers from the previous series, particularly relating to the understanding of both employee and business responses to change. There was less confusion with employee and employer, and there was evidence that learners were drawing on their own knowledge to explain impacts of change.

Responses to questions

Q7 - learners had to explain how changes in health and safety legislation could impact on business organisations and many stated that it was a legal requirement. Learners needed to provide examples of the impact on the business such as staff training and associated costs.

Q8a - the focus is specifically on the benefits to the UK economy of raising the retirement age, not to businesses or individuals. Also, learners tended to identify a benefit but not develop it further for the additional mark.

Q8b – learners were asked to explain how an employee might positively deal with the consequences of having to change careers and many tended to focus on how employees deal with changes in general terms or covering both positive and negative aspects, rather than just positive.

Q8c – learners had to demonstrate understanding of the implications of the retirement age being increased. Generally this question was answered very well with learners providing well supported and balanced judgements of both positive and negative reactions of employees, drawing on their own knowledge as well as from the passage.

Q9a – the answer was in the case study but not all learners focused on how the retirement of the baby boomers impacted on business.

Q9b - most learners could state that there was an ageing population because people got older, but had difficulty relating this to changes in the ageing population. This then resulted in learners giving just the definition of incremental change, and comparing it with step change as they could not give relevant examples of reasons for incremental changes.

Q9c – this question was generally answered well. Learners firstly considered who remained in the workforce after the retirement of the baby boomers, such as younger staff. Secondly learners made well supported judgements of the benefits for these individuals of responding positively to the changes, such as increased motivation or developing new skills.

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