Mark Scheme

Sample Assessment Materials

Pearson LCCI
Level 1 Certificate in Business and
Administration (VRQ) (ASE20070)

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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 be 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, i.e. if the answer matches the mark scheme. Examiners should 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.

ACCIDENT REPORT FORM

Name of person injured: .... Joanne Louboutin ....

Department: .... Legal Department ....

Job title: .... Administrator ....

Date and time of accident: .... *Day before exam date* at 3pm ....

Details of accident /injury:

Joanne was trimming the edges of a document on the guillotine when the handle broke resulting in a cut to her finger.

Details of any first-aid treatment given – include name of person who administered first-aid

Pressure pad and plaster were applied by Mary Jones

Was the injured person taken to hospital?   Yes/No⃝

If Yes, name and address of hospital: ....

.... **Postcode** ....

Name(s) and job title(s) of witnesses:

.... Mary Jones - Legal Secretary ....

....

Signature of person reporting accident .... *Candidate signature* ....

Date .... *Date of examination* ....

Question number	Answer	Mark
1(a)(i)	Award **3** marks for extracting and interpreting the information to correctly fill in the information for: Department, Date and time of accident, and Name and title of witness – **1** mark for each correct piece of information.	**(3)**

Question number	Answer	Mark
1(a)(ii)	Award **3** marks for correct layout, tone and vocabulary: **1** mark awarded for layout if the form has been signed and dated (date has to be examination date); 2 marks awarded for vocabulary and tone based on the language and the degree of formality used in providing the details of the accident and the first-aid treatment.	**(3)**

Question number	Answer	Mark
1(a)(iii)	Award **2** marks for accuracy: **1** mark for correctly spelling 'Joanne Louboutin' and 'guillotine' and **1** mark for not including the information that Joanne had first copied the documents because this is not relevant to the details of the accident.	**(2)**

Question number	Answer	Mark
1(b)	A form is suitable for communicating information about the accident because it provides headings to guide completion, therefore ensuring consistency of how accidents are recorded.	**(1)**

Question number	Answer	Mark
1(c)(i)	Three reasons why it is important to report accidents: • so that the equipment/machine can be repaired quickly to avoid delays in getting tasks done (1) • to identify faults with the equipment/machine so that it can be repaired (1) • to prevent similar accidents happening in the future, improving the organisation's reputation for health and safety (1) • to keep a record of the accident in order to comply with health and safety regulations (1) • to use as evidence in legal proceedings if the injured party wants to claim compensation at some future date (1)	**(3)**

Question number	Answer	Mark
1(c)(ii)	How following the manufacturer's instructions helps to reduce accidents: • they give a step-by-step guide to using the machinery/equipment so the user is less likely to use it in the wrong way (1) • they make users aware of potential risks, therefore helping them to avoid accidents (1) • they highlight the necessary safety clothing and accessories that should be worn/used to prevent accidents (1)	**(3)**

Question number	Answer	Mark
1(d)(i)	Award up to **2** marks for stating two guidelines for using each of the following types of office equipment/machinery Laptops • Wherever possible, use a docking station with separate keyboard and mouse (1) • Do not put the laptop on your lap for a long period of time (1) • Avoid placing any objects or paper between the display screen and the keyboard (1) • Turn off any attached devices and disconnect cables before moving the laptop (1) Printers • Check that the printer has sufficient paper before printing (1) • Follow manufacturer's instructions for loading paper, particularly special paper, e.g. letterheads (1) • Delete your print job from the queue if you change your mind about printing the document(s) (1) • Only print required pages rather than the whole document (1) • Print preview before sending documents to print (1) Fax machines • Make sure the fax machine is connected to a working phone line (1) • When sending a fax, always include a cover sheet so the recipient knows who the fax is from, how many pages to expect and what it relates to (1) • Make sure the fax machine has sufficient paper and the toner cartridge has sufficient ink (1) • Use international dialling codes if sending faxes overseas (1)	
		(6)

Question number	Answer	Mark
1(d)(ii)	The purpose of each of the following items of office equipment and machinery: laminator – a machine used to cover and seal a document in transparent plastic (1), to protect it from dirt and liquid, as well as protecting it from tears and creases (1) binding equipment – a piece of equipment used to secure pages of a multi-page document together (1) to strengthen the document and improve its presentation (1)	**(4)**

Question number	Answer	Mark
2(a)	How each document could be used for monitoring the stock of stationery items: bin/stock cards – these are used to record the receipt and issue of a particular item of stock and show the running balance of the number of items that should be in stock (1). This would help to identify when to re-order stationery items so they are always available. It would also help to identify if stationery items are going missing (1) stock-taking sheet – this is used to record the quantities of each item of stock during physical stock-taking (1). This would help to identify any discrepancies between the stationery items that should be in stock and what is actually in stock, and would also help to identify any theft or poor practice in managing the stationery items (1) Stock Requisition Form – this is used by staff members to request stock items from the store (1). This would record the stationery items used by staff so that usage levels can be established and stock records can be updated (1)	
		(6)

Question number	Answer	Mark
2(b)(i)	Why it is important for a business not to have too much stock: • some stationery items may become unsuitable for use and need to be disposed of, e.g. correcting fluid may dry out and become hard (1). This would be a waste of resources (1) • a bigger storage area will be needed (1) which is more costly for the business (1) • wastage may occur if there are business changes, e.g. if the business has a large stock of letter-headed paper and it changes its name or logo (1) then this will result in significant waste (1)	
		(2)

Question number	Answer	Mark
2(b)(ii)	Why it is important for a business not to have too little stock: • possibility of running out of stock (1) which could delay work (1) • could negatively impact on the reputation of the business (1) if work is not done on time or carried out efficiently because of a lack of stationery (1)	**(2)**

Question number	Answer	Mark
2(c)(i)	Two reasons why it is important to present a positive image of the organisation when dealing with suppliers over the telephone: • to strengthen the good reputation of the organisation (1) which may result in discounts or longer payment periods (1) • to develop good relationships with suppliers (1) which may result in becoming a priority/favourite customer (1)	**(4)**

Question number	Answer	Mark
2(c)(ii)	Three guidelines that you could use when making telephone calls to suppliers: • locate the name and telephone number of the supplier (1) • write down the main points to be covered in the telephone call (1) • locate the information/documents needed for reference during the call (1) • have pen and paper ready to make notes (1) • dial the number and give your name and reason for calling (1) • ask for the person you need and identify who you are and your company name (1)	**(3)**

Question number	Answer	Mark
2(d)(i)	Why it is important to be able to work as part of a team: • many administrative roles require teamwork to get work done (1) • helps to develop a positive working relationship between colleagues (1) • may need to work with colleagues from other departments (1) • may need to support colleagues when they are busier than you are (1)	**(4)**

Question number	Answer	Mark
2(d)(ii)	Two ways you could show your ability to work effectively in a team: • completing own tasks on time and according to instructions (1) to avoid delaying the work of the team (1) • sharing solutions, suggestions and ideas (1) to improve how the team works and its efficiency (1) • taking responsibility for any errors made (1) and not trying to blame others (1) • helping team members with tasks when able to do so (1) in order to achieve team goals (1) • acting on feedback given (1) to improve own performance (1) • empathising with team members if there is a problem (1) to improve relationships with colleagues (1)	**(4)**

Question number	Answer	Mark
3(a)(i)	Describe the geographical system of filing documents: a geographical filing system is where records are classified by geographic location (1), usually arranged by numeric code or in alphabetical order (1)	**(2)**

Question number	Answer	Mark
3(a)(ii)	Two advantages and two disadvantages of using alphabetical filing. Advantages: • easy for everyone to use as most people are familiar with this way of filing (1) • easier to find files as no cross-referencing system is needed as with numeric filing (1) • Files are easier to identify when they are out of the filing system (1) • Can be expanded easily (1) Disadvantages: • does not work very well with large filing systems as the chance of duplicate names becomes greater (1) • duplicate names may cause confusion and increase time to find records/documents (1) • having names printed on files reduces confidentiality and may make it easier for an unauthorised person to find a file (1) • higher risk of records/documents being misfiled if users do not follow alphabetising rules (1)	**(4)**

Question number	Answer	Mark
3(b)(i)	Three features the company should consider when designing the new filing system: • simplicity (1) – should be simple so that employees can operate it without difficulty (1) • accessibility (1) – should enable files to be easily located and documents to be filed without disturbing the arrangement (1) • economy (1) – the cost of installation and operation of the system should be proportionate to the benefit derived from it (1) • flexibility (1) – should be capable of expansion as the activities of the organisation expand (1) • compactness (1) – should occupy reasonable space to reduce the cost implication (1)	**(6)**

Question number	Answer	Mark
3(b)(ii)	Two benefits the company would gain from introducing a centralised system: • less duplication of files (1), therefore making more efficient use of equipment and space (1) • standard service provided to all users (1), reducing frustration and arguments between departments/teams (1) • improved security and greater efficiency (1) as information will be centrally managed by a specialist person or team (1) • all related data are kept together (1) making them easier to locate (1)	**(4)**

Question number	Answer	Mark
3(c)	Three types of filing equipment that may be used by the business in a manual filing system are: • vertical drawer cabinets (1) – these are used with folder files to create a hanging file system (vertical suspension filing) where letters and other documents are stored and accessed from front to back (1) • lateral cabinets (1) – these are used with folder files to create a lateral suspension filing system where a range of business documents of different sizes are stored and accessed from side to side (1) • multi-drawer cabinet (1) – these are used for storing loose papers, forms, odd-sized documents, manuals etc. (1) • cardboard box file (1) – used for storing papers which have not yet been fully dealt with (1)	**(6)**

Question number	Answer	Mark
3(d)	Three personal attitudes needed in the role: • reliability (1) • willingness to learn (1) • honesty (1) • integrity (1) • responsibility (1) • confidence (1) • flexibility (1) • initiative (1)	**(3)**

Question number	Answer	Mark
4(a)(i)	Two advantages and two disadvantages of an open-plan office. Advantages: • less space is wasted with fewer walls and doors (1) • supervision of staff is easier (1) • less time is wasted when passing information (1) • a more relaxed atmosphere can be created with employees and managers working in the same work area (1) • equipment and machinery can be more easily shared (1) Disadvantages: • employees may find it difficult to concentrate because of background noise • it may be difficult to restrict access to confidential information or equipment by unauthorised staff • likely to be fewer suitable areas for holding confidential or important meetings • infections and illnesses can be more easily spread amongst employees • standard lighting, heating and ventilation may not suit all activities or all employees	**(4)**

Question number	Answer	Mark
4(a)(ii)	Two ways in which office furniture and equipment can be arranged in an open-plan office to improve efficiency: • placing printers and other similar equipment/machinery in a central position or closer to staff who use them more often (1) to reduce time spent walking to and fro (1) • having a clear walkway (1) so staff do not need to walk around furniture or office equipment (1) • having furniture designed for different activities (1) e.g. large work surface for written work (1) • using acoustic screens or carrels (1) to reduce noise and disruption to staff (1) • positioning teams/individuals in order of how work flows (1) to enable work to be passed between them more quickly (1) • position teams/individuals close to those they need to collaborate with (1) to allow easier communication between them (1)	**(4)**

Question number	Answer	Mark
4(b)	Two common hazards that occur from the continued use of a PC: • eyesight problems (1) arising from looking at the visual display unit (VDU) for long periods of time (1) • repetitive strain injury (RSI) (1) from overuse of a computer mouse and keyboard (1)	**(4)**

Question number	Answer	Mark
4(c)	Two most important factors that should be considered when deciding which piece of office equipment or machinery should be used to prepare brochures for all customers: • quality required and whether the document is external or internal (1) – as this is a marketing brochure for clients (external use) the quality needs to be good so this factor has to be considered (1) • volume of work (1) – as these are required for all customers it is likely to be a large number so this needs to be considered when choosing the equipment or machinery (1)	**(4)**

Question number	Answer	Mark
4(d)(i)	Whether to use formal or informal language to communicate with: • clients – formal language (1) as this is a professional business situation (1) • colleagues – could be formal or informal language depending on the situation (1); e.g. if in meetings then it should be formal; if socially at work then it could be informal (1) • visitors – formal language (1) as it is important to present a positive image of the organisation (1)	**(6)**

Question number	Answer	Mark
4(d)(ii)	Three guidelines you could follow to ensure that you are communicating effectively in face-to-face situations: • thinking clearly about what to say before saying it (1) • avoiding use of jargon and abbreviations the listener may not understand (1) • speaking clearly and at a reasonable pace (1) • using active listening techniques (1) • being aware of own body language to ensure that it doesn't impact negatively on the communication (1)	**(3)**