

Friday 11 January 2019 – Morning

LEVEL 3 CAMBRIDGE TECHNICAL IN BUSINESS

05834/05835/05836/05837/05878 Unit 2: Working in business

Duration: 1 hour 30 minutes

C422/1901



You may use:

- a calculator

First Name						Last Name				
Centre Number						Candidate Number				
Date of Birth	D	D	M	M	Y	Y	Y	Y		

INSTRUCTIONS

- Use black ink.
- Complete the boxes above with your name, centre number, candidate number and date of birth.
- Answer **all** the questions.
- Write your answer to each question in the space provided.
- If additional answer space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.

INFORMATION

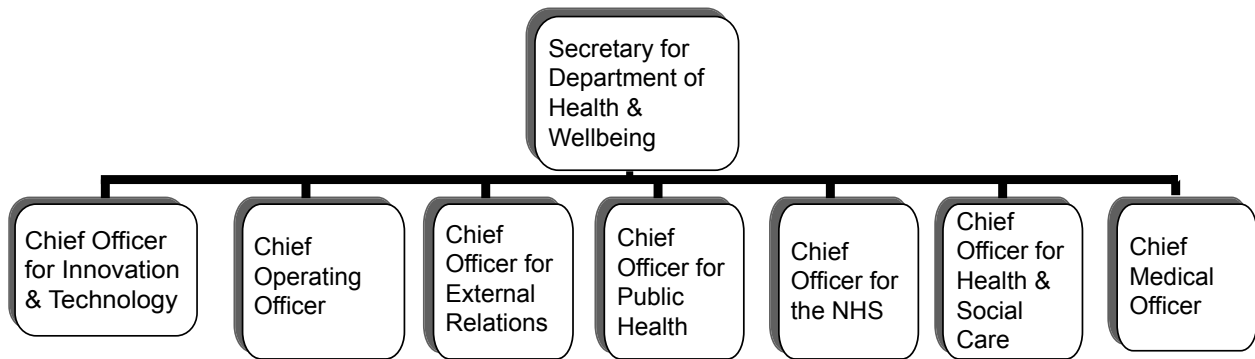
- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [].
- This document consists of **20** pages.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/5
2	/12
3	/16
4	/27
Total	/60

Answer **all** the questions.

Text 1

The *Department of Health & Wellbeing* is a central government department. The *Department of Health & Wellbeing* aims to help people to live better for longer. Its main responsibilities are to ensure that people have the support, care and treatment they need, when they need them. The department employs more than 2000 people across the country. The top two levels of its organisational chart are shown below.



Reporting directly to each Chief Officer are several Directors. There are six levels of authority altogether.

Refer to Text 1.

- 1 (a) (i) Using an example from the *Department of Health & Wellbeing*, explain what is meant by the term 'levels of authority'.

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.....[2]

- (ii) Identify the organisational structure type of the *Department of Health & Wellbeing*.

.....[1]

(b) The *Department of Health & Wellbeing* is in the public sector.

Explain **one** way the aims and objectives of organisations in the public sector differ from those in the private sector.

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Text 2

The employees of the *Department of Health & Wellbeing* are paid by electronic bank transfer on the last day of every month.

Refer to Text 2.

2 Evaluate possible reasons why the *Department of Health & Wellbeing* uses electronic bank transfer rather than cheques to pay its employees.

[12]

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Text 3

The *Department of Health & Wellbeing* needs to employ a Personal Assistant to assist the Chief Medical Officer. The duties and responsibilities of a Personal Assistant are as follows:

- creating and maintaining office systems, including data management and filing;
- arranging travel and accommodation;
- organising and maintaining diaries and making appointments;
- dealing with incoming email and post, often corresponding on behalf of the chief officer;
- producing briefing papers, reports and presentations;
- organising and attending meetings and ensuring the chief medical officer is well prepared for meetings.

Refer to Text 3.

3 (a) Explain **two** employment protocols that an organisation such as the *Department of Health & Wellbeing* could incorporate to comply with equal opportunity legislation.

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[4]

(b) Using the information given in **Text 3** about the duties and responsibilities of a Personal Assistant, complete the person specification below by providing **two** criteria for each of the attributes. An example for 'Skills' has been done for you.

[6]

PERSON SPECIFICATION	
Post Title:	Personal Assistant to the Chief Medical Officer
ATTRIBUTES	ESSENTIAL CRITERIA
Skills	<p><i>E.g. Ability to prioritise and manage own and others' work-loads.</i></p> <p>1</p> <p>.....</p> <p>2</p> <p>.....</p>
Qualifications	<p>1</p> <p>.....</p> <p>2</p> <p>.....</p>
Experience	<p>1</p> <p>.....</p> <p>2</p> <p>.....</p>

- (c) The ability to prioritise and manage own and others' workloads is an essential skill that a Personal Assistant should have so that deadlines are not missed.

Analyse **two** possible impacts on the *Department of Health & Wellbeing* of missing deadlines.

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Text 4

One of the missions of the *Department of Health & Wellbeing* is to promote the use of leisure centres to improve the health of the general public. The *Department of Health & Wellbeing's* senior management has decided that the best way of training the staff is for them to experience the activities and facilities provided by leisure centres. Fifty members of staff have been selected to undergo a training exercise. The training exercise will last for a whole day from 10am to 4pm, with an hour's lunch break. The event is to take place on Friday 25 January 2019. The total budget for the day is £1500. Each member of staff should take part in four activities during the day. An onsite healthy two-course lunch (main course and dessert) for all 50 participants is also required, where they can all eat together at the same time.

Research results on four leisure centres are shown in **Tables 1 and 2** below.

Table 1 Prices of activities

Leisure centre	Activities	Price per adult
Swan Leisure Centre 5 Knights Lane, Lexzinsten, LZ4 8RR	Swimming	£4.00
	Indoor cycling	£7.00
	Gym	£6.40
	Bowls	£3.00
Arora Fitness Centre 10 Hunters Drive, Lexzinsten, LZ3 7QQ	Swimming	£4.00
	Indoor cycling	£7.50
	Gym	£6.00
	Bowls	£3.50
Fox Meadow Leisure Centre 55 Evans Road, Lexzinsten, LZ2 9PL	Swimming	£3.50
	Indoor cycling	£7.50
	Gym	£6.50
	Bowls	£3.50
A-Class Fitness & Leisure 74 Swinton Avenue, Lexzinsten, LZ3 8IE	Swimming	£3.85
	Indoor cycling	£8.00
	Gym	£7.00
	Bowls	£4.20

Table 2 Lunch menus and prices

Key - Main Courses ¹ Desserts ²

Leisure centre and restaurant capacity	Menu	Prices
Swan Leisure Centre Restaurant capacity: 35	Pasta salad ¹	£5.80
	Salmon and brown rice salad ¹	£6.20
	Vegetable stir fry with rice ¹	£5.80
	Red berry fruit compote ²	£1.80
	Frozen yoghurt ²	£1.80
Arora Fitness Centre Restaurant capacity: 50	Hamburger and chips ¹	£5.95
	Chicken nuggets and chips ¹	£5.00
	Fish and chips ¹	£5.50
	Chocolate brownie ²	£2.00
	Cream cake ²	£2.00
Fox Meadow Leisure Centre Restaurant capacity: 75	Salad bowl ¹	£5.60
	Grilled chicken with wild rice ¹	£6.50
	Tuna pasta bake ¹	£6.50
	Baked apple ²	£1.50
	Fruit salad ²	£1.80
A-Class Fitness & Leisure Restaurant capacity: 80	Jacket potato with choice of filling and salad ¹	£6.50
	Winter vegetable stew and mash ¹	£7.20
	Organic pork and mushroom casserole ¹	£8.20
	Tropical fruit salad ²	£2.00
	Grilled pineapple with yoghurt ²	£2.00

Refer to Text 4.

4 (a) (i) Using information in **Text 4** and **Tables 1 and 2**, identify the most suitable leisure centre for the training exercise.

.....[1]

(ii) Explain **two** reasons for your choice in **part (a)(i)**.

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- (c) Compose an email to be sent to each of the 50 training exercise participants to notify them of the chosen venue and activities. Present the chosen menu in a format that makes it easy for participants to indicate which main course and dessert they prefer. Also request participants to state any special dietary requirements. The email should include all the details for attending the event and request a response with regards to food menu choices.

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

Use the proforma provided on the opposite page to write your email.

You **may** use the space below to draft your email. You will **not** receive any marks for your draft.

[12]

You may use this box to draft your email.

To: Undisclosed recipients

From: Senior Management

Subject:

(d) Identify **two** benefits to the *Department of Health & Wellbeing* of using email, rather than a letter, to communicate to employees about this training exercise.

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[2]

END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s) – for example 1(a)(i) or 1(b).

A large rectangular area with a solid vertical line on the left side and horizontal dotted lines across the page, providing space for writing answers.

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A series of horizontal dotted lines for writing, spanning the width of the page.

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