

CAMBRIDGE TECHNICALS LEVEL 2 (2016)

Examiners' report

BUSINESS

05893, 05891, 05892

Unit 2 January 2024 series

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Introduction

Our examiners' reports are produced to offer constructive feedback on candidates' performance in the examinations. They provide useful guidance for future candidates.

The reports will include a general commentary on candidates' performance, identify technical aspects examined in the questions and highlight good performance and where performance could be improved. The reports will also explain aspects which caused difficulty and why the difficulties arose, whether through a lack of knowledge, poor examination technique, or any other identifiable and explainable reason.

Where overall performance on a question/question part was considered good, with no particular areas to highlight, these questions have not been included in the report.

Links to the question paper and a full copy of the mark scheme can be downloaded from [Teach Cambridge](#).

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Unit 2 series overview

Unit 2 is a one-hour exam paper which carries 45 marks. This series the paper comprised of three questions and 12 part-questions. This series has seen a wide spread of marks being achieved by candidates. This has depended on knowledge/understanding of the specification, the level of exam preparation and each candidate's ability to interpret key words within the question, including the command words.

There has been a noticeable improvement in the answering of the more practical questions; in this instance Question 1 (b) and Question 2 (a).

Candidates who did well on this paper generally:	Candidates who did less well on this paper generally:
<ul style="list-style-type: none"> • demonstrated knowledge and understanding of key terminology listed in the specification • understood the requirements of the command verbs 'describe' and 'analyse' • focused in on key words within the question • answered questions from a business perspective rather than a customer or personal perspective. 	<ul style="list-style-type: none"> • demonstrated a lack of knowledge of key terminology listed in the specification • demonstrated limited knowledge of key topic areas within the specification • did not focus on key words within the questions • did not understand the requirements of the different command words • did not double-check responses to the more practical questions for errors (Question 1 (b) and Question 2 (a)) • did not focus on Las Cocoa in their responses.

Question 1 (a) (i)

Las Cocoa

Las Cocoa is a chain of 15 shops selling hand-made chocolates and chocolate-related gifts. All 15 shops are located in the south of England. Each shop has one manager and three sales assistants. Las Cocoa's Head Office is located in Canterbury. All administration tasks are completed by employees in the Head Office. Mia is the Human Resources Manager for Las Cocoa. She needs to arrange a meeting for three of the shop managers to discuss a new training programme. The meeting is to be held in the Conference Room at Head Office.

(a)

(i) An agenda will need to be provided to the attendees before the meeting.

Identify **three** pieces of information that should be included in an agenda.

[3]

1

2

3

This question was a good differentiator between those candidates who had learnt the items that would be included in an agenda and those who had not. Many candidates achieved the full 3 marks for this question.

The candidates who did not achieve marks did not know what an agenda is or gave vague answers such as 'location' and 'people'. To achieve marks, responses needed to be specific, e.g. location of the meeting and attendees/people invited to the meeting.

Some candidates confused an agenda and meeting minutes.

Question 1 (a) (ii)

(ii) Explain **one** reason why an agenda should be provided to the meeting attendees.

[2]

Many candidates achieved 1 out of the 2 marks available for this question by stating that an agenda is provided so that people know what will be discussed in a meeting. Fewer candidates then went on to develop their response i.e. explain, to achieve the second mark. Candidates should be encouraged to develop responses such as this, rather than list multiple reasons.

As with the previous question, some candidates confused an agenda and meeting minutes.

Assessment for learning



Candidates should understand the requirements of each of the command verbs used. This will help them to achieve the full marks available for a question.

OCR support



Further guidance on the [command verbs](#) can be found on Teach Cambridge.

Question 1 (b)

Mia has asked the three managers for times and dates when they are available for the meeting to take place. She has also found out when the Conference Room is available.

Dates and times when the managers are available to attend the meeting

Manager's name	Dates available	Times available
Darcie	4 July	Morning
	8 July	Morning
	9 July	Afternoon
James	5 July	Morning
	8 July	Morning
	9 July	Morning
Umi	7 July	Afternoon
	8 July	Morning
	9 July	Morning

Dates and times when the Conference Room is available for the meeting

Date	Time available
4 July	All day
5 July	Morning
6 July	Morning
7 July	Afternoon
8 July	All day
9 July	Morning

(b) Use both tables.

Recommend a time and a date for the meeting to take place.

Give reasons for your recommendation.

[4]

Date

Time

Reasons

This question was very well-answered. Most candidates achieved either 3 or 4 marks. In most instances where 3 marks were given, the candidate only gave the reason that the managers were available on that date/time, omitting to include that the conference room was also available.

Question 1 (c)

(c) All three managers will need to travel from where they live to the Head Office in Canterbury. Las Cocoa will pay their travel expenses. Analyse **two** factors that may influence their choice of transport.

[6]

1

2

The full range of marks was achieved by candidates for this question. To achieve marks, candidates needed to firstly identify a factor that may influence the choice of transport. Instead of identifying a factor, many candidates made a decision i.e. chose a form of transport. This is not what the question required. As such, responses often lacked the correct focus.

Candidates who did correctly identify a factor then needed to develop their response and analyse the chosen factor by providing a business-facing impact. Many struggled to provide a business-facing impact and focused their response on the managers themselves.

An incorrect response, often seen, was that the managers should choose the most expensive form of transport because the business were paying the travel expenses. Candidates should be encouraged to answer all questions from a business perspective rather than a student perspective.

Question 2 (a)

Business Customers

As well as selling its chocolate products in its 15 shops, Las Cocoa also sells chocolate products to business customers.

Business customers place their orders online. Administrators in the finance function at Head Office process these orders. These administrators complete all transactional documents relating to these sales.

(a) A hotel in Devon has ordered and paid for a range of chocolate animals to be given as gifts to regular guests. A sales receipt needs to be completed for the following items:

- 10 rabbits at £3.00 per rabbit
- 20 sheep at £2.00 per sheep.

Complete the sales receipt using the information above and today's date.

[6]

SALES RECEIPT Las Cocoa Craster Way Canterbury CT55 0JT			
Customer address: Darwell Farm Hotel West Green Devon WG4 9LX		Customer number: A3785	
Order number: 5490	Date: <input style="width: 100%; height: 20px;" type="text"/>		
Sales receipt number: R7843			
Payment method: Bank transfer from bank account number 9248465			
Description of products	Quantity	Unit price (£)	Total (£)
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>	<input style="width: 100%; height: 20px;" type="text"/>
		Subtotal £	<input style="width: 100%; height: 20px;" type="text"/>
		VAT at 20% £	<input style="width: 100%; height: 20px;" type="text"/>
		Total paid £	<input style="width: 100%; height: 20px;" type="text"/>

This question was well-answered by candidates, many scoring the full 6 marks. Common errors were an incorrect date, VAT being deducted from the Subtotal rather than added to it and candidates adding up all five entries to reach the Total paid figure.

Question 2 (b)

(b) All transactional documents are completed electronically and emailed to the customer.

Identify **two** reasons why it is important for a finance administrator to follow data protection protocols when completing and sending a sales receipt.

[2]

1

2

This question differentiated between candidates who recognised that the key words in the question related to following data protection protocols, and those who did not. Candidates who did not recognise this provided reasons why a sales receipt should be provided to a customer and therefore did not achieve marks.

Assessment for learning



Encourage candidates to read questions carefully to identify key words within the question.

Question 2 (c) (i)

(c) One of the administrators in the finance function has two tasks to complete.

- Telephoning a customer about an error on an invoice that has been sent.
- Giving a completed petty cash voucher to a line manager. The administrator has bought some postage stamps to be used in the office and wants to be reimbursed.

(i) Which task should the administrator prioritise?
Give reasons for your answer.

[3]

Most candidates were able to correctly identify that telephoning the customer should be done first. Some were then able to give reasons why.

This question tested LO3.3.1; Prioritisation of tasks. Candidates who scored highly recognised that these tasks should be prioritised on the basis of importance, urgency, or the task originator (the customer in this instance).

Some candidates chose the second task as it related to a line manager. They did not recognise that the petty cash voucher was being given to the line manager rather than the line manager being the task originator. Encouraging candidates to identify key words in the question should help to avoid errors such as this.

Question 2 (c) (ii)

(ii) Describe **two** telephone skills that an administrator in the finance function should have.

[4]

1

2

Very few candidates were given the full 4 marks available for this question. Most candidates were able to identify one telephone skill but appeared to struggle to identify a second. Once a skill had been identified, most candidates then went on to explain why the skill was needed rather than to describe the skill. Greater understanding of the command verbs would have improved candidate performance for this question.

Some candidates focused on financial skills such as mathematical ability which was not the correct focus for this question. Identifying the key words in the question would have improved the performance of these candidates.

Question 2 (c) (iii)

(iii) State **one** reason why it is important for the finance administrator to use effective telephone skills when telephoning the customer about the error on the invoice.

[1]

This question was well-answered with many candidates being able to state one reason.

Question 3 (a)

The marketing function

Administrators in the marketing function are responsible for promoting Las Cocoa, its shops and the online service offered to business customers.

Each month a promotional leaflet is emailed to all customers who have signed up to receive it. The leaflet includes photos of all new products and promotes any special offers available during that month.

(a) Explain **two** reasons why Las Cocoa uses email to send the leaflet to customers.

[4]


1

2

The full range of marks was given for this question. Many candidates who did not achieve marks focused on email being free or vague responses such as ‘people always checking their phones’ or ‘everyone having email these days’.

The question needed to be answered from the business perspective rather than the customer perspective. Responses such as ‘it is convenient for customers’ were customer-facing rather than business-facing. Candidates should be encouraged to answer questions from the business perspective as this is a business administration qualification.

Misconception



Many candidates believe that email is free. However, the equipment, internet connection, etc. required to send an email need to be purchased. As such, sending an email cannot be done without some financial outlay.

Question 3 (b)

(b) Identify **two** potential consequences to Las Cocoa if the email sent to customers contains errors.

[2]

1

2

Many candidates achieved at least 1 out of the 2 marks available for this question. A common error was providing a consequence to the customer rather than Las Cocoa as the business.

Question 3 (c)

(c) The Marketing Manager thinks that working as a team is important.
Analyse **one** benefit and **one** drawback to the business of encouraging employees to work as part of a team.
Should employees be encouraged to work as part of a team? Justify your answer.

[8]

Overall, candidates performed better on this Levels of Response question than in some previous series. The wording of the question gave focus on how to structure a response. Many candidates clearly considered at least one benefit and at least one drawback. However, some did not then make a decision as to whether employees should or should not be encouraged to work as a team. This was required to achieve Level 4.

Candidates who performed better focused on one benefit and one drawback in some detail. Those who listed a number of benefits and drawbacks often did not develop any one point sufficiently to achieve Level 3, nor sometimes Level 2.

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