Mark Scheme

Sample Assessment Materials

Pearson LCCI
Level 2 Certificate in Business and
Administration (VRQ) (ASE20071)

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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.

1(a) (i)–(iii)

MEMORANDUM

To   All attendees at induction event

From   Tina Zarzecki, Human Resources Manager

Ref   TZ/*Candidate initials*

Date   *Date of examination*

INDUCTION DAY – *specific date*

Thank you for your attendance at the induction day for new employees held on (*date of exactly one week before examination*). I would like to remind you of the main points of my presentation.

As new employees, the Human Resources (HR) department can provide you with a wealth of information and advice as it is not only concerned with recruiting and selecting new staff but is also responsible for:

- training and development – this includes organising and monitoring any agreed training and managing the performance of the appraisal system

- maintaining staff records – all staff employment records and personal records are kept and updated by the HR department so it is important that they are informed of any changes to these details

- employee relations – this includes handling grievances, disputes, claims and complaints as well as managing other HR policies and procedures

- managing payroll and benefits – they manage all salary deductions, salary scales, pensions and record leave/holiday arrangements.

1(b) I have chosen to use a memo to communicate this information because a memo is an internal document which can be filed by the recipient for reference at a later date.

Question number	Answer	Mark
1(a)(i)	Award **1** mark for recognising and including the information regarding the role of the HR department Award **1** mark for stating the correct date of the induction event (exactly one week before the examination date) Award up to **5** marks for correctly outlining the role of the Human Resources department	**(7)**

Question number	Answer	Mark
1(a)(ii)	Award **1** mark for choosing to use a memo for communicating the information. An email could also have been chosen Award **1** mark for the correct layout of the document as shown in *Appendix 1* in the specification Award **1** mark each for correct tone and vocabulary in the memo – this includes using vocabulary relating to the specific purpose of the communication, e.g. in this scenario – 'thanking for attendance' and 'reminding of information'	**(4)**

Question number	Answer	Mark
1(a)(iii)	Award **1** mark each for spelling 'Tina Zarzecki' and 'induction' correctly	**(2)**

Question number	Answer	Mark
1(b)	Award **1** mark for each correct reason given, i.e. that a memo is an internal document and that it can be filed for future reference	**(2)**

Question number	Answer	Mark
1(c)	All businesses need to have policies and procedures in place to provide staff with direction (1) and ensure consistency to enable the business to be successful (1). It is important for all staff in an organisation to follow all policies and procedures to ensure that tasks are completed in the correct way and that these tasks are carried out in a standard way by all staff (1). This will ensure that the business runs more smoothly and helps to maintain a good reputation (1).	**(4)**

Question number	Answer	Mark
1(d)	Health and safety policies and procedures are a legal requirement and are in place to protect everyone on the premises of a business, including employees and visitors (1). Health and safety is the responsibility of all staff and so it is important for all staff to follow health and safety procedures to prevent personal injury and any legal claims against the business (1). Waste management policies and procedures cover how the business handles, recycles and disposes of waste in order to meet organisational objectives and legal requirements (1). These are important for corporate social responsibility and cost saving reasons. Wasting materials costs an organisation money, reducing profits, and is harmful to the environment (1). Quality and process improvement policies and procedures relate to how daily work activities are carried out to meet agreed standards (1). They are important for quality assurance and for maintaining standards in the quality of goods and services provided to customers (1).	**(6)**

Question number	Answer	Mark
2(a)	Describe **three** features of a partnership business: • owned by the partners (1) who have all contributed capital (1) • partners have equal control over the business (1) unless stated otherwise in the Partnership Agreement (1) • usually unlimited liability (1) and all partners are jointly and severally liable for the debts of the business (1) • can be limited liability (1) but would state LLP after the company name (1)	**(6)**

Question number	Answer	Mark
2(b)	State **four** activities that are carried out by a Stationery Clerk: • ordering stationery to meet staff needs (1) • checking deliveries against Delivery Note (1) • reporting shortages to suppliers (1) • storing stationery in an appropriate way (1) • completing stock record cards (1) • issuing stationery to staff (1) • carrying out regular stock checks (1) • dealing with out-of-date and damaged stock in line with company policy (1)	**(4)**

Question number	Answer	Mark
2(c)(i)	List **three** skills and **three** personal qualities that are needed for the role of Stationery Clerk. Skills: • interpersonal (1) • time management (1) • computer (1) • communication (1) • research (1) • customer service (1) • organisation (1) Personal qualities: • positive attitude (1) • reliability (1) • initiative (1) • cooperation (1) • attention to detail (1) • confidence (1) • flexibility (1) • responsibility (1)	**(6)**

Question number	Answer	Mark
2(c)(ii)	Give **one** reason each to show why the **three** skills listed in **(c) (i)** are important to the role of Stationery Clerk: Skills: • Iinterpersonal (1) – to deal with a diverse range of colleagues (1) • time management (1) – to prioritise tasks and complete work within agreed timeframes (1) • computer (1) – to prepare documents and research suppliers (1) • communication (1) – to speak and write clearly, to communicate with colleagues at all levels in the organisation and to create a good impression of the organisation to suppliers (1) • research (1) – to find accurate supplier information quickly as well as judge the reliability of sources of information (1) • customer service (1) – to deal effectively and professionally with internal customers/colleagues (1) • organisation (1) – to organise store room and electronic files (1)	**(6)**

Question number	Answer	Mark
2(d)	Give **three** reasons why it is important to accept constructive feedback: • identifies areas which require improvement (1) • identifies areas which are being performed to required standards (1) • identifies what support can be given and how (1) • can be used to improve own performance and team performance (1) • improves team relations (1)	**(3)**

Question number	Answer	Mark
3(a)	Describe **two** types of confidential information found in your organisation: • personnel records (1) – information relating to employees, such as name, address, contact numbers, date of birth, next of kin, salary/wage details, qualifications, disciplinary and grievance procedures, staff appraisals (1) • information about clients (1) – information relating to customers and the property they are selling, including name, address, contact numbers, outstanding balance on mortgage, value of property, arrangements for access to property for viewers, offers made on property, commission to be charged (1)	**(4)**

Question number	Answer	Mark
3(b)	Explain why each of these types of information should be kept securely: • personnel records – contain personal information so there is a legal requirement to keep them securely (1) so that staff don't know what colleagues are paid as this may cause conflict (1) • information about clients – contains personal information so there is a legal requirement to keep them securely (1) to prevent identity theft (1)	**(4)**

Question number	Answer	Mark
3(c)	Identify **seven** strategies you would advise colleagues who work in the shop to use in order to protect confidentiality of information when dealing with visitors to the shop: • turn computer screens away so that visitors can't read them (1) • don't leave confidential documents on top of the desk where visitors can read them (1) • destroy confidential documents appropriately instead of putting in waste bins (1) • keep drawers and cabinets locked (1) • don't leave visitors alone in the shop (1) • lock computer system if moving away from desk (1) • turn documents containing confidential information face down on the desk when dealing with visitors (1)	**(7)**

Question number	Answer	Mark
3(d)	Describe how Information Communication Technology (ICT) can help when holding a meeting between people who are based at different branches:	
	email and calendar software (1) – allows calendar sharing among multiple colleagues so availability for meetings can be easily checked (1). The software can also be used to send invitations to multiple people at the same time (1). This saves time when organising meetings (1)	(4 × 1)
	video-conferencing software (1) – people in different locations can see and hear each other in a meeting as if they were in the same room, therefore allowing natural face-to-face conversations (1). It saves time and money as participants don't need to travel to a single location (1)	
	• teleconferencing software (1) – people in different locations can connect through a teleconferencing facility to hear each other in a meeting (1). Less expensive than video conferencing and allows more participants to take part (1)	
	• web-conferencing software (1) – people in different locations can see and hear each other in a meeting as if they were in the same room, therefore allowing natural face-to-face conversations (1). It saves time and money as participants don't need to travel to a single location (1). Facilitates screen sharing where participants can view the presenter's screen (1). Meetings can be recorded for future reference (1)	
	(3 × 1 mark for identifying each piece of software and 3 × 1 mark for identifying a different advantage for each type of software)	
		(10)

Question number	Answer	Mark
4(a)	Identify three ways you can present a positive image of the organisation: • always having a smart personal appearance (1) • using positive body language (1) • being responsive to the needs of visitors, whether internal or external (1) • demonstrating good communication skills (1) • ensuring necessary resources are available to carry out duties effectively and efficiently (1)	**(3)**

Question number	Answer	Mark
4(b)	Explain why it is important to follow security procedures in the reception area: • to protect all people on site (1) from harm from unauthorised visitors (1) • to protect personal property and company assets (1) from theft or damage (1) • to protect sensitive or confidential information (1) from unauthorised access (1)	**(6)**

Question number	Answer	Mark
4(c)	Identify **four** guidelines you would follow to check and sort incoming mail and packages: • extract items marked personal, private or confidential to be given directly to the recipient (1) • open parcels and check the contents against the Delivery Note (1) • date stamp all items before distributing them (1) • sort items by recipient/team/department ready for distribution (1) • dispose of any junk mail (1) • follow company procedures if items are damaged (1) • follow company procedures if packages look suspicious (1)	**(4)**

Question number	Answer	Mark
4(d)	Explain **three** criteria you would use when deciding how to send a large valuable package to a locally based customer: • destination (1) – as this is a local customer, a local courier would be chosen rather than the rail service or airmail (1) • replacement value (1) – if the contents of the package have a high replacement value, a courier or postal service which offered insurance would be used (1) • security of service (1) – this would need to be judged against cost and replacement value in order to make a decision (1)	**(6)**

Question number	Answer	Mark

4(e)	Describe three techniques you could use to plan and manage your workload:
	
	    write to-do lists in order of priority (1), listing all tasks to be completed in order of importance (1)
	    use planner/diary/scheduler/organiser to schedule tasks (1) which will identify how long tasks will take and when it is best to do them (1)
	    schedule tasks at most convenient time of day (1) so that they don't interfere with processing incoming or outgoing mail (1)
	• request help/support whilst processing outgoing mail (1) so that someone can carry out reception duties to ensure that courier/postal service deadlines are met (1)
		(6)