Commentary on candidate evidence

The candidate evidence has achieved the following marks for each question of this question paper.

Question 1

Outline ways in which the staff in the case study could have been more effective in planning and supporting the meeting. 4 marks

Candidate 1

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
1. Using an e-dairer for reminders and alerts	
for upcoming meetings, so no one is late. 0	
· Using an Agenda to inform participants	
about what will be discussed in the meeting	
and come prepared, we should include, location of meeting	
· Have approximate timings for discussions to	
ensure all topics are covered, in enough time 1	
· Ensure everyone has a chance to speale to	
ensure fairness and equality.	
· Have a priorities list 30 you don't get off track	
and ensure the most vital discussions are done	
first.	,
	· [•] ·

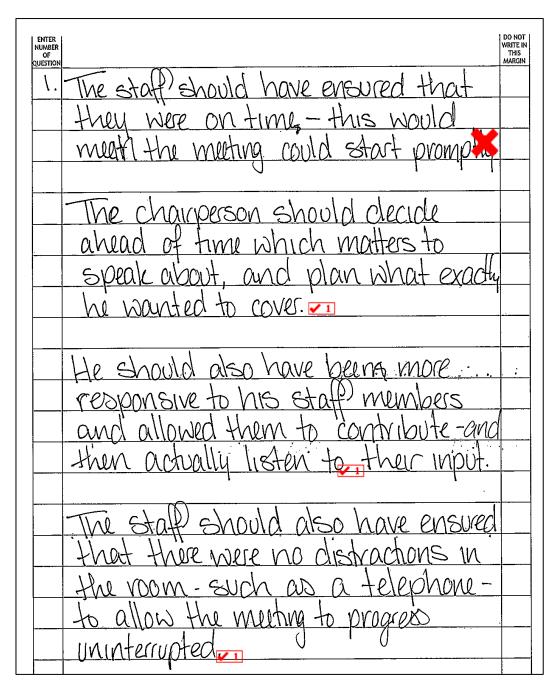
This candidate was awarded 3 marks.

The first bullet was not awarded a mark because the case study states that everyone was at the meeting. The second bullet was awarded a mark for stating that an agenda was issued to inform discussion and come prepared. The third bullet was awarded a mark for mentioning timings for discussion. The fourth bullet was awarded the final mark for ensuring that everyone was allowed to speak. The final bullet was not awarded a mark because a priorities list is not suitable for solving the problem.

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
١	they could of been more effective	
	when planning by gathering	
	all information and papers	
	the day before or hours before	
	the meeting began. which	
	would mean less rushing	
	about they should of made.	
	Sure they booked the room	
	and checked it was not	
	already occupient The chairperson	
	should of had a agenda of	
	what they needed to say	
	In the meeting They should	
	of said who was absent to	
	ensure at the meeting. at the	
	begining and give apologies	

This candidate was awarded 4 marks.

All the points the candidate made were correct and are issues in from the case study.



This candidate was awarded 3 marks.

The first statement was not awarded a mark because it does not solve a problem from the case study.

DO NOT WRITE IN THIS MARGIN ENTER NUMBER OF QUESTION 1.) the notice preparing one Wer meeting Wex. livo M tino mee ensure notice pric Another <u>the</u> ensuring room bt. <u>Phe</u> meetina clashes aveic reserved in ac Cher with ŀ eans 1 An preparec been agendo ha. bers mem Εhe 0 in ODDOSSE <u>chairpers on</u> tino prieri tα sha The read room ive before meeting and arrange sis name Corro etc. 🔽 chairs documen 1-5

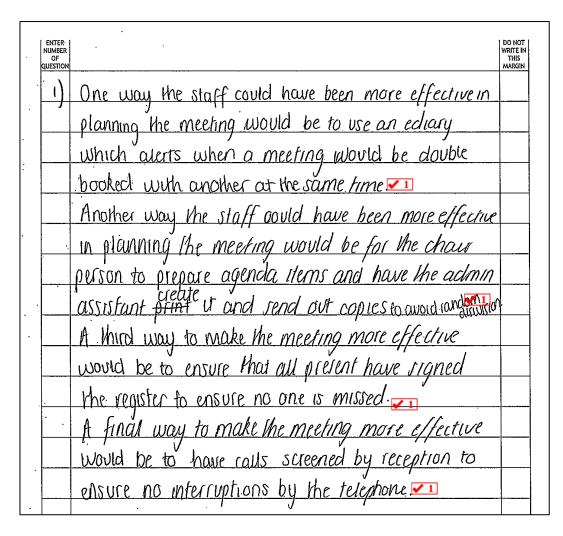
This candidate was awarded 3 marks.

The first statement was not awarded a mark because it does not solve any of the problems in the case study.

DO NOT WRITE IN THIS MARGIN ENTER NUMBER OF QUESTION 1 the COU Staff 've IV)ULI P ę. 0 rei Way ensurino her 20 10 reat IS $) \cap$ 1 15 D セ 1CI ρ

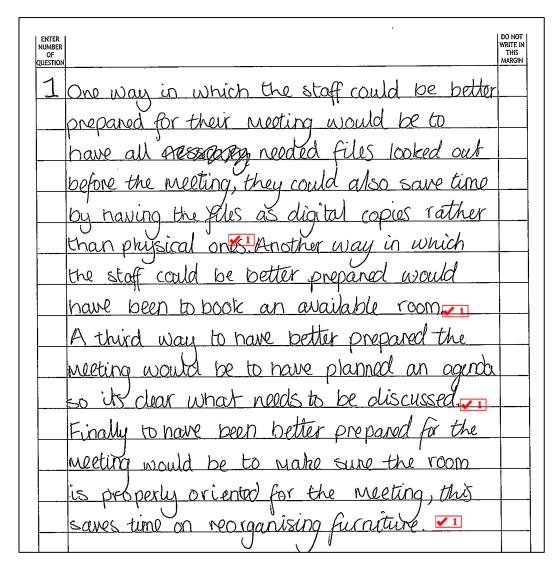
This candidate was awarded **3 marks**.

The first sentence was not awarded a mark because it does not solve any of the problems in the case study.



This candidate was awarded **4 marks**.

All four points they have made were correct and relevant to the case study.



This candidate was awarded 4 marks.

All four points they have made were correct and relevant to the case study.

DO NOT WRITE IN THIS MARGIN ENTER NUMBER OF QUESTION <u>1</u> documents Ensure that all necessary of including notice meeting are prepared meeting the the day 0 ore bet Bookinas of venue PADOST the room or which will host the meeting nacte before made MUS be the day of the earliest opportunit meeting the at layout the room ake sure the of chairs tables 15 including and scheduled the 10 ganised prior the meetinga start 0 agenda which should Circulate an Sta who tο a aiven are the meeting SØ one attending will discussed aware et what be ✓ 1 meeting the reception to hold all telephone Ask the duration the Or meeting. VI

This candidate was awarded 4 marks.

The first paragraph was not awarded a mark as the documents were ready, so it would not have solved any of the problems. However, the candidate correctly outlines another four points, so can still receive full marks.

Question 2

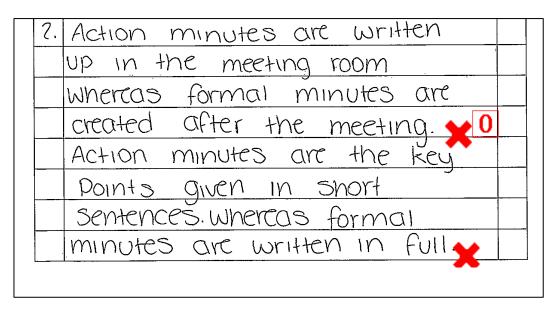
Compare formal minutes with action minutes. 2 marks

Candidate 1

	2.	formal minutes are usually written in past-tense	
		and are longer to produce as important details	
		from discussions are noted. Helps participants who	
		were absent at meeting of what was being	
		discussed and conclusions made. Weed to have	
		a tim period of notice to ensure the meeting	
		is legal. However action minutes are tor 1085	
		formal mactings and are quicker to produce	
		as only key points were noted down. This	
_			
- <u>p</u> u	ESTICK		MARGIN
		would be used for less formal meetings	
	·	where you only need to catch up and ensure	,
		everyone is on Arache with the organisation.	

This candidate was awarded 1 mark.

A mark was awarded for the comparison about time taken to produce, however, no other comparisons were made. The first tick does not carry a mark, it is just to show the first part of a comparison. Some candidates think that the two statements in a comparison will be worth two marks, but this is not the case.



This candidate was awarded 0 marks.

The candidate showed a lack of knowledge about both types of minutes.

2. are a more in-dept minutes arma ശ 04 ter MIN 0 OBS AA Ø A Q Λ ON Mu D) Q) an A Ŋ +

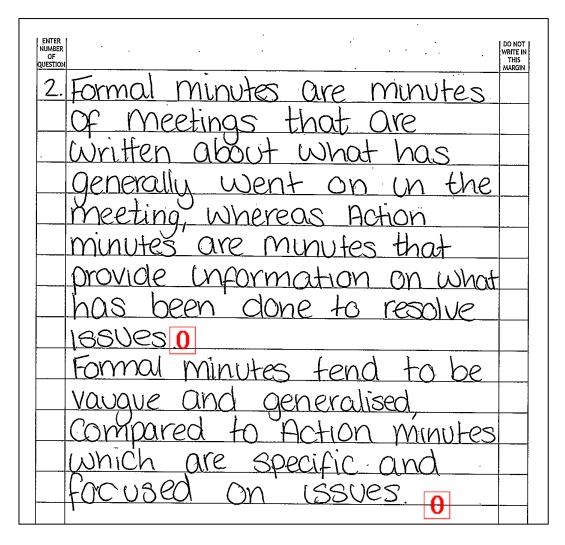
This candidate was awarded 0 marks.

Neither of the points made were correct.

ENTER NUMBER OF QUESTION DO NOT WRITE IN THIS MARGIN 2) auttine the Eorma points minu <u>ในจรเอเ</u> neeling the σ are ne Sm mìn 0 ዮ ዮ Il person Bell form rperso

This candidate was awarded 2 marks.

This candidate gave four statements, all of which would have been awarded a mark. This is a good example of a candidate using BOTH. It should be noticed how much shorter in length this answer is in comparison to other candidates who struggled to phrase a compare where they are looking at differences.



This candidate was awarded 0 marks.

The candidate lacked knowledge of the different types of minutes.

2) On the one hand, formal minutes taken down	
by the admin assistant during a meeting should	
summarise points discussed throughout whereas	
action minutes should note any actions that were	
or are to be taken at the meeting and by whom	
In addition, formal minutes are checked by the	
chaurperson and drafts are to be created for the next	.
to remind them of any decisions or a ctions still to be	2
to remind them of any decisions or actions still to be	
	•
or ouestion Made after the meeting.	WRITE IN THIS MARGIN

This candidate was awarded 1 mark.

A mark was awarded for the first point the candidate made. However, the second point was not awarded as they are not comparing the same feature of formal and action minutes.

2 Formal minutes are a word for word; written everything that Was 8 during Minuter Meeting whenas descisions that Miri were ма them much shorter Merti thus Making na 뷨 0

This candidate was awarded 0 marks.

Action minutes are more than just a record of decisions, plus the 'word for word' would suggest the candidate does not have knowledge of the different types of minutes.

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
2	Action minutes are written up once	
	the meeting has concluded whereas	
	formal minutes are taken throughout	
	the duration of the meeting .	
	Both formal minutes and action.	
	minutes provide accounts of the	
	events and what was said during	
	the meeting. 0	

This candidate was awarded 0 marks.

The candidate does not show understanding of action minutes.

Question 3

Describe how e-diaries could be used to plan and organise a meeting. 4 marks

Candidate 1

3. coretary can send the same enail to multiple people and once they have accepted it be automatically logged into this dias: will will insure participants know when the is is taking place and when . meeting Reminders and alerts can be created to ensure don't toget and have time to come people propared the meeting so they are organise or other peoples e-dairy n dred to decid appropriate date and time a meeti be held to ensure evenone will be rould able to attenden Multiple meetings need to only be entered once this source time and evenare knows when the Chsures next meeting is duc 🗾

This candidate was awarded 4 marks.

All bullets were correct and awarded marks.

OF UNITED	IO NOT RITE IN THIS VARGIN
3 e-diaries could be used to	
Find a date suitable for the	
majority of the staff. By looking	
on their diarieon	
It could also be used to set	
reminders for the meetings	
50 people employees are less	
likely to forget about it.	
It could also be used to	
Set dates for the secratery	
and chairperson to meet	
and organise the EXP.	
up coming meetings. REP	
e-diaries could be used to	
create to do lists for the	
Secratery with things to	
do before the meeting like	
book the venue	

This candidate was awarded 3 marks.

Although the candidate provided four sentences, the third sentence is too similar to the first one and therefore was not awarded a mark.

he used 101 100 PA When **CIVANNA** PROPERTO ADI Л M W 9. ase N 0 \P 0 Pac \cap INA 00 W Q

This candidate was awarded 4 marks.

All points made were correct and awarded marks.

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
3.) One , way that e-diaries can be used is to add all the relevant stass	
to the same event, which ensures if	
is on everyone's calendar and reduce, the rist of absences VI	
Another way that e-diaries can be used is to set notifications on to remind	
people that there is a meeting these can come through on e-mail or	
mobile phone and so will be hard	
to miss.	
Another way that e-diaries can be	
the meeting so that stass can clear	
non-important abligations and ensure	
their altendance. VI	
Another way as using endiaries is to	
write an event description which	
may be used to remind certain stass to bring particular documents	
the the meeting such as an and	
to the meeting such as an agenda or previous minutes.	
A particular room or lacation can be specified in the e-diary, alloning	
meeting members to know exactly where	
they are going and so avoiding	
confusion · ✓	

This candidate was awarded 4 marks.

Each paragraph was awarded a mark. The candidate could have secured a further mark for the final point if they had not already gained the full four marks prior to this. In the third paragraph the description of time range was correct – so delegates knew they were to attend and at what time. The event description is the notes section of an appointment, and this is a technical term in some e-diary systems, so was awarded a mark.

3 taries Can +0be used Organise meetings 1000 \cap Whi are \mathcal{N} 3 $\mathbf{\Omega}$ Ĥ ()n Spe S 1 $< \land$ can)SE re \sim $+\lambda$ P XII **1** 70 a130 can \mathcal{C} ers er 101 eri JIEY t tOh that ent Sran the nave

This candidate was awarded **3 marks**.

The final paragraph was not awarded as it is a repeat of the 'who is available' and 'facilities' points.

3) An eduary could be used to plan a meeting as if the admin assistant has access to everyone's diary, they can then find a free date and time, allowing the meeting to be organised more guickly. Secondly, an ediary can be used to create a to do List of what should be done before the meeting
the admin dissistant has access to everyone's diary, they can then find a free date and time, allowing the meeting to be organised more quickly.
can then find a free date and time, allowing the meeting to be organised more quickly.
Secondly, an ediary can be used to create a to do
Secondly, an ediary can be used to create a to do
List of what should be done before the meeting
goes ahead. For example, to remind the admin
assistent to arrange any visuals ornalietary
requirement
In addition, an ediary can also allow
attendees to easily accept of decline the invitation
worifying the admin assistant when they have done
f0 V1
Finally, an ediary can send out reminders to all
who accepted the meeting invitation before the
meeting occurs to ensures no one is late or
vnaware of the meeting date, time or place 🔽

This candidate was awarded **4 marks**.

Each sentence was awarded a mark.

NUMBER WRITE OF THI	D NOT ITE IN ITIS ARGIN
3. One way in which e-diaries could be used	
to plan a meeting is by not being able to	
double book people will help make sure	
that everyone can attend the meeting. Another	
use of e-diaries is that reminder can be	
set which aid in getting everyone to the	
meeting on time. A third use of e-diaries	
is they allow for recurring events to be	
set which helps save time when scheduling	
Finally e-diaries allow for a location to	
be arbed, this makes sure everyone is	
aware of where the meeting will the flate	

This candidate was awarded **3 marks**.

The candidate was not awarded the mark for double-booking because that is incorrect. This is a common error, we will accept that the e-diary alerts the user to a conflict, but it does not prevent double-booking.

3	E-diaries allow for a specific date
	and time setting which could allow
	for someone to reserve this time in
-	advance, solely for the meeting. VI
	E-diaries att also let you add a
	location to the event which could
	ensure that people know where the
	meeting will take place in advance.
	E-diaries show a person's full calender
	with all of their arranged events which can allow for planning around these
	in order to obtain a higher meeting

This candidate was awarded 3 marks.

Each statement was correct and awarded marks.

Question 4

Describe the responsibilities of both employees and employers under the Health and Safety at Work Act. 6 marks

Candidate 1

DO NOT WRITE IN THIS ENTER NUMBER OF QUESTION MARGIN 4. need ensur ES ιS WORK ut is PMSUNE hould ĥΩΛ an an 05 MOI Work attend Weggo ٤S 2 COL aid onsure ogers this are to are alla 10051 05 31 MARON Cat 9V(1 . 🗹 1 practice Employ ces S around e UB and N \mathcal{D} LOUS Ġĺ Concerer about Som

This candidate was awarded 4 marks.

The first two points gave no clear description of what the employer or employee were doing. Safe and efficient do not go together, and comfortable is not relevant to health and safety therefore, neither of these points were awarded a mark. However, the candidate was awarded a mark for first aid kits being made available. A second mark was awarded for cable management. The third mark was awarded for taking care of themselves. The last mark was awarded for reporting anything dangerous.

ENTER UMBER OF JESTION		DO NOT WRITE IN THIS MARGIN
4	The employer would need to	
	ensure there are enough first aid	
	trained starting for the amount of	
	people in the organisation and	
-	that employees know who they	
	are. Employers need to ensure	
	first and boxes are kept fully	
	stocked raind employees need to	
	Say when it needs re-stocked.	
	Employers need to have a	
	incident report besk and employees	
	need to tell employers when a	
	incident occurs and make sure	
	It is recorded. VI	
	The employers need to ensure	
	regular fire arills are done vi	
	and employees need to ear	
	Obey the rules for the drull,	
	like standing in the given	
	area and getting out the	
	building quickly and safely.	

This candidate was awarded 6 marks.

We did not award the areas underlined, because it is not necessary for employees to know who all the first aiders are, and it is not general employees who would need to re-stock first aid boxes. However, this candidate was a warded a mark for the first part of each of these sentences.

9 a responsibility to 10Ve Ц. miploupess INING R P ρ WW 0W ONS M)(I there Ç 100 -SAt 17 ÛN format ll 101/ \N 0 ✓ 1 0 T De [] 0 loyees <u>ut</u> PMV 0 4 MD(l V 00 Wruises. 🗸 1

Commentaries

enter Number Of Question DO NOT WRITE IN THIS MARGIN ą ÚQ REP

This candidate was awarded 5 marks.

For employer responsibilities they were awarded three marks providing training, first aid kits and displaying posters. For employee responsibilities two marks were awarded for following rules and reporting incidents. The second point within employee responsibilities was a repeat so no mark was awarded for this.

4: responsibility Employers have unde HASAWA ensure assessme rish Sei Phe Phe craanisa premises are lions This is a eqa uno responsibi risk the <u>of</u> reduce 5 ano acciden they are Employees must fanilia ensure the with <u>he</u>a and Sa the oS organisation . the Similarl employer has insidilite a res ŀc ensure a heal ano So Sollowed place is is in and ✓ 1

Commentaries

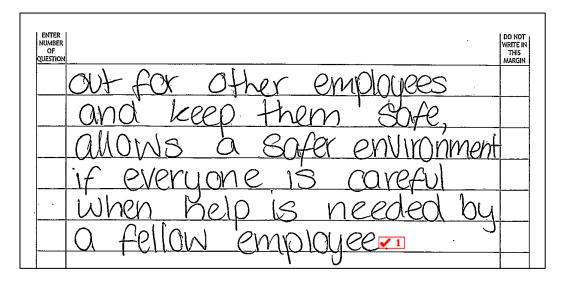
DO NOT WRITE IN THIS MARGIN ENTER NUMBER OF QUESTION Within the organiza Emp req Se mane fσ enaa from Employers CASW r m Managemen their Frippino Spillo nia examp responsibilit ens Sol 1 to (espensib the Wearing ρ 9 8 noi ea al Such hats slee as c/ CQ hard 5

This candidate was awarded 6 marks.

The first three paragraphs were each awarded a mark with the fourth point being awarded two marks due to referencing both employer and employee in answer. The final mark was awarded in the last paragraph.

ENTER NUMBER OF QUESTION DO NOT WRITE IN THIS MARGIN 4 responsib ne ne l tu 15 P P YON anno USC 5 nc V YO(P "h 10ils respons lity the 0 nform Sł about N Y pmbp eanda C 10<u>n</u> 80 ٦ (}Y PMQ ρ 1 P 11 D ace <u>1</u>0 \supset ✓ 1

. DO NOT WRITE IN THIS MARGIN ENTER NUMBER OF QUESTION 4 1PM V V ŀλ ΥV GV N 0 7 er () ł, U hines 4 Ń ρ 99 0 1/F 6 0N HUOC PI Ĉ) V orma () ρ)r RS 1SIOF NC Y ľ 1 SOL tranno) Y 1 Pl 9 78 0



This candidate was awarded 6 marks.

Each paragraph was awarded a mark.

Commentaries

Candidate 6

4) Firstly employers should provide a safe working environment for employees to work in . For example, clearing hazards or providing protective clothing Employers should also ensure any equipment or machinery is safe to use and regularly mainten	<u>~1</u>
to extry and avoid accidents or injuries in the workplace. In addition, employers should provide health ar Safety training courses for all employees to ensur- they are aware on how to keep themselves safe at work and know how to work equipment property. In The employee should take reasonable care of their own health and safety as well as the health and safety of others. The employee should also wear any protective clothing they have been resued when et is required to keep them safe when operating machinery. The employee should also cooperate with their implayer by attending training courses provided to i care about machinery and their own health and safety in compliance with the leath and Safety. Work Act.	DO NOT WRITE IN THIS MARGIN 22 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2

This candidate was awarded 6 marks

All points were awarded a mark.

4 One responsibility of employer under the the provide hea Salety Ø WAR to ān un -date emploi with tD auide laislai onschil rdanisations en employee the mNen NO (0)nm nolouer Ne 60 RUNY pment S emploi has NAS T 91 employee breacher 0 见坛 D) OUSS IS slatino

This candidate was awarded 4 marks.

The first two statements were not awarded marks as an organisation does not have its own legislation. The candidate likely did not intend to write this in this way, and it is a good reminder to read over what is written. The final four statements were awarded marks.

Commentaries

Candidate 8

4 Employees must report any unsafe
working practices or conditions which
may be a danger to themselves er
others to allow the employer to fix
them. VI
Employers must provide all necessary
safety equipment required for an
employee to carry out their role such
as safety helmets
Employers must give a basic level of
health and safety training relevants to
the job 1
Employers must provide clean and
working washroom facilities accessable
to all employees on site.

This candidate was awarded **5 marks**.

The first paragraph was awarded two marks, one mark for mentioning employees reporting, then a development mark for detailing what the employer must do. All other paragraphs were awarded a mark.

Question 5

Justify the need for an Administrative Assistant to have good time and task management skills. 4 marks

Candidate 1

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
4. Employees should Ensure	
5. To ensure work is being completed	
before a deadline and an in the Admin	
Assistant isn't behind schedule or running.	
late on tasks that have to be completed	
bas a certarin timer	
· Can use a priorities list to ensure the	
most important tasks are tackled first and	
aren't confused on which tasks to tackle	
next 0	
"Ensure one task is finished before	
starting another so procrastination is	
avoided and work flow is smoother. 0	
. Being realistic about deadlines and	
casuring you have the right resources	
and time to complete your task 0	

This candidate was awarded 1 mark.

The mark was for completing work before deadlines and not falling behind. The second point could not be awarded as it is not a justification. The third point could not be awarded because it is unclear what the candidate meant by work flow being smoother. The fourth point also could not be awarded as there was no justification.

-ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
5 An administrative assistant	
would need to have good time	
and task management to ensure	
tasks are completed ontined.	
They would need to have good	
time and task management to	
ensure work is completed to a	
high standard and is not	
rushed	
They also need to have good	
time and task management to	
ensure that if they fail behind	
with work it does not	
effect others. 0	
They also need to have good	
time and task management	
to ensure tasks are completed	
In order of importance or due	
clate. to 0	

This candidate was awarded 2 marks.

These were awarded for the first sentence on time and the second sentence to standard. The third sentence did not answer the question and the last sentence had no justification, therefore neither could be awarded marks.

5 £ì√£ PACL M ()C <u>non</u> n.O ann Ą ٩Λ į .

This candidate was awarded 2 marks.

One mark for reduce stress and another for meet deadlines. Trustworthy was not relevant in this instance and the final point could not be rewarded as it was a repeat of meet deadlines.

ENTER NUMBER OF QUESTION DO NOT WRITE IN THIS MARGIN 5.) An minist with <u>9000</u> 10 assistan time manageme - >in Wil the nvino Sal nisalicn Smoother DA <u><u></u></u> Goa ima an Last Managemen Shills 6.1 85 th mprovina their me the emp <u>He</u> rea shids Ge ine manageme wil Dra Sper th been Con time Good and teist managemen ちんし wil easier Ŋ basks Wort Er have Ct Sar home completion n

This candidate was awarded 4 marks.

They were awarded marks for miss deadlines, less stress, reduced staff turnover and higher productivity. The last point would not have been awarded as it is repeating the idea of meeting deadlines and the impact it will have.

5 reason Qn \bigcap Min er กด 0 REF ete 00 Pel Ο Οιγ ρ ۶ 6 P C ne 18 be Ĵ. XCV completion N

This candidate was awarded **3 marks**.

The first two paragraphs were only worth one mark, they are repetitive about meeting deadlines, the second paragraph was slightly stronger so that is where the mark was awarded. The final two paragraphs were each awarded a mark.

5) An administrative assistant should have good	
time and task management to ensure all tasks completed are carried on time and to the correct standard 1	
are carrie on time and to the correct standard VI	
An admin assistant may also need good time and	
task management if tasks have been delegated to	_
them by a manager to help assist in the completion	
QUESTION Of a large-scale project. 0	
An admin assistant may also need good time and tark	
Management to organise their tasks, ensuring they are	
done in order or by priority.	
done in order or by priority. O In addition an admin assistant will need good fime and	
task management when planning lorganising a meeting	
to ensure everything is prepared before the meeting occurs to allow it to ive smoothly.	
to allow it to i'vn shoothly.	

This candidate was awarded 2 marks.

The two marks were awarded in the first paragraph, for deadlines and correct standard. No mark was awarded further down the paragraph for delegation, in this instance as there was no reference to the delegated tasks being more challenging. The last two sentences did not provide any further information, therefore, were not awarded any marks.

5. One reason the administrative assistant (AA)	
heeds to have good time I task wanagement	
stills is to meet deadlines, it is important	
the AA plans out their workload so that	
work that is more important neets its	
deadling Another reson is that having	
good time I task management stills can	
neduce stress from naving too much to do at once	
this helps reduce absenteesm. A third reason	
the AA needs good time I tak management	
skills is so that the company has a good	
image, Becau & the AA is good at meeting	
deadlines & being organised this can help	
provide the company with a positive intege	
Finally a reason is that by having good	
time and task management shills this can aid in	
positive staff relations l communication as	
the AA will be seen as trastworthy.	

This candidate was awarded 4 marks.

One mark was awarded for each sentence, this was a good answer.

. ENTER NUMBER OF QUESTION DO NOT WRITE IN THIS MARGIN 5 One benefit to Admin Assistant of having an time and task management skills is good for that it allows greater productiontu are guicker and being completed tasks as efficiently, VI more Another benefit to of Admin Assistant an and task management skills good time having that it reduces stress as the completion is tasks overload the prevents and oł employee harder to keep with tasks. 40 work UP having Another benefit of an Admin Assistant having that good time and task management skills is their it allows them to organise work and completion tasks. plan 01 the.

This candidate was awarded 3 marks.

All points made by the candidate were awarded a mark.

Question 6

Discuss the advantages and disadvantages to a business of using social media as a method of communication. 6 marks

Candidate 1

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS
6 Advantages:	MARGIN
· Can advertise their products and services	
efficiently and get teedback through	
comments and likes to determine what	-
People like and now people feel about	
the business VI	
· Can get into contact with multiple	
customers and intom them of any new	
upcoming products or services. Can also	
report issues to customers like the	
business telephone line is down, so event	
austomers and are aware. VI	
. Can post short clips on their story	
to update enstomers about the	
business and what to expect from . then in the future 1	
Destrochages ?!	
· Can share austomers reviews on this	
Social media site so astomess ful	
valued that they're opinion was heard	
and another the	
Dadvartages:	
May not reply to all comments	
austomers may teel arroyed at not	
being heard.	
· Con get hadred and business can	
no lonser communicate to customers. ✓	

This candidate was awarded 6 marks.

All point that were made were relevant. It would have been possible to award more than six marks. Both advantages and disadvantages were discussed so all six marks were awarded.

No response

Candidate 3

6 vantag 19 D1C 0 0 CM higher traction) (INO DAA 11 remotioner nisa. ~ 0 MM.SWes NOX Cim 7 DD Pass ING M 0 00 J٨ mess 01 1 Ves OPINIONS 0 media P Ov Ora 0 λ PΧ tag 150 P C ON 2 CNSIN Λ MIS \wedge C esu 11 . . POORS ore 01 Ş 0000 me Ol 010

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN.
could lead to a	a damaged
reputation if ha	elcers were to
post on their be	half or lead
information. VI	
Social media is	also very informal
which may make	It was prestiverthy
for somernits	nould not be
used as the con	vpanies' only
method of com	municator

This candidate was awarded 6 marks.

We identified more than six correct responses to this question. The candidate discussed examples of advantages for wide reach, quick response, posting opinions and so others can see your thoughts. The disadvantages mentioned were high volume can mean businesses miss posts, social media hacked and informal which may make it less trustworthy.

advantage Socio me An as using page S. nego R abe W-11 business Another San me and Howeve age H. rescen require hired nay orofils the te Ser business due Socia asth. 50 business Wont incu Cos Andhe Ľh Deor been REP

This candidate was awarded 4 marks.

We did not award the identification of twitter/Instagram as it is not an advantage or disadvantage. The final paragraph was not awarded a mark as this was similar to the point on wider reach.

6 advantage One OF 4)PC ١. \sim DIC 11 ('ostom 2 $\mathcal{N}(\mathcal{I})$ Ó 10 5 arget (are FOR Ket P JSINESS Un ngher no ($\rightarrow \wedge$ P Of P DUY 2007 3 Or ſ 10n $2x \cap$ 37 S) V that 9 \bigcirc αn)C MUU \cap ട 10 \bigcirc Cansumer PC 7 Ina of hunting Websites <u>J</u>Y 6 L ()SO \sim 3 ₹ OP \mathcal{X} P C ٦. 1

DO NOT WRITE IN THIS MARGIN ENTER NUMBER OF QUESTION 00 INING an l 14 pm ρ

This candidate was awarded 5 marks.

The first paragraph and the start of the second paragraph were awarded marks. We did not award the second half of the second paragraph about not having access because that is not a disadvantage of the use. In the third paragraph marks were awarded for negative comments causing reputation damage and customer thinking twice about purchasing the products. There was no mark awarded for the fourth paragraph made because, again, this is not an advantage or disadvantage of the use of social media. A mark was awarded in the final paragraph for 'you are relying on people sharing your posts'.

6) One advantage to a business of using social mediato
very cost efficient way of advertising products
and creating relation thips with customers!
Another advantage to a business of using social
media as a method of communication is that
social media is used by millions internationally
Meaning the business could target and communicate
with a broader audiencer
However, one disadvantage of using social media
to communicate is that as it is a public domain,
costomers who have had negative experience with
the business can comment their view which can
lead to bad publicity for the business and an
abundance of negative comments on an unrelated
A second diradvantage of using social media to
QUESTION COMMUNICATE IS that users need wife to be able MARGIN
to access it and so if may not be accessible to
those without a strong and regular wifi connection
Meaning they may not be able to commonicate
with as many people than if they used other
methods of communication. 0

This candidate was awarded **3 marks**.

Marks were awarded for cost effective, wide reach and negative comments. No marks were given for lack of wifi because that is not specific to the use of social media.

ENTER NUMBER OF OUESTCAN
6. One advantage of a company using social
media as a method of communication is that
social media has a very large usage which
can aid the company in gaining more to customer
Another advantage is that is can save time as
A third advantage is that social media allows
for customers to respond to the company & provide
Redback. However one disadvantage is that
some sustomers may feel alienated from the
company if they don't have social media, for
Example the elderch Another disadvantage is that social media limits the amount the company
can say, which may be unusful. Finally a disad-
vantage is that with so many customers on social
nodia its will be impossible for the company
to properly respond to any customer issues,
which wastes time I may approved ustomers.

This candidate was awarded 4 marks.

This candidate started the response well, gaining marks for their first three statements, then the final sentence. They were not awarded a mark for customers feel alienated, because we did not accept any barriers of access to social media/wifi/internet as a disadvantage of the method. We also did not accept limiting what you can say as this is not the case for all social media and an alternative social media platform would be selected.

6 One advantage to a business of using social a method of communication media as is allows them to reach that it 9 andience 🖌 1 arge business of using social Another advantage to a communication media as a method 15 <u>oř</u> data in you can order to that use suit which audiences speci ✓ 1 product your Another advantage to a business of using media as a method communesocial of Free that it is mostly ation cheaper than bill board therefore is and television advertisino One disadvantage to a business of usino social media as a method of communi ation is that reachin you may not the community surrounding the business media and those on social may busine able access the

This candidate was awarded 4 marks.

The last point could not be awarded a mark as the candidate's point was not clear and we did not accept access issues to social media as a disadvantage.

Question 7

Describe the following methods of monitoring and evaluating customer care. 6 marks

- Customer focus groups
- Written surveys
- Suggestion schemes

Candidate 1

7. Customus tows groups:	
- A series of random customers in a	
group asked granding pre-set	
questions about the organisations	
products or service Customers may feel	
valued at being invited and will teel	
Special like this voice matters Hover	
som individuals may influence other peoples	
opinions on matters this discussions and	
travel and accouncidation costs may be	
high to ensure astomets on visit.	
Writter Surveys:	
A series of questions to answers on a	
picce of paper. However questions cont	
be explained and number of responses	
may be low Costly in toms of time.	
Suggestion schemes:	
An ability for austomers to suggest	
new ideas and voice this opinion on	
what to improve of change astomers	
will feel valued that their opinion matters.	

This candidate was awarded 6 marks.

The first mark was for describing a focus group – random customers and pre-set questions, with a development mark being awarded for customers feeling valued/voice matters. Another development mark is awarded for 'they may influence opinions' and a final development mark for mentioning that costs are paid. The fifth mark is for describing written surveys. The final mark was given for describing suggestion schemes. The development marks in the written surveys section, questions be explained and response rate low, were mark worthy but could not be awarded for this candidate. As outlined in the marking instructions, there was a maximum four marks for describing any one method. In this script, this candidate was awarded four marks for focus groups and then requires one mark from surveys and one from suggestion schemes. In this scenario the candidate cannot gain two marks from either surveys or suggestion schemes as the candidate must answer on each of the specified methods of customer care.

ENTER IUMBER OF USTION	DO NO WRITE I THIS MARGIN
7 customer focus groups are	a
group of customers who all	
to a meeting to discuss the	zr.
Thoughts and Opinions on th	e
budiness / organisations which	helps
the business to see how the	
can improve and become be	Her.
Written Surveys are paper	
surveys that are to be filled	
out by customers and given	
back. It will have a list of	
questions to fill in about	
the business to see areas	
the areas where they need	
to improve.	
Suggestion schemes are	
where austomers write down	
ways in which the business	
could improve and give then	n
back to the business to gi	
them ways to unpurpura bec	ome
better and meet customer no	CC 21

This candidate was awarded 3 marks.

A mark was awarded for the **c**ustomer focus group definition. Written surveys was also awarded one mark as we accepted it is a list of questions and one mark was awarded for suggestion schemes. Each of these points received one mark however, no additional mark was allocated for repeating 'this will help them improve' for each method.

Commentaries

Candidate 3

Customer 7 groups a good OCUS are monitor Cins Man 10 COSE DIM QJ. easi Man TD <u>g</u>e oma iom stomers OV Or DUSINOSS IS the Deina Allows eð \sim to 00 given 11007 RAN an arourds (CIV λM saved TP C SIPA Wants.0 On Dec 0 en NOP 0 mers CUST question ave migh on how OUX th VUI ompan STO IM opport OUT Cr i Sure press .000d ore γso as Hh Q car mai onym eas OUS C: nnor ensuring gue unbiaseo 0.4 UN 0 Named feed back uggest SCA where 0 MOR H employ 5 NOW 1110 OV DAX+ 1 ornes CWC Ch. GIVE OPINIONS wha COUL be Cor implemented De. Mese can USE suggestions C.an be compared with another and Hude 1 MU same idea is put permano business will know 11 15 more likely to be appreciated

This candidate was awarded 3 marks.

We did not award a mark for the first two paragraphs as they were not specific to focus groups. A mark was awarded for the first paragraph of written surveys for doing in own time without pressure. A second mark was awarded for suggestions schemes for mentioning how it gives ideas to help improve. The third mark was awarded for saying that comparisons can be made from suggestions schemes.

Commentaries

Candidate 4

7. Δ Custo Socus Whe graup lisad grou the strong Life persona Phe Sr raup opinion their ofions and acon QUESTIO MARGIN ldn't give 1 Cesponse Written Drave OXES tha the th 20

This candidate was awarded 6 marks.

Two marks were awarded for customer focus group, with a mark for taking part in a discussion and providing feedback, the second mark for the disadvantage. Two marks were awarded for the written survey paragraph, with the first mark being for physical questionnaire and the development of this being honest and accurate. A mark was awarded for the first point in suggestion schemes for ways of improving customer care and final point for low response rates.

7. CUSTOMER FOCUS Groups are groups of customers With The Are groups of customers who have tried the product, giving feedback in a focused group. This is conducted in person and does not involve any	
pressure to attend. Suggestion Schemes are When an organisation ask for peoples suggestions for new products or updating press older products This allows the customer to feel included in the ideas	
Process. Written Surveys are sent out to consumers asking questions about their experience with products eind services, and gather	
This method collects chformation which truely reflect the persons expereince of the product/Gervice they have recieved =1	

This candidate was awarded 3 marks.

The first mark was for customer focus groups as this comment was accurate. Suggestion scheme description was not accurate, this was more like focus group, so was not awarded a mark. The first point on written survey was awarded a mark as well as the second point because it shows understanding of the method.

Commentaries

Candidate 6

-	
7)	Customer focus groups are an effective way of
	Monitoring customer care within an organisation.
	A focus group is where a number of customers are
	brought together for a face to face interview to
	be asked questions and share their opinions. This is
	effective as it makes the customer feel valued and
-	could then promote more portive feedback . Howas
	Facus groups can be expensive to carry
-	Written surveys are also an effective method
	of monitoring and evaluating customer care.
	A written survey is a pre-printed form or
	questionourse which is sent out to a customer with
	a reply paud wave-enverge and may rometimes
	include incentives such as entry into a prize draw
	to encourage people to take port. This provider the
	organisation with information which can be
	early reviewed and angaly red = millione
	fine funding of their cultomer care strategies.
	· · · · · · · · · · · · · · · · · · ·

UNBEER Suggestion schemer allow both internal and	DO NOT WRITE IN THIS MARGIN
ENTRER Suggestion schemes allow custo- internal and external customers and employees to leave	
MANONWMOUS FURGERIDAL BA how the prophinghon	
could improver This can provide the organis- ation with more honest and detailed feedback	
due to its annonymity allowing the business to	
improve the quality of their customer cares	

This candidate was awarded 6 marks.

The first two marks were awarded for customer focus groups, three marks were awarded for written survey and one mark for suggestion scheme. The candidate made more points than marks available, the final sentence is also markworthy, but they already have maximum marks for this question.

Commentaries

Candidate 7

Ŧ Customer focus groups are when α company selection nas a meeting with α d customers In this metin they can eed har hear VV Юp ablo respond to romp his matho evaluating monitorina USP OF QUESTION MARGIN allows customers to ask questions. /1 creater Wretten Surveys are when α company customers questions lσ sentence or surveus nave CUNSUN 🚧 can choi(0 estions th All the evaluating USPTU onitoring cant customers ash NESOTON ک Suggestion schemes is when astes company α <u>sugaes(Tions</u> to what customers to proviell as to Unpone ÛS often company AO. NIN Oł a Jone annonymously rm nating as it monitoring aines the compan ching be unprove be they could ideas wha customer souther chia

This candidate was awarded 6 marks.

All points made by the candidate were awarded a mark.

ENTER UMBER OF JESTION		DO N WRIT TH MAR
7	Customer focus groups are where a	
	random group of customers who visited	
	the business are asked to come together	
	to discuss the strengths and weaknesses of	
	a business in order to help the business improve	
	However focus groups may be unreliable	
	as these are conducted face-to-face the	
	customer may feel pressured and may	
	not give their honest opinion.	
	Written surveys such as a postal survey	
	is where a customer is given a	
	questionnaire about how they found their	
	experience of the business	
	However these written surveys may produce	
	a low response ratio as these surveys	
	rely on people filling them out and	
	returning them to the business.	

This candidate was awarded 4 marks.

All points made were awarded a mark.

Question 8

Justify the importance of having good file management in an organisation. 4 marks

Candidate 1

Vusion Control - Insures Instorical 8 VUSIONS downant can be returned -10 ot Ch. all the losina thow Wor Was dom IN 1/U meantime VI locations An organisation should provided a SUVU OI COMPany Soved Intrant ensure WORLIS -10 aM IN Dlace. ON PMipla 2 mall. USEQ anc รปอ Sø easi 3 alcessec and WORK Can Ы OUNC ✓ 1 UP Back procedures anisatia Ohave automatic Mai data 9 basis OИ 9 UP \circ This 20 da easily 11/00 15 ΩΛ and atcs+ SION.

This candidate was awarded 3 marks.

A mark was given for version control, files can be easily found and backups.

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
8 It is important to have good	
file management so that the	files
can be found easily and time	
is not wasted trying to Find	
them. VI	
It is also important so that fi	les
dont get lost and need to be	
created againer printed of	
again which will waste every	bhes
time.	
It is important so that other	-5
can easily find shared files	and
dont have to ask you or bec	ome
Irritated VI	

This candidate was awarded 3 marks.

Each statement was worth a mark with the final mark being awarded because of the impact on other people. The first part of the final sentence could not be rewarded as it is a repeat, but the second part is a development.

management. ΩŊ 18 VI IN tion is PIASUL means DN በ L () an0 a resut ()) NV/V(I)

This candidate was awarded 4 marks.

Information being found quickly and easily was awarded one mark. The second mark was awarded for safe and secure. The third mark was awarded for not violating GDPR and the last mark was awarded for less stressful environment.

ENTER NUMBER OF QUESTION DO NOT WRITE IN THIS MARGIN 8. 600 Ωile Managemen impa Teepina a. $c \alpha_{O}$ P be Can keeping Secure ìs impor ;t lec Se. docu Mavino Droce ensure impa deca Ca 2 (COVPID ar OVE del Naning せじ is DC the REP car ran Sim Siles

This candidate was awarded 3 marks.

This candidate's final point about finding files quickly was not awarded a mark as to this was a repeat of first point. Each other point was awarded a mark.

8. 1.9 ne reasc 0 (nolla) 31 are ¥6 rere \cap \wedge)' 0 Find aurchu \mathbf{T} CC٦V P XXV K VI V +0 20 reor now 1 $n \rho$ 20 \mathcal{O} Jernin 5310r PPS P aStam P 050

This candidate was awarded 1 mark.

Only the first point made was awarded a mark. The rest were not clear enough to gain a mark.

1) Good file management is important within an
Organisation as it will reduce staff stressing
which could also lead to reduced absenteeism as
Staff will be able to quickly and early find
documents or files 1
Good file management is also important in an
organisation as it leads to increased productivity
as staff will be able to complete tasks faster,
recturing 0
Good file management also reduces time
wasting ment looking for documents or
reorganising files which is important as time is
money in business, and therefore expensive. 0
Good file management is important as it will
improve job satisfaction, morale and motivation
due to being eary to find perer and complete tarks 0

This candidate was awarded 2 marks.

Marks were awarded for less stress and quickly able to find files. A mark was not awarded for the second paragraph as it is not specific. The last two points are repeats of first two statements, so marks are not awarded for the point or the developments.

8. One reason good file management is important os that it can save time when trying to locate files. Another reason good file manage- ment is important is that it can save storage by not having multiple copies of files. A third reason is that it reduces employee stress, which inturn reduces absentions I stof humover.
One-final reason why good file management Es needed is so that any private files are protected by stone property in restricted folder.

This candidate was awarded 4 marks.

All the points that were made by the candidate were awarded. This is a good example of a succinct answer.

ENTER NUMBER OF QUESTIO DO NOT WRITE IN THIS MARGIN, 8 One benefit organisation to an of having management that time ls good not search 40 when having Canpa file 🗸 1 extensively Find correct 40 the Another to an organisation benefit that it management having 9000 File łS prevents unnecessary storage iles w NON being longer needed organisation Another benefit 40 an 01 management ilung 9000 File all <u>0w</u> <u>memb</u>e specific can access files which are endia FO protected files such as password Another benefil-10 an organisation file management that the is 9000 havina Herde Patters needs to be stored document in neus a be guickly will created and easily U

This candidate was awarded 3 marks.

The only point that was not awarded a mark was the last paragraph as there was no justification/relevance of creating a folder to helping file management.

Question 9

Discuss ways in which an organisation could monitor the progress of its targets. 6 marks

Candidate 1

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
9. Gautt chort - Breaks down large	
projects into smallel tasks so it is	
casier to tackle Can view what has	
been accomplished and what has with	
Can see the progress of works and how	
for you still have to go to complete	
the project. VI	
Sampling - Can ask for samples of tasks	
that was completed and see if it is	
in a good working potochiat. order. 0	
Meeting - Can got an insight and explan	
explanation on how individuals in an	
opanisation are doing and explain matters?	

This candidate was awarded 2 marks.

Marks were awarded for Gantt chart – breaks down tasks, and see what has been done and what still needs to be done. We did not award the third point as this was a repeat of the earlier point on what was still to be done. No mark was awarded for sampling because there was no mention or linking to targets, and it is not clear what good working order means. No mark was awarded for the final meeting sentence because it was not clear how it linked to targets, what is being explained to who?

9 A organisation could	l use a
gantt chart which is	o a colour
coded chart used to a	Show
completed and uncomp	leted tasks
easily showing when	
to be finished by	
VISUAL Way to clearly	
next steps for every	10.
employees and gives motivation as they com	see progress
# They could also have	
meeting to show pro	Igress
that has been made	e and
the next steps for t	ne
organisation, with all e	employees 0
They could also have	meetings
with their line mo	
for individual target	
to snow things.	
good at and area.	
improvement, to bec	
better and more confide	ent in work.

This candidate was awarded 4 marks.

The Gantt chart paragraph was awarded three marks. The first meetings paragraph was not awarded any marks because it was vague. The final point about meeting with line manager was awarded a mark. This is a good example of the fluid way in which marks can be awarded. There could have been four marks given to Gantt charts and one each to the other two methods.

9 an Drais $\alpha \leq$ can VOP CLAOD A Drochel MONITO PC SP Way tel target where RODU to - they 0 \sim NN OPINIONS th on tara et ma eing \mathcal{OO} entment ľŃ 10 replying hone ar. am hons ore them ustery Shoppers VPCI Can 0 CA OV CENDOC acousing SOLCION 0 the $O\bar{U}S$ on shoppers UDICA 1.11 OV 00 ind OUPES SPD MO Dar g:rouv OIN emploi V.C 9 17) de VENES gain non 85110 Ó

This candidate was awarded 1 mark.

They were awarded the first mark for appraisals as they had an accurate description for using appraisal to monitor. The rest of the answer was inaccurate, therefore was not awarded any marks.

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
a) one way an organisation -cat carlot	
monitor the progress of its targets is through a gantt chart. This	
provides a visual view as bargets	
and deadlines and also progressi	
Another way would be to had regular	
one-on-one meetings. This would	
allow managers ar superisors to check up an emplayee's their individual	
targets and ensure their performance	
is meeting the largets of the hider organisation. 1	
Another the hay have be implement	
nen stass being allocated a more	
experienced member as stadd to	
treep an eye on their progress 1	
Appraisal Systems could also be	
introduced. Stass to stass appraisals will update each other on progress	
and this can then be reported	
te supervisors or managers to inform on	
the averall progress of the organisation.	0

This candidate was awarded 3 marks.

The first three points they made were strong so were awarded a mark each. The appraisal answer was not an accurate description, therefore could not be given a mark.

C organisation The could mplete organisational CIM Ċ tes eef base 30 うし and Can 210 ~ >adline POr t C ompleter K A \bigcirc Ning \mathcal{A} 4 3 timings 0 MRS 15 2 an nishin p FOY On me n $\mathcal{N}(\mathcal{A})$ £ }Y how 20 and 01 (()00 em me ry te 0 þ \mathcal{Q} CON no G 0

Commentaries

ENTER NU/ABER OP QUESTION	DO NOT WRITE IN THIS MARGIN
Another way is by Setting deadlines prior to the overall deadline to check over the guality of work and if all is correct, allowing type for adaption and modifications to be made prior to the final deadline ~1	
Another way is by asking employees how they feel their work levels are Allowing the organisation to see how well they are managing with tasks and deadlines	
Another Way is by allowing a more productive	PO NOT WRITE IN THIS MARGIN
environment to be Untroduced, such as open plan areas or working from home which allows tasks to be completed to a higher standard and pror	
nome as many are to complete	

This candidate was awarded 1 mark

The mark was for the fourth point made. The candidate struggled to show any specific knowledge.

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
9) A Gantt Chart is a way to plan and monitor	
progress visually. This chart seperates tasks and	
progress visually. This chart seperates tasks and provides compares estimate times of how long a task should over difference of the start of the start of the second secon	
take allowing comparison between the time time	
and the actual time taken. The chart should be	
prominantly placed in the organisation for all	_
employees to view. The Gantt Chart also allows	_
managers to monitor progress by displaying	
key events called mile stones. 🔽 1	
An action plan is another method used to monitor	
the progress of its targets. Action plans are more	_
commonly used for long-term projects breaking	
the project down step by step. This allows	
managers and employees to view if targets are	
being met and also remind them of tarks to be	
done. V1	
finally, a personal development plan is another	
method used by an individual to formally track	
their progress and work towards targets. Individu	<u>ab</u>
should identify areas of strength and areas which	
require development in their personal development	
plan showing them what needs to be worked on	
to meet their targets. O	

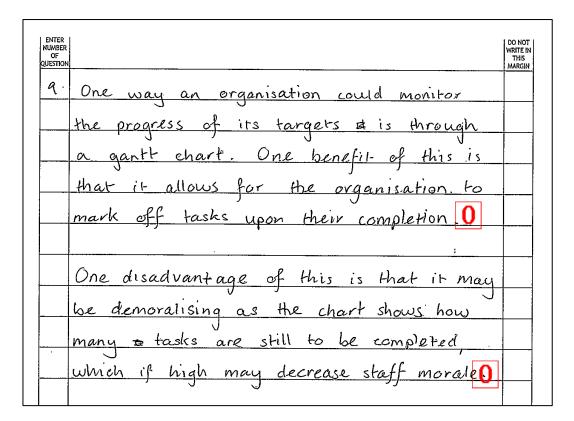
This candidate was awarded 6 marks.

Gantt charts were awarded three marks and three marks for action plans. There would have been no marks awarded for the PDP as it is more about the individual's targets rather than the organisation's targets.

9. One way in which an organisation can
monitor the progress of targets is through.
Gants charts. These charts show a list of
work planned & work completed which will
be helpful when trying to see if targets are
being met. Another way to monitor targets is
Chrough a personal development plan. These plans
show an employees strength and weaknesses, this
is useful in evaluating targets by seeing what
the imployee must do to better achieve their
Cargets On third way is to have a mentoring
system. This is where a senior member of
staff looks after a junior member, this will
hilp the senior member to be aware of whether
the junior member is meeting cargets or pot.

This candidate was awarded 2 marks.

It was felt this candidate had limited knowledge of the topic and again, no marks would have been awarded for PDP as it is for the individual, not the organisation.



This candidate was awarded 0 marks.

Neither of the statements on Gantt charts was awarded a mark. Looking at both statements, the candidate had a lack of knowledge.

Question 10

Describe features of the Freedom of Information Act. 4 marks

Candidate 1

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
10. You have the right	+ to view intomation
without giving a r	eason the foc wanting
to view it.	
· Can't withhold into	motion from aupri
	to view it. VI

This candidate was awarded 1 mark.

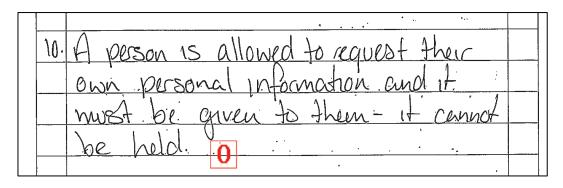
The mark was awarded for the second point that information cannot be withheld. The other points made were weak and seemed to be referring to GDPR not FOI.

Candidate 2

10	Freedom of Information act	
	was created it also allows	
	people to access public	
	Sector files regarding their	
	own information like hospital	
	files !! tou can requet access	
	to these files.	

This candidate was awarded **0 marks**.

Only one point was made and it was incorrect.



This candidate was awarded **0 marks**.

It seems the candidate has confused FOI with GDPR.

freed information 0 S Act Th gives adec the employee 5 pieces from information reques $\alpha \Delta$ Ľh croanisa the craanis n mplayers responsibili have 0 the ensure erganisa compl with Phe Freedom mo ritt nus -e Drivo indiarma aus Drive rel The Freedom forma equire -<u>zìcn</u> domain H. ρu a \sim period time. 08 20 Freed tion Ac Informa 120 companie S musf annual orcfils

This candidate was awarded 1 mark.

The only point that was awarded a mark was in the third paragraph as the public sector does need to proactively publish some data.

AMAWS. (1 SUMMERS γ \leq ł 5 N \leq α \mathcal{A} P.CN 0 VISC On OWE ar 10 \mathcal{O} S DQ Can 7 7) V ١7 0 (X)rod n

This candidate was awarded **0 marks**.

The responses were inaccurate, they mainly relate to GDPR. The final point given did not make sense.

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
10) One feature of the Freedom of Information act it	, ·
that public authorities are obliged to publish	
information on their activities. This could be	
unformation on proposed developments of police	
records.	
Another feature of the Freedom of Information Act	
that members of the public are entitled to reques	~ <u>+</u>
to see the information held by governments/public bodier Members of the public could include journ	
bodier Members of the public could include journ	autr,
the police.	

This candidate was awarded 2 marks.

A mark was awarded mark for organisations publishing information on their activities. The second mark was awarded mark for members of public requesting information held.

Candidate 7

10.	One feature of the freedom of information	
	act is everyone should have access to partic	
	records such as government information. Another	
	feature is that 0	

This candidate was awarded 1 mark.

The first point the candidate made was accurate.

Т		
F		
	10	The freedom of information act allows
ŀ		
		for a person to access any relevant data recorded on them O
Γ		
		data recorded on them V
-		
		And breaden of inConnation and all all
-		The freedom of information act also allows
		averagisations to keep any data information
\vdash		erganisations to keep any tota information
		retrieved for as long as is necessary.
	· · ·	Torribed for as long as s necessary.
Γ		
		The freedom of information act does
┢		allow for information on a person to
		be stored without their consent. 0
ł		De Stated composed their conserver

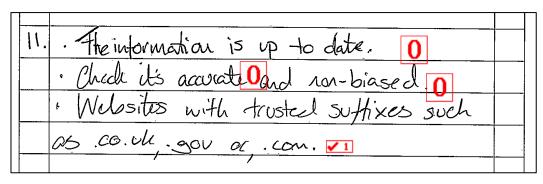
This candidate was awarded 0 marks.

All points made by the candidate related to GDPR not FOI.

Question 11

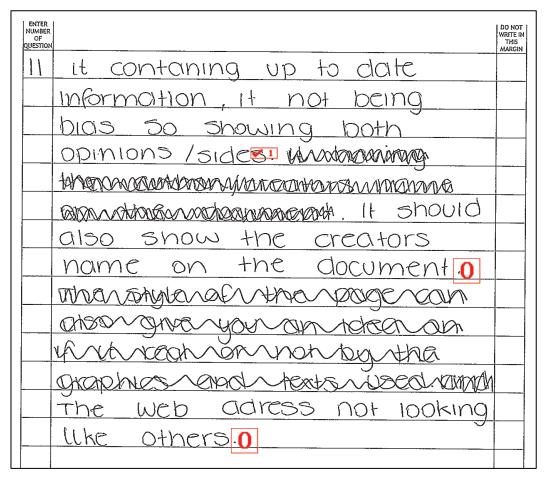
Outline features of reliable information. 4 marks

Candidate 1



This candidate was awarded 1 mark.

The first two points are lists, not an outline. The last point on website was worth one mark.



This candidate was awarded 1 mark.

A mark was awarded for the point they made about it being biased. The rest of the response does not answer the question.

ENTER NUMBER OF QUESTION DO NOT WRITE IN THIS MARGIN 11. ella Ωv $C \cap I$ 000 0 6 n, Ma SU O 11 CON .CM P 81 (SUC . . orier •. QS C.

This candidate was awarded 1 mark.

The mark was awarded for reliable websites rather than using sites anyone can post on. No mark was given for grammar and no mark was awarded for the fourth paragraph. The third paragraph is a repeat of paragraph two. The final point is not relevant.

11.) R= Reliable information is usually up-
te-date and relevant.
Reliable information will usually come from official Sources, such as
Government statistics or in-house
research V1
Reliable information will
A reliable source of information will
be more likely be be faind in
person, such as an article or Seedback Srom a customer as opposed to REP
written by anyone on the internet.

This candidate was awarded 1 mark.

No marks were awarded for the first line because it is two features stated with no outline. A mark was given for sources due to the examples given. No mark was given for the third point as it was a repeat.

0 need ea erence 0 P tion 5 A 5 rce $n \rho$ NPIIC P 0 000 Nas 20 re \mathbb{O} orma ノイ CO Ý no V5 0 \mathcal{S} ematica 7H 15+10REP

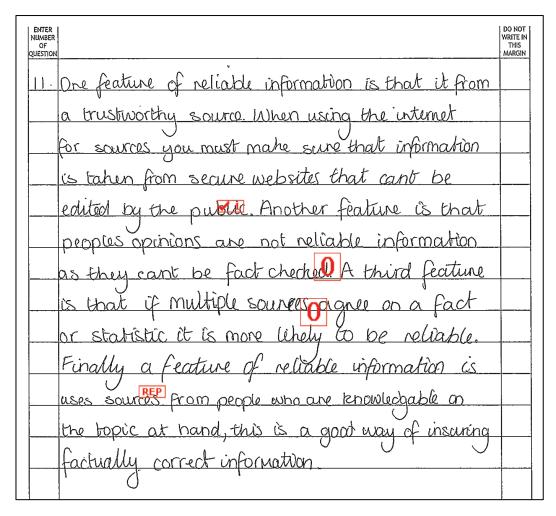
This candidate was awarded **1 mark**.

The mark was awarded for the author being trusted. The rest of the points were not awarded marks because valid date and errors with spelling are both incorrect, and the final paragraph doesn't make sense.

11] One feature of reliable information is that it should	
be free from bias, Knedan by using a range of webriter individuals can make rure of this. 1	
Another feature of reliable information is that it	
is requiarly updated and not displaying our of	
A third feature of reliable information is that it	
comes from a well designed webrite as poorly designed webrites are likely to be less reliable.	
finally, another feature of reliable information	
is that information will be accurate.	

This candidate was awarded 2 marks.

The first two points were awarded. Marks were not awarded for the 'well designed website' point as it does not tell us how a reader would know it was reliable.



This candidate was awarded 1 mark.

The first sentence was awarded the mark but in the second sentence people's opinions is not a feature, so was not awarded a mark. The remaining points are all related to sources and the first mark was given for this already.

Commentaries

Candidate 8

iter Mber OF Stion	DO WRT T MAI
1	Manager One feature of reliable
	information is that it may have came
	from an eye-witness which makes the
	information first hand evidence and reliab
	Another feature of reliable information
	is that it has been provided by
	somebody who is free from bias over
	their opinions of the subject of the informa-
	tion.
	Another feature of reliable information
	is that it has come straight from the
	person or organisation which the
	information is about meaning the information is not based on rumour.
	Another feature of reliable information
	is that it is reported through an
	official news outlet rather than
	word of mouth. 0

This candidate was awarded 1 mark.

The mark was awarded for the second paragraph about non-biased. No other marks were awarded because most points are focused on primary/secondary information.