

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-diary 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, it should include, location of meeting ✓1	
	Have approximate timings for discussions to	
	ensure all topics are covered, in enough time. ✓1	
	Ensure everyone has a chance to speak to	
	ensure fairness and equality. ✓1	
	Have a priorities list so you don't get off track	
	and ensure the most vital discussions are done	
	first. 0	

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.

Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
1	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 1 They should of made	
	Sure they booked the room	
	and checked it was not	
	already occupied. 2 The chairperson	
	should of had a agenda of	
	what they needed to say	
	In the meeting 3 They should	
	of said who was absent to	
	ensure at the meeting. at the	
	begining and give apologies. 4	

This candidate was awarded **4 marks**.

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

Candidate 3

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
1.	The staff ^(s) should have ensured that they were on time - this would mean the meeting could start promptly. ✗
	The chairperson should decide ahead of time which matters to speak about, and plan what exactly he wanted to cover. ✓1
	He should also have been more responsive to his staff ^(s) members and allowed them to contribute - and then actually listen to their input. ✓1
	The staff ^(s) should also have ensured that there were no distractions in the room - such as a telephone - to allow the meeting to progress uninterrupted. ✓1

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.

Candidate 4

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
1.)	<p>one way is by preparing the notice of meeting well in advance of the meeting - a task that an administrative assistant should do - to ensure there is plenty notice prior ✗</p>
	<p>Another way is by ensuring the room for the meeting is booked and reserved in advance to avoid clashes with other teams. ✓ 1</p>
	<p>An agenda should have been prepared so that all members had an allocated slot to speak in as opposed to the chairperson taking priority ✓ 1</p>
	<p>The room should be ready for a formal meeting beforehand and the administrative assistant should arrange for this. This would include name cards, table, chairs, documents, etc. ✓ 1</p>

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.

Candidate 5

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
1.	One way the staff could've been more effective is by sending out a reminder to all staff attending the meeting, and ask if they were still able to attend. ✗
	Another way is by ensuring the room was booked in plenty of time, making sure the room was free for the meeting. ✓1
	Another way is by creating an agenda to allow important issues to be raised and the meeting to have a structure. ✓1
	Another way is by using a room with no distractions such like telephones, ✓1 as this will keep the meeting on track and focused.

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.

Candidate 6

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
1)	<p>One way the staff could have been more effective in planning the meeting would be to use an eduary which alerts when a meeting would be double booked with another at the same time. ✓1</p> <p>Another way the staff could have been more effective in planning the meeting would be for the chair person to prepare agenda items and have the admin assistant ^{create} print it and send out copies to avoid random ^{discussion} discussion. ✓1</p> <p>A third way to make the meeting more effective would be to ensure that all present have signed the register to ensure no one is missed. ✓1</p> <p>A final way to make the meeting more effective would be to have calls screened by reception to ensure no interruptions by the telephone. ✓1</p>

This candidate was awarded **4 marks**.

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

Candidate 7

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
1	One way in which the staff could be better
	prepared for their meeting would be to
	have all essential needed files looked out
	before the meeting, they could also save time
	by having the files as digital copies rather
	than physical ones. ✓ 1
	Another way in which
	the staff could be better prepared would
	have been to book an available room. ✓ 1
	A third way to have better prepared the
	meeting would be to have planned an agenda
	so its clear what needs to be discussed. ✓ 1
	Finally to have been better prepared for the
	meeting would be to make sure the room
	is properly oriented for the meeting, this
	saves time on reorganising furniture. ✓ 1

This candidate was awarded **4 marks**.

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

Candidate 8

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
1	<p>Ensure that all necessary documents, including notice of meeting are prepared before the day of the meeting. 0</p>
	<p>Bookings of the room or venue must be made which will host the meeting must be made before the day of the meeting, at the earliest opportunity. ✓1</p>
	<p>Make sure the layout of the room including tables and chairs is organised prior to the scheduled start of the meeting. ✓1</p>
	<p>Circulate an agenda which should be given to all staff who are attending the meeting so everyone is aware of what will be discussed at the meeting. ✓1</p>
	<p>Ask reception to hold all telephone calls for the duration of the meeting. ✓1</p>

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. Need to have	
	a time period of notice to ensure the meeting	
	is legal. However action minutes are for less	
	formal meetings and are quicker to produce	
	as only key points were ^{are} noted down. This	
QUESTION	would be used for less formal meetings	MARGIN
	where you only need to catch up and ensure	
	everyone is on track 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.

Candidate 2

2.	Action minutes are written	
	up in the meeting room	
	Whereas formal minutes are	
	created after the meeting.	0
	Action minutes are the key	
	Points given in short	
	sentences. Whereas formal	
	minutes are written in full	

This candidate was awarded **0 marks**.

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

Candidate 3

2.	Formal minutes are a more in-depth account of what was discussed, whereas Action minutes briefly touch on each topic. 0	
	Formal minutes also need to be signed by the Chairperson and read out at the next meeting, whereas action minutes are generally just used as an account of what occurred. 0	

This candidate was awarded **0 marks**.

Neither of the points made were correct.

Candidate 4

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
2)	<p>Formal minutes outline the points of discussion in a meeting and who they came from, whereas action minutes outline the tasks to be carried out following the meeting, by who and by what deadline. ✓ 1</p>
	<p><u>Formal minutes</u> Both formal minutes and action minutes are used at the next meeting to inform decisions and delegate further tasks. ✓ 1</p>
	<p>Both formal minutes and action minutes must be signed off on by the chairperson of a meeting. ✓</p>
	<p>Both formal minutes and action minutes are usually prepared by an administrative assistant who also has the responsibility to get both documents to the chairperson. ✓</p>

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.

Candidate 5

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
	2. Formal minutes are minutes of meetings that are written about what has generally went on in the meeting, whereas Action minutes are minutes that provide information on what has been done to resolve issues. 0	
	Formal minutes tend to be vague and generalised, compared to Action minutes which are specific and focused on issues. 0	

This candidate was awarded **0 marks**.

The candidate lacked knowledge of the different types of minutes.

Candidate 6

	<p>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 chairperson and drafts are to be created for the next meeting while action minutes are for the chairperson to remind them of any decisions or actions still to be</p>	
NUMBER OF QUESTION	made after the meeting.	DO NOT 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.

Candidate 7

2	Formal minutes are a word for word, written account of everything that was said during the meeting whereas Action minutes only detail the decisions that were made during the meeting, thus making them much shorter.	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.

Candidate 8

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. 0	
	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.	• Secretaries can send the same email to multiple people and once they have accepted it will be automatically logged into their diaries. This will insure participants know when the meeting is taking place and when. ✓ 1
	• Reminders and alerts can be created to ensure people don't forget and have time to come prepared for the meeting so they are organised. ✓ 1
	• Can check other peoples e-diary to decide the appropriate date and time a meeting should be held to ensure everyone will be able to attend. ✓ 1
	• Multiple meetings need to only be entered once this saves time and ensures everyone knows when the next meeting is due. ✓ 1

This candidate was awarded **4 marks**.

All bullets were correct and awarded marks.

Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
3	e-diaries could be used to	
	find a date suitable for the	
	majority of the staff. By looking	
	on their diaries. <input checked="" type="checkbox"/> 1	
	It could also be used to set	
	reminders for the meetings	
	so people employees are less	
	likely to forget <input checked="" type="checkbox"/> 1	
	It could also be used to	
	set dates for the secretary	
	and chairperson to meet	
	and organise the arr	
	up coming meetings. <input checked="" type="checkbox"/> 1	
	e-diaries could be used to	
	create to do lists for the	
	secretary with things to	
	do before the meeting like	
	book the venue. <input checked="" type="checkbox"/> 1	

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.

Candidate 3

	3. E-diaries can be used when planning a meeting - especially with multiple attendees. Invites can be sent out en-masse ✓ 1 and quickly allowing for quicker response times.	
	You can also input meeting details such as the location and time, making it much easier for attendees to access all necessary information. ✓ 1	
	E-diaries also show when people are available and when they're booked, making it much easier to work out a time when everybody is free. ✓ 1	
	Reminders can be set with e-diaries, so it is less likely that those invited	
	forget to show up. ✓ 1 this will increase the number attending each meeting.	

This candidate was awarded **4 marks**.

All points made were correct and awarded marks.

Candidate 4

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
3.)	<p>One way that e-diaries can be used is to add all the relevant staff to the same event, which ensures it is on everyone's calendar and reduces the risk of absences. ✓ 1</p> <p>Another way that e-diaries can be used is to set notifications on to remind people that there is a meeting. ✓ 1 These can come through on e-mail or mobile phone and so will be hard to miss.</p> <p>Another way that e-diaries can be used is to set a time range for the meeting so that staff can clear that particular time range of any non-important obligations and ensure their attendance. ✓ 1</p> <p>Another way of using e-diaries is to write an event description which may be used to remind certain staff to bring particular documents</p>
	<p>to the meeting, such as an agenda or previous minutes. ✓ 1</p> <p>A particular room or location can be specified in the e-diary, allowing meeting members to know exactly where they are going and so avoiding confusion. ✓</p>

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.

Candidate 6

3)	An edriary 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 quickly. ✓ 1
	Secondly, an edriary 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 assistant to arrange any visuals ^{of any} or dietary requirements. ✓ 1
	In addition, an edriary can also allow attendees to easily accept or decline the invitation, notifying the admin assistant when they have done so. ✓ 1
	Finally, an edriary can send out reminders to all who accepted the meeting invitation before the meeting occurs ^{which} to ensures no one is late or unaware of the meeting date, time or place. ✓ 1

This candidate was awarded **4 marks**.

Each sentence was awarded a mark.

Candidate 7

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
3.	<p>One way in which e-diaries could be used to plan a meeting is by not being able to double book people, this will help make sure that everyone can attend the meeting. Another use of e-diaries is that reminders 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 added, this makes sure everyone is aware of where the meeting will take place.</p>

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.

Candidate 8

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. ✓1	
	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. ✓1	
	E-diaries show a person's full calendar with all of their arranged events which can allow for planning around these in order to obtain a higher meeting	
	attendance. ✓1	

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

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN.
4.	Employers need to ensure that the	
	organisation is safe and efficient to	
	work in. 0	
	. They should ensure it is safe to	
	work in an organisation and	
	everyone is comfortable attending work. 0	
	. Employers should ensure first aid	
	kits are available. 1 and there are no	
	health hazards such as loose	
	cables which someone could trip	
	over. 1	
	Employees should practice good	
	care of themselves and those around	
	them. 1 report anything that seems	
	dangerous or concerned about something. 1	

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.

Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
4	<p>The employer would need to ensure there are enough first aid trained staff <input checked="" type="checkbox"/> for the amount of people in the organisation and that employees know who they <u>are</u>. Employers need to ensure first aid boxes are kept fully stocked <input checked="" type="checkbox"/> and employees need to <u>say when it needs re-stocked</u>. Employers need to have a incident report book <input checked="" type="checkbox"/> and employees need to tell employers when a incident occurs and make sure it is recorded. <input checked="" type="checkbox"/></p> <p>The employers need to ensure regular fire drills are done <input checked="" type="checkbox"/> and employees need to ea obey the rules for the drill, like standing in the given area and getting out the building quickly and safely. <input checked="" type="checkbox"/></p>	

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 awarded a mark for the first part of each of these sentences.

Candidate 3

4. Employers have a responsibility to provide training on health and safety for all employees. ✓1 this ensures they will know how to handle dangerous situations.	
They should also make sure there is health & safety posters on display around the workplace to ensure that there is information that is easily accessible. ✓1	
First aid kits should also be provided in case of an emergency- this ensures that employees will be more safe and able to deal with any minor cuts or bruises. ✓1	

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
	<p>Employees should pay attention to any and all rules they are given - they should not directly disobey instructions given to them as this negligence may result in injury. ✓1</p>
	<p>Similarly, employees should remember and follow the procedures outlined in their health & safety training to make sure they can keep themselves and others safe. REP</p>
	<p>If an employee sees anything that goes against guidelines - for example, wires left on the floor - they should report it to their health & safety officer to ensure that this matter is appropriately addressed. ✓1</p>

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.

Candidate 4

4.)	Employers have a responsibility under HASAWA to ensure risk assessments for the organisations premises are undertaken. This is a legal responsibility and reduces the risk of accidents.	
	Employees must ensure they are familiar with the health and safety policy of the organisation.	
	Similarly, the employer has a responsibility to ensure a health and safety policy is in place and is followed.	
		✓1

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
	within the organisation.
	Employers must provide regular and serious health and safety training to staff. Employees have a responsibility to turn up to training, engage with it and learn from it.
	Employers Employees have a responsibility to ensure the workplace is safe and fit for work. This might involve ensuring adequate cable management at their desks to avoid tripping or to clean up spillages to avoid slipping, for example.
	Employees have a responsibility to act in a way fit for the workplace and to ensure their behaviour does not impede health and safety. This is especially true in industrial workplaces where staff have a responsibility to ensure they are wearing appropriate gear such as hard hats or steel-toe-cap boots.

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.

Candidate 5

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN	
4.	<p>One responsibility of the employer is to provide subsequent training to all employees using chemicals or dangerous machinery to outline safety precautions when using said materials.</p>	
	<p>Another responsibility of the employer is to inform every member of staff about health and safety legislation in the organisation by using posters or emails as it is against the law if employees are unaware of the health and safety legislation in the workplace.</p>	
	<p>One responsibility of the employee is to be responsible and safe when using machinery such as turning off</p>	

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN

This candidate was awarded **6 marks**.

Each paragraph was awarded a mark.

Candidate 6

	<p>4) Firstly employers should provide a safe working environment for employees to work in. For example, clearing hazards or providing protective clothing. ✓ 1</p> <p>Employers should also ensure any equipment or machinery is safe to use and regularly maintained</p>	
<p>ENTER NUMBER OF QUESTION</p>	<p>to try try and avoid accidents or injuries in the workplace. ✓ 1</p> <p>In addition, employers should provide health and safety training courses for all employees to ensure they are aware on how to keep themselves safe at work and know how to work equipment properly. ✓ 1</p> <p>The employee should take reasonable care of their own health and safety as well as the health and safety of others.</p> <p>The employee should also wear any protective clothing they have been issued when it is required to keep them safe when operating machinery. ✓ 1</p> <p>The employee should also cooperate with their employer by attending training courses provided to learn about machinery and their own health and safety in compliance with the Health and Safety at Work Act. ✓ 1</p>	<p>DO NOT WRITE IN THIS MARGIN</p>

This candidate was awarded **6 marks**

All points were awarded a mark.

Candidate 7

	<p>4. One responsibility of the employer under the health & safety at work act is to provide employees with an up-to-date guide of the organisations legislation. 0 It is then the responsibility of the employee to have read & follow the outlined legislation. 0 Another employer responsibility is to provide safety equipment, such as hard hats where required. 1 The employee has the responsibility to use the provided equipment to reduce accidents. 1 Finally the employee is responsible for alerting employers of any accidents or breaches</p>	
QUESTION	<p>of legislation. 1 The Employer is responsible for dealing with these issues appropriately. 1</p>	ANSWER

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.

Candidate 8

4	Employees must report any unsafe working practices or conditions <input checked="" type="checkbox"/> 1 which may be a danger to themselves or others to allow the employer to fix them. <input checked="" type="checkbox"/> 1	
	Employers must provide all necessary safety equipment required for an employee to carry out their role such as safety helmets <input checked="" type="checkbox"/> 1	
	Employers must give a basic level of health and safety training relevant to the job <input checked="" type="checkbox"/> 1	
	Employers must provide clean and working washroom facilities accessible to all employees on site. <input checked="" type="checkbox"/> 1	

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.	<p>• To ensure work is being completed before a deadline and as in the Admin Assistant isn't behind schedule or running late on tasks that have to be completed by a certain time. ✓ 1</p>	
	<p>• 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</p>	
	<p>• Ensure one task is finished before starting another so procrastination is avoided and work flow is smoother. 0</p>	
	<p>• Being realistic about deadlines and ensuring you have the right resources and time to complete your task. 0</p>	

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.

Candidate 2

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 on time. 1	
	They would need to have good	
	time and task management to	
	ensure work is completed to a	
	high standard and is not	
	rushed. 1	
	They also need to have good	
	time and task management to	
	ensure that if they fall 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	
	date. 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.

Candidate 3

5.	An admin assistant should have good time and task management skills to reduce their stress. If they are able to prioritise tasks and meet deadlines, they will not have
	too much on their plate, and will therefore have more peace of mind to complete their tasks.
	This is also helpful as it means the admin assistant is trustworthy. They will then have a good reputation with their management, and will feel more valued as an employee.
	If they have good time management then they will be on time to meetings and will meet their deadlines. This means that they will not miss out on important info, and they will be more effective when writing up minutes etc for said meetings.

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.

Candidate 4

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
5.)	<p>An administrative assistant with good time and task management skills is far less likely to miss deadlines, which will make the basic running of the organisation far smoother.</p> <p>Good time and task management skills will result in less stress for the administrative assistant, thus improving their mental health. The work-satisfaction of the employee will also be improved so there may be reduced staff turnover.</p> <p>Good time and task management skills will result in higher productivity as time isn't spent dealing with tasks that should have been completed long ago.</p> <p>Good time and task management skills will result in an easier work life as tasks won't have to be taken home for completion.</p>

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.

Candidate 5

5.	One reason of an admin assistant having good time management is to keep on track for deadlines which allow the business to reach targets on time. REP	
	Another reason is to stay on task to complete the work with appropriate additional files which will be needed and can be found quickly if the assistant is ✓ organised for the task.	
	Another reason is that it allows the assistant to plan and organise other tasks for the week, allowing more productivity and tasks to be completed. ✓	
	Another reason is that there could be additional time to make changes to documents if at all necessary, and allows time for the work to be checked prior to completion. ✓	

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.

Candidate 6

	5) An administrative assistant should have good time and task management to ensure all tasks are easy ^{completed} on time and to the correct standard. ✓ 1	
	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	
OF QUESTION	of a large-scale project. 0	THIS MARGIN
	An admin assistant may also need good time and task management to organise their tasks, ensuring they are done in order or by priority. 0	
	In addition an admin assistant will need good time and task management when planning/organising a meeting to ensure everything is prepared before the meeting occurs to allow it to run smoothly. 0	

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.

Candidate 7

5.	One reason the administrative assistant (AA) needs to have good time & task management skills is to meet deadlines, it is important the AA plans out their workload so that work that is more important meets its deadline. ✓1 Another reason is that having good time & task management skills can reduce stress from having too much to do at once, this helps reduce absenteeism. ✓2 A third reason the AA needs good time & task management skills is so that the company has a good image, because if the AA is good at meeting deadlines & being organised this can help provide the company with a positive image. ✓3 Finally a reason is that by having good time and task management skills this can aid in positive staff relations & communication. ✓4 as the AA will be seen as trustworthy.	
----	---	--

This candidate was awarded **4 marks**.

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

Candidate 8

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
5	<p>One benefit to an Admin Assistant of having good time and task management skills is that it allows for greater productivity as tasks are being completed quicker and more efficiently. ✓ 1</p>	
	<p>Another benefit to of an Admin Assistant having good time and task management skills is that it reduces stress as the completion of tasks prevents overload and the employee having to work harder to keep up with tasks. ✓ 1</p>	
	<p>Another benefit of an Admin Assistant having good time and task management skills is that it allows them to organise their work and plan ahead for the completion of tasks. ✓ 1</p>	

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 MARGIN
6	Advantages :	
	<ul style="list-style-type: none"> • Can advertise their products and services efficiently and get feedback through comments and likes to determine what people like and how people feel about the business. ✓1 	
	<ul style="list-style-type: none"> • Can get into contact with multiple customers and inform them of any new upcoming products or services. Can also report issues to customers like the business telephone line is down, so customers customers and are aware. ✓1 	
	<ul style="list-style-type: none"> • Can post short clips on their story to update customers about the business and what to expect from them in the future. ✓1 	
	Disadvantages	
	<ul style="list-style-type: none"> • Can share customers reviews on their social media site so customers feel valued that their opinion was heard. ✓1 	
	Disadvantages :	
	<ul style="list-style-type: none"> • May not reply to all comments customers may feel annoyed at not 	
	being heard. ✓1	
	<ul style="list-style-type: none"> • Can get hacked and business can no longer communicate to customers. ✓ 	

This candidate was awarded **6 marks**.

All points 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.

Candidate 2

No response

Candidate 3

6. <u>Advantages</u>	
The business can use social media for advertising - it has a much wider out reach than most other forms of media,	
and can bring in a higher traction of customers. ✓ 1	
The business can also answer questions easily, meaning that they can get back to customers more quickly and effectively than using things such as email. ✓ 1	
Customers often post their opinions of businesses on social media, meaning the organisation can track any feedback and address it appropriately. ✓ 1	
<u>Disadvantages</u>	
With such a high amount of traffic on social media, it can be easy for a business to miss complaints - may result in a poorer reputation. ✓ 1	
There is a possibility of their social media being hacked - this.	

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN.	
	could lead to a damaged reputation if hackers were to post on their behalf or lead information. ✓1	
	Social media is also very informal which may make it less trustworthy for some ✓1 it should not be used as the companies' only method of communication. ✓	

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.

Candidate 4

	<p>G) An advantage of using social media is that £ announcements can be made on the business's page on a platform, such as Twitter or Instagram. However, a disadvantage is that other social media users can come to the page and leave negative comments about the business on its posts, which will harm the reputation of the business.</p>	
	<p>Another advantage is that social media is open to a huge number of people right around the world and so the business will have a much wider reach. However, a disadvantage is that a social media presence would require a page admin to be hired, which may reduce profits for the business due to wages.</p>	
	<p>Another advantage of social media is that it is free to use and £ so the business won't incur very high costs.</p>	
	<p>Another advantage is that, every year, more and more people join social media, many being young people. This means the business may be able to reach people it otherwise may not have been able to.</p>	

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.

Candidate 5

6. One advantage of social media is that it attracts customers that are in the target market for the business, resulting in a higher chance of purchase of products or interaction with posts.	
Another advantage is that websites and products can be tagged in posts, allowing easier access to products, leaving consumers happy as they avoid stress of hunting websites.	
A disadvantage is that not everyone is on social media, so people may not know about the business, missing out on potential customers.	
Another disadvantage is that it can attract hate or negative comments, causing customers to think twice about purchasing the products or services from the business, causing the reputation to be tarnished.	

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
	Another disadvantage is that people may see a long video or message from the business and scroll past it as they do not have the time or attention to read the whole message, allowing them to miss out on important information. 0
	Another disadvantage is that the organisation may not have a large amount of followers as many people do not know about them, resulting on time being spent on messages being sent out to customers and only a small amount can see the post. This then relies on people spreading the word by sharing it with others. 1

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'.

Candidate 6

	<p>6) One advantage to a business of using social media as a method of communication promote and their interaction is that it is a very cost efficient way of advertising products and creating relationships with customers. ✓ 1</p> <p>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 audience. ✓ 1</p> <p>However, one disadvantage of using social media to communicate is that as it is a public domain, customers 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 topic. ✓ 1</p> <p>A second disadvantage of using social media to</p>	
OF QUESTION	<p>communicate is that users need wifi to be able to access it and so it may not be accessible to those without a strong and regular wifi connection meaning they may not be able to communicate with as many people than if they used other methods of communication. 0</p>	THIS MARGIN

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.

Candidate 7

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
6.	<p>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 customers. Another advantage is that it can save time as things can be communicated to everyone at once. A third advantage is that social media allows for customers to respond to the company & provide feedback. However one disadvantage is that some customers may feel alienated from the company if they don't have social media, for example the elderly. Another disadvantage is that social media limits the amount the company can say, which may be unhelpful. Finally a disadvantage is that with so many customers on social media it will be impossible for the company to properly respond to any customer issues, which wastes time & may annoy customers.</p>

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.

Candidate 8

6	One advantage to a business of using social media as a method of communication is that it allows them to reach a very large audience. ✓1	
	Another advantage to a business of using social media as a method of communication is	
	that you can use data in order to target specific audiences which suit your product. ✓1	
	Another advantage to a business of using social media as a method of communication is that it is mostly free to use and is therefore cheaper than billboard or television advertising. ✓1	
	One disadvantage to a business of using social media as a method of communication is that you may not be reaching the community surrounding the business and those on social media may not be able to access the business. 0	

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.	Customer focus groups:	
	- A series of random customers in a group asked questions pre-set questions about the organisations products or services. Customers may feel valued at being invited and will feel special like their voice matters. However some individuals may influence other people's opinions on matters their discussions and travel and accommodation costs may be high to ensure customers can visit.	
	Written surveys:	
	A series of questions to answer on a piece of paper. However questions can't be explained and number of responses may be low. Costly in terms of time.	
	Suggestion schemes:	
	An ability for customers to suggest new ideas and voice their opinion on what to improve or change. Customers	
	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.

Candidate 2

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
7	customer focus groups are a group of customers who all go to a meeting to discuss their thoughts and opinions on the business/organisation, which helps the business to see how they can improve and become better.
	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 the areas where they need to improve.
	Suggestion schemes are where customers write down ways in which the business could improve and give them back to the business to give them ways to improve become better and meet customer needs.

This candidate was awarded **3 marks**.

A mark was awarded for the customer 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.

Candidate 3

7.	<p>Customer focus groups are a good way to monitor customer care as it is an easy way to get information from customers on how well the business is being run, and allows for any feedback to be given. <input checked="" type="checkbox"/> 0</p> <p>The business can take any suggestions from these groups and implement them, making the customer experience better, based on their specific needs and wants. <input checked="" type="checkbox"/> 0</p>	
	<p>Written surveys are good as they allow customers to answer any questions the business might have on how best to run their company. They give customers the opportunity to give feedback without any pressure. <input checked="" type="checkbox"/> 1</p> <p>They are also good as they can be made anonymous, easing the mind of the customer and ensuring that they give unbiased, unrestrained feedback. <input checked="" type="checkbox"/> 0</p> <p>Suggestion schemes are where the customers and employees can give ideas on how best to move forward with customer care, <input checked="" type="checkbox"/> 1 and allows them to give their opinions on what could be implemented.</p> <p>These can be useful as suggestions can be compared with one</p>	
	<p>another and if multiple of the same idea is put forward, the business will know that it is more likely to be appreciated. <input checked="" type="checkbox"/> 1</p>	

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.

Candidate 4

7.)	<p>A customer focus group is when a number of customers are asked to take part to in a discussion about a business's product or service, then provide feedback. ✓1</p> <p>A disadvantage of a focus group is that a strong personality within the group could sway opinions in their directions and an accurate</p>	
QUESTION	<p>response wouldn't be given. ✓1</p> <p>A written survey is a physical questionnaire ✓1 that customers may voluntarily fill out or be asked to. An advantage of a written survey would be that answers are likely to be honest and accurate as the customer is willing to fill it out. ✓1</p> <p>Suggestion schemes are used by businesses to gain feedback on what the business could add to improve customer care. ✓1 This could be done through questionnaires or suggestion boxes. A disadvantage of this is that a high number of people may not engage with suggestion schemes as they just want to use the business for its product(s) or service and then be on their way. ✓1</p>	MARGIN

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.

Candidate 5

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
7.	<p>Customer focus groups 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. ✓ 1</p>
	<p>Suggestion Schemes are when an organisation ask for peoples suggestions for new products or updating new older products. This allows the customer to feel included in the ideas process. 0</p>
	<p>Written Surveys are sent out to consumers asking questions about their experience with products and services, and gather</p>
	<p>This method collects information which truly reflect the persons experience of the product / service they have recieved. ✓ 1</p>

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.

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 ^{which} and could then promote more positive feedback. However focus 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 questionnaire which is sent out to a customer with a reply paid over envelope and may sometimes include incentives such as entry into a prize draw to encourage people to take part. This provides the organisation with information which can be easily reviewed and analysed ^{to} improve fine tuning of their customer care strategies.	

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
1	Suggestion schemes allow ^{both} either internal and	
	external customers and employees to leave	
	anonymous suggestions on how the organisation	
	could improve. ✓ 1 This can provide the organis-	
	ation with more honest and detailed feedback	
	due to its anonymity allowing the business to	
	improve the quality of their customer care. ✓	

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.

Candidate 7

	<p>7. Customer focus groups are when a company has a meeting with a selection of customers. In this meeting they can hear feedback and be able to respond to complaints. This method of monitoring & evaluating is useful as it</p>	
	allows for customers to ask questions.	
	<p>Written surveys are when a company creates a list of questions for their customers to answer. These surveys can have sentence or multiple choice questions; however this form of monitoring & evaluating is less useful as the customers can't ask any questions.</p>	
	<p>Suggestion schemes ^{is} when a company asks customers to provide suggestions as to what the company must do to improve. This is often done anonymously and is a useful form of monitoring & evaluating as it gives the company ideas on what they could be doing to improve customer satisfaction.</p>	
OF QUESTION		MARGIN

This candidate was awarded **6 marks**.

All points made by the candidate were awarded a mark.

Candidate 8

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
7	<p>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.</p> <p>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.</p> <p>Written surveys such as a postal survey is where a customer is given a questionnaire about how they found their experience of the business.</p> <p>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.</p>

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

8.	Version Control - ensures historical versions of a document can be returned to without losing all the work that was done in the meantime. ✓1	
	File locations - An organisation should have a provided company server or internet to ensure all work is saved in one place. Ensure employees take make use of folders and subfolders so work can be easily accessed and found. ✓1	
	Back-up procedures - Some organisations may have automatic data that is backed up on a daily basis. This ensures work is easily found and on the latest version. ✓1	

This candidate was awarded **3 marks**.

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

Candidate 2

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. ✓ 1	
	it is also important so that files	
	dont get lost and need to be	
	created again, ✓ 1, or printed of	
	again which will waste everyones	
	time.	
	it is important so that others	
	can easily find shared files and	
	dont have to ask you or become	
	irritated. ✓ 1	

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.

Candidate 3

8. Good file management. is vital as it means that information can be found quickly and easily. If everything is organised, the admin does not have to search through heaps of files to locate the information needed.	
It also ensures that information is kept safe and secure. This means the business will not be in violation of GDPR, and will therefore not get in trouble with the authorities.	
It keeps the workplace tidy- whether online or physical, having good file management means that everything is kept neat, meaning a less stressful environment as a result.	

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.

Candidate 4

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
8.)	Good file management is important because keeping online files tidy and organised ensures that files can be found quickly. ✓1
	keeping files secure is important as it avoids the leaking of sensitive documents or data. ✓1
	Having back-up procedures is important as it ensures that important documents can be recovered if they go missing or are accidentally deleted. ✓1
	Naming files is important as they can be found quickly REP and also differentiated from other, similar files.

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.

Candidate 5

8.	One reason is to know where files are, allowing staff to quickly find them and continue with their work. ✓1	
	Another reason is to allow employees to know what files they can use, and which they will need permission to use, such as classified information files which should be stored in a safe place away from employees with no permission. 0	
	Another reason is to know what tasks need done and if there is any supporting files to go alongside, allowing staff to make good use of all available materials and allowing work to be of a higher standard. 0 Another reason is to allow open files to be used, allowing more employees to use these files and complete all needed work attached to them also. 0	

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.

Candidate 6

8)	Good file management is important within an organisation as it will reduce staff stressing ✓ 1	
	which could also lead to reduced absenteeism as staff will be able to quickly and easily 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, reducing 0	
	Good file management also reduces time wasted spent 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 easy to find files and complete tasks. 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.

Candidate 7

8. One reason good file management is important is that it can save time when trying to locate files. Another reason good file management 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 in turn reduces absenteeism & staff turnover.		
One final reason why good file management is needed is so that any private files are protected by store properly 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.

Candidate 8

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN.
8	<p>One benefit to an organisation of having good file management is that time is saved when not having to search extensively to find the correct file. ✓1</p>
	<p>Another benefit to an organisation of having good file management is that it prevents unnecessary storage space being taken by files which are no longer needed. ✓1</p>
	<p>Another benefit to an organisation of having good file management is that it can allow for specific members of staff to access files which are confidential such as password protected files. ✓1</p>
	<p>Another benefit to an organisation of having good file management is that it can provide simple file paths if a document needs to be stored in a new folder it will be created quickly and easily. 0</p>

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.	Gantt chart - Breaks down large	
	projects into smaller tasks so it is	
	easier to tackle. ✓1 Can view what has	
	been accomplished and what hasn't.	
	Can see the progress of work and how	
	far you still have to go - to complete	
	the project. ✓1	
	Sampling - Can ask for samples of tasks	
	that was completed and see if it is	
	in a good working potential. order. 0	
	Meetings - Can get an insight and explain	
	explanation on how individuals in an	
	organisation are doing and explain matters. 0	

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?

Candidate 3

9.	<p>Appraisals can be a good way to monitor progress - it can be an easy way to tell the target where they are going wrong and what they are successful in, without and get their opinions on their own progress. ✓</p> <p>However, the target may feel as if they are being put on the spot, which may lead to resentment or them not replying honestly to any questions put before them. 0</p> <p>Mystery shoppers can be very helpful as they can report on how well a business is being run, without arousing suspicion. This means that they</p>	
	<p>can give a more accurate account of the business from inside.</p>	
	<p>However mystery shoppers typically only see one day with one set of employees, and may not be able to see exactly how it is being run on a daily basis. 0</p>	
	<p>Focus groups can be useful as they allow employees to give feedback on their own progress and how they think the business is run as a whole. 0</p>	
	<p>However again, they may not give a fully accurate report, meaning that issues are not fully addressed. 0</p>	

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.

Candidate 4

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
9.)	<p>one way an organisation can could monitor the progress of its targets is through a gantt chart. This provides a visual view of targets and deadlines and also progress. ✓1</p>
	<p>Another way would be to hold regular one-on-one meetings. This would allow managers or supervisors to check up on employees, their individual targets and ensure their performance is meeting the targets of the wider organisation. ✓1</p>
	<p>Another way way would be to implement a buddy system. This would involve new staff being allocated a more experienced member of staff to keep an eye on their progress. ✓1</p>
	<p>Appraisal systems could also be introduced. staff to staff appraisals will update each other on progress and this can then be reported</p>
	<p>be supervisors or managers to inform on the overall progress of the organisation. 0</p>

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.

Candidate 5

9.	The organisation could complete an organisational meeting to touch base with progress and can provide deadlines for work to be completed by, allowing the staff to work towards the timings	
	of deadlines and stay on track for finishing on time	0
	Another way is to complete appraisals for org departments to see how productive they are and if they are achieving targets. This feedback then allows the employees to feel motivated to complete tasks on time that help the business progress towards their own targets	0
	Another way is completing a focus group of managers, updating each other on progress of their departments and expected finishing times of tasks and final drafts of information	0

Candidate 6

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
9)	<p>A Gantt Chart is a way to plan and monitor progress visually. This chart separates tasks and compares ^{provides} estimate times of how long a task should take allowing comparison between the time ^{predicted} time and the actual time taken. The chart should be prominently placed in the organisation for all employees to view. The Gantt Chart also allows managers to monitor progress by displaying key events called milestones.</p> <p>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 tasks to be done.</p> <p>finally, a personal development plan is another method used by an individual to formally track their progress and work towards targets. Individuals 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.</p>	<p>✓1</p> <p>✓1</p> <p>0</p>

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.

Candidate 7

9.	One way in which an organisation can monitor the progress of targets is through Gantt 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 through a personal development plan. These plans show an employees strengths and weaknesses, this is useful in evaluating targets by seeing what the employee must do to better achieve their targets. A third way is to have a mentoring system. This is where a senior member of staff looks after a junior member, this will help the senior member to be aware of whether the junior member is meeting targets or not.	
----	---	--

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.

Candidate 8

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
9.	<p>One way an organisation could monitor the progress of its targets is through a gantt chart. One benefit of this is that it allows for the organisation to mark off tasks upon their completion. 0</p>	
	<p>One disadvantage of this is that it may be demoralising as the chart shows how many tasks are still to be completed, which if high may decrease staff morale. 0</p>	

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 information	
	without giving a reason for for wanting	
	to view it. 0	
	Can't withhold information from anyone	
	who has the right to view it. ✓ 1	

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. 0 You can request access	
	to these files.	

This candidate was awarded **0 marks**.

Only one point was made and it was incorrect.

Candidate 3

10.	A person is allowed to request their own personal information and it must be given to them - it cannot be held.	0	

This candidate was awarded **0 marks**.

It seems the candidate has confused FOI with GDPR.

Candidate 4

	<p>10.) The Freedom of information Act gives employers, and employees the right to request pieces of information from the organisation. Legally the organisation has to respond. 0</p>	
	<p>Employers have a responsibility to ensure the organisation complies with the Freedom of Information Act and so it must ensure private information stays private unless requested by a relevant person. 0</p>	
	<p>The Freedom of Information Act requires documents, data etc to be released into the public ✓1 domain after a certain period of time.</p>	
	<p>Under the Freedom of Information Act organisations public companies must publish annual profits to the public domain. 0</p>	

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.

Candidate 5

10.	This Act allows consumers	
	to object to their data	
	being stored in an	
	organisation for data	
	analysis purposes. 0	
	This also allows the	
	consumer the freedom	
	of choice if their data	
	wants to be held by	
	the organisation for	
	longer than it needs	
	to. 0	
	This also allows the	
	organisation to figure	
	who's data can be	
	kept, and those who's	
	data does not want	
	to be kept. 0	
	This allows all data	
	to be published in	
	which the public can	
	be able to see, and	
	cannot be edited by	
	anyone other than	
	the company which	
	produced it. 0	

This candidate was awarded **0 marks**.

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

Candidate 6

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
10)	<p>One feature of the Freedom of Information act is that public authorities are obliged to publish information on their activities. This could be information on proposed developments ^{of} police records.</p> <p>Another feature of the Freedom of Information Act is that members of the public are entitled to request to see the information held by governments/public bodies. Members of the public could include journalists, the police.</p>	

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.	<p>One feature of the freedom of information act is everyone should have access to public records such as government information. Another feature is that 0</p>	
-----	---	--

This candidate was awarded **1 mark**.

The first point the candidate made was accurate.

Candidate 8

10	The freedom of information act allows for a person to access any relevant data recorded on them. 0	
	The freedom of information act also allows organisations to keep any data information retrieved for as long as is necessary. 0	
	The freedom of information act does allow for information on a person to be stored without their consent. 0	

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

11.	• The information is up to date. 0	
	• Check it's accurate 0 and non-biased 0	
	• Websites with trusted suffixes such	
	as .co.uk, .gov or .com. ✓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.

Candidate 2

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
11	it containing up to date	
	information, it not being	
	bias so showing both	
	opinions / sides ❗ without	
	the name of the creator	
	on the document . It should	
	also show the creators	
	name on the document 0	
	the style of the page can	
	also give you an idea on	
	if it is or not by the	
	graphics and texts used in	
	The web address not looking	
	like others 0	

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.

Candidate 3

ENTER NUMBER OF QUESTION	DO NOT WRITE IN THIS MARGIN
11.	<p>Reliable information will typically be grammatically correct as it will usually have been edited. 0</p>
	<p>It will also be on reliable websites and media sources rather than sites such as wikipedia where it can be updated by anyone. ✓ 1</p>
	<p>There will usually be cited sources as to where any information was found - it was this proves it wasn't made up. REP</p>
	<p>It will also be upto date - old information is unreliable and cannot be used in modern situations. 0</p>
11.	<p>(continued) A person can also request basic information from a business - as long as it is not confidential, they must give it out. This includes info</p>
	<p>such as salaries.</p>

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.

Candidate 4

11.)	Reliable Reliable information is usually up-to-date and relevant. 0	
	Reliable information will usually come from official sources, such as government statistics or in-house research. ✓ 1	
	Reliable information will	
	#	
	A reliable source of information will be more likely to be found in person, such as an article or feedback from a customer as opposed to REP online as the anything can be written by anyone on the internet. 0	

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.

Candidate 5

11	<p>The documents have valid dates and authors, giving creditability to correct factual information.</p> <p>The document has no errors in spelling or punctuation, allowing it to be used as a</p>	
QUESTION	<p>reference if needed.</p> <p>The information has come from a source which cannot be edited by the public, such as Wikipedia.</p> <p>The information has a creditable author who can be trusted and believed for the information present.</p> <p>The information has appropriate use of fact backed by further trusted resources such as mathematical statistics.</p>	<p>0</p> <p>0</p> <p>1</p> <p>0</p> <p>REP</p>

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.

Candidate 6

11)	One feature of reliable information is that it should be free from bias, known by using a range of webriter individuals can make sure of this. ✓1	
	Another feature of reliable information is that it is regularly updated and not displaying out of date information. ✓1	
	A third feature of reliable information is that it comes from a well designed website or poorly designed webriter are likely to be less reliable. 0	
	Finally, another feature of reliable information is that information will be accurate. 0	

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.

Candidate 7

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
11.	<p>One feature of reliable information is that it from a trustworthy source. When using the internet for sources you must make sure that information is taken from secure websites that cant be edited by the public. Another feature is that peoples opinions are not reliable information as they cant be fact checked. A third feature is that if multiple sources agree on a fact or statistic it is more likely to be reliable. Finally a feature of reliable information is uses sources from people who are knowledgeable on the topic at hand, this is a good way of insuring factually correct information.</p>	

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.

Candidate 8

ENTER NUMBER OF QUESTION		DO NOT WRITE IN THIS MARGIN
11	Primary One feature of reliable	
	information is that it may have come	
	from an eye-witness which makes the	
	information first hand evidence and reliable	0
	Another feature of reliable information	
	is that it has been provided by	
	somebody who is free from bias over	
	their opinions of the subject	1
	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	0
	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.