wjec cbac

GCE MARKING SCHEME

SUMMER 2016

APPLIED BUSINESS - ABUS 5 1605/01

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INTRODUCTION

This marking scheme was used by WJEC for the Summer 2016 examination. It was finalised after detailed discussion at examiners' conferences by all the examiners involved in the assessment. The conference was held shortly after the paper was taken so that reference could be made to the full range of candidates' responses, with photocopied scripts forming the basis of discussion. The aim of the conference was to ensure that the marking scheme was interpreted and applied in the same way by all examiners.

It is hoped that this information will be of assistance to centres but it is recognised at the same time that, without the benefit of participation in the examiners' conference, teachers may have different views on certain matters of detail or interpretation.

WJEC regrets that it cannot enter into any discussion or correspondence about this marking scheme.

GCE APPLIED BUSINESS

SUMMER 2016 MARK SCHEME

Paper	AO1	AO2	AO3	AO4	Total
A	10	16	8	6	40
В	10	16	8	6	40
С	10	16	8	6	40
D	10	16	8	6	40

Paper and question summary of AO marks

PAPER A

Question	Answer	Marks	AO	Торіс
1	 Why <i>DH</i> needs to segment: e.g. to review what it offers (1) – to match this to customer requirements/to the needs of individual segments (1) promote its Sanctuaries more effectively (1) – by targeting customers more effectively (1) gain a greater share of the charity market (1) – through more focused marketing (1) 	2 x 1 why 2 x 1 explanation or development in context	AO2	5.1.2
	(Max 2m if not in context of <i>DH</i>)	4 marks		
2 (a)	 Types: e.g. age group (1) area/location/geographic (1) occupation/employed/demographic 	2 x 1 types	AO2	5.1.2
		2 marks		
2 (b)	Ways: e.g. • sex/gender (1) – one sex may feel more	2 x 1 ways	AO1	5.1.2
	strongly than the other about animal welfare (1) – and therefore be more likely to support the Sanctuary through visits/donations (1)	2 x 1 reasons in context of <i>DH</i>	AO2	
	 income (1) – to support the Sanctuary financially (1) – in order to judge whether the local population has sufficient income levels for this (1) social class (1) – there may be a link 	2 x 1 justifications for suggestion	AO4	
	between occupation/social class and support for the Sanctuary (1) – research may show different occupations/social classes have differing awareness/understanding of animal welfare issues (1)			
	Accept any other ways if they relate to this market: e.g. (demographic) family size/type, (psychographic) lifestyle/interest			

6 marks

Question	Answer	Marks	AO	Торіс
3	 Limitations: e.g. difficulty of measuring consumer behaviour/ consumer attitudes (1) – because these change over time (1) quality of information collected (1) – the market may have been badly researched/the information may be limited/may be out-of-date (1) quantity of information collected (1) – the sample may not accurately reflect the total population (1) self-fulfilling prophecy (1) – DH finds what it wants to find (1) 	2 x 1 limitations 2 x 1 development	AO1	5.1.2
		4 marks		
4 (a)	How <i>DH</i> carries out quota sampling: e.g. interviewer is given a set number of people to interview $(1) - DH$ may structure the quota so the sample represents the structure of the population (1) – interviewer chooses the people to interview (1) - and interviews all people until the quota is met (1)	2 x 1 how	AO1	5.1.2
		2 marks		
4 (b)	 Weakness: e.g. non-random (1) – problem of bias (1) unprepresentative (1) – sample too small (1) 	1 weakness 1 development	AO1	5.1.2
		2 marks		
5	 Supporting pricing/promotion decisions: e.g. sales forecasting indicates expected future (sales) trends/revenue for DH (1) 	4 x 1 support to pricing and promotion	AO2	5.1.1
	 this information could lead DH to consider lowering/raising prices (1) – dropping lines/having special offers (1) – promoting its work that is forecast to grow/to increase income (1) – or lower promotion of its activities/products that its forecasts suggest will be less profitable (1) 	(max 3m if only one of pricing or promotion is considered)		
		4 marks		

Question 6	Answer Calculations and analysis: e.g. • Legacies: increasing by 10% a year (1) – (analysis) both years/steady % increase/larger £ increase in 2015 (1) • Donations: increasing by £160 both	Marks 4 x 1 calculations	AO AO2	Topic 5.1.1
	 Donations: increasing by £160 both years/by 5% in 2014 and by 2.5% in 2015 (1) – (analysis) still increasing but at a slower rate (1) Sales from trading: static trend/no change (1) – (analysis) in effect a fall due to inflation (1) 	4 x 1 analysis	AO3	
	 Investment income: falling by 5% in both years (1) – (analysis) steady % fall/a larger £ fall in 2015/the only falling trend shown (1) Other income: 100% increase each year (1) – (analysis) doubling in £ 			
	amount/fastest % increase shown (1) Total income: 9.2% increase in 2014 (1) and 10% (9.97%) in 2015 (1) 			
		8 marks		
7	 Limitations: e.g. three years' figures only (1) – limited evidence of trends (1) – no guarantee they will continue/continue at the same rate (1) 	4 x 1 limitations analysed in context of figures or calculations	AO3	5.1.1
	 relates to whole of the UK (1) – may vary regionally/from Sanctuary to Sanctuary (1) limited information (1) – e.g. capital expenditure could have reduced investments so income would fall anyway/the investments could still be profitable (1) – limited because only £ shown/ no volume information (1) – no information on individual lines sold in <i>DH</i> shops (1) – breakdown of 'other income' needed to analyse the large increases (1) – no information as to costs associated with each/profitability of each cannot be assessed (1) 	4 x 1 limitations assessed in context of figures or calculations	AO4	
		8 marks		

PAPER A

Levels of response and QWC for Q6

Level 3 6 - 8 marks

Candidates will have demonstrated a thorough knowledge and understanding of sales trends, supported by clear and detailed calculations.

Candidates will have made accurate and appropriate use of business terminology showing knowledge and understanding of its meaning. The quality of written communication will be very good with few, if any, errors of spelling, punctuation or grammar.

Level 2 4 - 5 marks

Candidates will have demonstrated a good knowledge of sales trends, supported by some calculations.

Candidates will have made use of appropriate business terminology showing some knowledge and understanding of its meaning. The quality of written communication will be, for the most part good, with some errors in spelling, punctuation and grammar.

Level 1 1 - 3 marks

Candidates will have demonstrated some knowledge of sales trends. There will be limited calculations.

Candidates will have made very limited use of business terminology. The quality of written communication will be very limited with numerous errors on spelling, punctuation and grammar.

Candidates demonstrating no understanding will be awarded 0 marks.

PAPER B

Question	Answer	Marks	AO	Торіс
1 (a)	 Globalisation: e.g. the process by which organisations develop international influence (1) – or start operating on an international scale (1) 	1 statement 1 development	AO1	5.2.2
	• a world-wide movement (1) - towards increased trade/communications integration (1)			
		2 marks		
1 (b)	Influences on an international business/on <i>DH</i> : e.g.	1 influence	AO1	5.2.2
	DH needs to deal with different cultures/with different languages/with	1 outline		
	different views on dealing with animals (1) – where its overseas operations are based (1)	2 x (1 + 1)		
	 the work of an international business is more complex (1) – because of e.g. having to communicate internationally/having to deal with international laws (1) 			
	• <i>DH</i> will face increasing competition for income (1) – because other international charities will seek donations/seek funding (1)			
	 the business benefits from economies of scale (1) – it becomes more cost- effective/profitable/competitive (1) 			
	(Accept any relevant positive or negative influence of globalisation for <i>DH</i> or for an international business)			
		4 marks		

Question	Answer	Marks	AO	Topic
2 (a)	 Purpose of VA: e.g. to examine the function of goods or services (1) – to improve their 'value' to the customer (1) using a systematic method/a structured process that focuses on function/on what a product/service does (1) – rather than what it is/to establish what increases its value (1) reviewing the components/related costs of a product (1) – in order to reduce its cost/increase its value (1) 	1 statement 1 development	AO1	5.2.4
		2 marks		
2 (b)	 Benefits to <i>DH</i> when designing the new shelters: e.g. improved customer satisfaction (1) – by 	1 benefit	AO3	5.2.4
	focusing on those design features that better satisfy their needs as visitors (1) – e.g. by allowing better viewing of the donkeys (1)	2 x 1 analysis		
	 improved animal satisfaction (1) – by focusing on those design features that better satisfy their needs (1) – e.g. keeping them warmer in winter (1) 	2 x (1 + 2)		
	 cut costs (1) – by eliminating unnecessary functions of shelters (1) – ie, those that do not satisfy the needs of 			
	 visitors/of the donkeys (1) can incorporate new ideas from the innovation phase (1) – to improve visitor experience/improve the quality of the animals' lives (1) – which brings competitive advantage through e.g. customer retention or increased donations (1) 			
	 establishes a more efficient work systems/work mentality (1) – relating to the design of new shelters/improving the existing ones (1) – which saves future costs/which improves future efficiency (1) 			
	(Max 2 marks if not in given context)	6 marks		

6 marks

Question	Answer	Marks	AO	Торіс
3	Batch suitable: e.g.	1 why	AO2	5.2.1
	 planned number of meals /menu items a day (1) – need more than one so job unsuitable (1) - and volume will be insufficient to allow flow (1) 	2 x 1 explanation in context		
	 Can cook large number of similar items (1) – that have high demand (1) – and at the same standard (1) 	1 why		
	 Job suitable: e.g. the restaurant extension is individually designed and built (1) - so job is best for this 'one-off' (1) – and other methods e.g. batch or flow are associated with multiple items (1) 	2 x 1 explanation in context 2 x (1 + 2)		
	(Max 2 marks if not in given contexts)			
		6 marks		
4	 Gain: e.g. twice the number of staff should not be needed for double the number of customers (1) – e.g. not double the number of cleaners (1) – resulting in lower unit/average staffing costs (1) the extension should not double the cost of all related items (1) – e.g. power (1) – so unit/average costs should again fall (1) Answers need to be based on the law of increased dimensions. Max 2m if answer based on other related internal economies 	6 x 1 how likely to gain	AO2	5.2.2
		6 marks		

Question	Answer	Mark	AO	Торіс
5 (a)	 Operation: e.g. staff order the food/drinks stocks once existing stocks fall to a given level (1) – food and drinks delivered by the supplier just before use in the kitchen/sale in the restaurant (1) 	2 x 1 how	AO1	5.2.3
		2 marks		
5 (b)	Effect on Purchasing function: e.g.	1 effect	AO2	5.2.3
	 the Purchasing staff will need to establish even closer links with <i>DH's</i> suppliers (1) – because the delivery deadlines are tighter when a JIT stock system is used (1) internally, Purchasing staff will also need to establish even closer liaison with their Finance colleagues (1) – because suppliers need to be kept happy, and prompt invoice payment is one way of doing this (1) there will be an increased workload for Purchasing staff (1) – arising from (e.g.) the need to monitor deliveries/delivery dates more closely (1) 	1 development		
		2 marks		

Question 6	 Answer Arguments for JIT lowering costs: e.g. prevents over-stocking and deterioration (1) – food and drinks have a limited 	Marks 2 x 1 why costs could fall	AO AO2	Topic 5.2.3
	 'shelf life') (1) minimises holding costs of the food/drinks (1) – which may be bulky (1) – e.g. lower storage costs (1) – because of lower rental/less space/lower insurance costs (1) reduces capital tied up in food/drink (1) – because lower stock levels held (1) – so lower costs of capital/more working capital available (1) food/drink is less likely to perish or get stolen (1) – because less held on 	2 x 1 analysis or development in context of restaurant (2m max if no clear context of the restaurant)	AO3	
	Arguments against JIT lowering costs: e.g.	4 x 1 why costs	AO4	
	 no buffer stocks (1) – so a disruption in supplies means no food/drink (1) – leading to customer dissatisfaction (1) – may reduce donations/number of repeat visits (1) 	might not fall assessed in context of restaurant		
	 cannot bulk buy (1) – so unit cost is higher (1) – means higher restaurant prices (1) – and possible lower sales/customer dissatisfaction (1) 	(2m max if no clear context of the restaurant)		
	 likely to increase the frequency of ordering food/drink items (1) – leads to higher ordering costs (1) 			
	 late delivery can stop production of meals (1) – which means downtime/ labour costs for restaurant staff (1) 			
	Conclusion: e.g.			
	 efficient use of JIT should lower costs for DH (1) 	0 × 4	AO4	
	 but inefficient use/supply chain problems brings the risk of losing customers/losing donors (1) 	2 x 1 conclusion		
		10 marks		

PAPER B

Levels of response and QWC for Q6

Level 3 8 - 10 marks

Candidates will have demonstrated a thorough knowledge of JIT, supported by clear and detailed assessment of the issues.

Candidates will have made accurate and appropriate use of business terminology showing knowledge and understanding of its meaning. The quality of written communication will be very good with few, if any, errors of spelling, punctuation or grammar.

Level 2 4 - 7 marks

Candidates will have demonstrated a good knowledge of JIT, supported by some assessment of the issues.

Candidates will have made use of appropriate business terminology showing some knowledge and understanding of its meaning. The quality of written communication will be, for the most part good, with some errors in spelling, punctuation and grammar.

Level 1 1 - 3 marks

Candidates will have demonstrated some knowledge of JIT. There will be limited if any assessment of the issues.

Candidates will have made very limited use of business terminology. The quality of written communication will be very limited with numerous errors on spelling, punctuation and grammar.

Candidates demonstrating no understanding will be awarded 0 marks.

PAPER C

Question 1 (a)	 Answer Difference between fixed and flexible: e.g. a fixed budget's figures do not change (1) – regardless of output (1) – but figures change in a flexible budget (1) – so that budgeted output is compared against actual output (1) a fixed budget is prepared using one activity level only (1) – and does not change regardless of the actual activity level (1) – but a flexible budget is designed to change depending on the activity level (1) – because it reflects the way different costs behave as activity 	Marks 2 x 1 flexible 2 x 1 fixed	AO1	Topic 5.3.3
	changes (1)	4 marks		
1 (b)	 Benefits to <i>DH</i>: e.g. a fixed budget's figures will be different to actual figures if the budgeted and actual activity levels are not the same (1) so control of/monitoring of the restaurant's costs should not automatically be based on directly comparing actual against budget (1) a flexible budget is adjusted for output 	2 x 1 problems of fixed	AO2	5.3.3
	 (1) – so it shows the accurate position/calculates what (budgeted) costs would have been for the actual activity level (1) – and therefore it gives more meaningful information to DH about (e.g.) the extended restaurant's performance (1) – because it compares 'like with like'/actual and budget for the same level of activity (1) 	4 x 1 benefits of flexible	AO3	
	 flexing the budget means DH staff can calculate meaningful variances (1) – leading to more accurate decision- making/more motivated staff because they realise variances are based on actual performance (1) 			
	 flexible budgets show what happens in a range of output situations (1) – fixed budgets do not/this aids decision-making (1) 			
	Accept answers that are based wholly on benefits of flexible budgeting (6 x 1 flexible)	6 marks		

6 marks

Question	Answ	er			arks below	AO AO2	Topic
2	See below				arks	AUZ	5.3.3
Destauran	t coloci	80		90 	(1) hath		
Restauran Restauran		14 800	100	650	(1) both		
Kitchen sta		6 400	64	00	(1) both		
	t staff wages	3 400	38		(1) both		
	od and drinks consumed	3 400	33		(1) both		
Fixed over		1 100	11		(1) both		
Variable ov		400	45		(1) both		
Profit/(loss		500 profit		profit	(1) both		
	/		1.000	pront	(1) both	statem	ents OF
Question	Answ	er		Ма	arks	AO	Торіс
3	75% level: e.g.it will break even (1)	- hecause sal	A S	1 brea	ak even	AO2	5.3.3
	revenue and total co	sts will both be	e	1 re	ason	AO1	
	£13 875/because pro of £500 for each 5%						
	(Accept OF arguments/c						
		Jaioulations)		2 m	arks		
4a	Ratios relating to trading) on credit:		1 r	atio	AO1	5.3.2
	Debtor days (1) – HiQua				opment,	AO2	
	longer for debtors to pay it seems to be less efficient		• •	with ca	lculation		
	Creditor days (1) – <i>Hi</i> Qu		• • •		further Ilysis	AO3	
	less to pay (1) - HiQual	is more able to	o pay	and	19313		
	quickly/it can take advar (1) - <i>Microfood</i> is more e	•		•	+ 1 + 1) (1 + 2)		
	supplier credit/it might in problems paying supplie		-	0127	(••• =)		
	(Accept any logical argu						
	-			6 m	arks		
4b	Capital structure ratio:			1 r	atio	AO1	5.3.2
	Gearing (1) – <i>HiQual</i> is I <i>Microfood</i> highly geared	•	b	1 deve	lopment	AO2	
	<i>Microfood</i> is heavily relia finance (1) – this sugges payments (1)				further Ilysis	AO3	
				4 m	arks		

Question 5	Answer Purpose: e.g. • the AT ratio measures how efficient a business is in using its assets (1) – to generate its income (1) Calculations indicate: e.g.	Marks 2 x 1 purpose 1 interpretation	AO AO1	Topic 5.3.2
	 HiQual turns its assets over every 2 months and Microfood every 3 months (1) – suggests HiQual is more efficient/Microfood is less efficient at using its assets (1) 	of calculations 1 comparison 4 marks		
6	 Judging these suppliers using only ratio analysis: e.g. it will give objective numerical information on which to base decisions (1) – about (e.g.) their profitability, efficiency and liquidity (1) 	2 x 1 usefulness of ratio analysis for this judgment	AO4	5.3.2
	 Limitations of doing so: e.g. ratio analysis gives quantitative information only/it ignores non-financial issues (1) – e.g. food quality, supplier delivery reliability, whether communications with the supplier are efficient (1) it is by definition dated (1) – because these suppliers' financial records are historic/they look backwards (1) – and the suppliers' financial statements do not show the full financial picture anyway (1) it may give unreliable/inappropriate comparisons (1) – e.g. due to the differing sizes of these supplier businesses/different year-ends of their financial accounts/statements (1) these different businesses may adopt different approaches for their figures/calculations (1) – e.g. they may have different depreciation rates, or different interpretations of the accounting standards/concepts (1) 	4 x 1 limitations of ratio analysis for this judgment		
	(Max 3m if not in any context)	6 marks		

PAPER C

Levels of response and QWC for Q6

Level 3 5 - 6 marks

Candidates will have demonstrated a thorough knowledge of ratio analysis, supported by clear and detailed assessment of the issues.

Candidates will have made accurate and appropriate use of business terminology showing knowledge and understanding of its meaning. The quality of written communication will be very good with few, if any, errors of spelling, punctuation or grammar.

Level 2 3 - 4 marks

Candidates will have demonstrated a good knowledge of ratio analysis, supported by some assessment of the issues.

Candidates will have made use of appropriate business terminology showing some knowledge and understanding of its meaning. The quality of written communication will be, for the most part good, with some errors in spelling, punctuation and grammar.

Level 1 1 - 2 marks

Candidates will have demonstrated some knowledge of ratio analysis. There will be limited if any assessment of the issues.

Candidates will have made very limited use of business terminology. The quality of written communication will be very limited with numerous errors on spelling, punctuation and grammar.

Candidates demonstrating no understanding will be awarded 0 marks.

PAPER D

Question	Answer	Marks	AO	Торіс
1	Monthly sales: 612	3 x 1 sales (2 calculations: 1 method) 3 x 1 cost (2 calculations: 1 method)	AO2	5.4.1
	(52 + 84 + 150 + 224 + 102)			
	Newsletter cost: £1.20 (3)			
	(0.30 + 0.40 + 0.50)			
	Profit/loss: £183.60 profit	3 x 1 amount (2 calculations: 1 method)		
	(612 x 30p) (or full calculations: [£1.50 x 612] – [£1.20 612])	1 statement that profit is made		
	Allow OF for profit calculation only			
		10 marks		
2 (a)	 Meaning of probability: e.g. the extent to which (1) - an event is likely to occur (1) 	2 x 1 meaning	AO1	5.4.1
		2 marks		
2 (b)	 Why not wholly reliable: e.g. its calculation is based on limited evidence (1) – so it amounts to no more than 'educated guesswork' (1) it is based on present events (1) – that may not continue (1) probability involves future projections (1) – which must be uncertain in terms of their accuracy (1) 	4 x 1 why	AO1	5.4.1
		4 marks		

Question	Answer	Marks	AO	Торіс
3	 Help: e.g. decision trees can be simple for <i>DH</i> staff to follow (1) they encourage <i>DH</i> staff to quantify alternatives (1) – e.g. sales/profits for the different investments (1) – and other figures e.g. costs can be included (1) the best/worst scenarios can be set (1) – for the different investments' sales (1) – which will allow fuller comparison by <i>DH</i> staff (1) 	4 x 1 how helps	AO1	5.4.1
		4 marks		
4	Payback for Roland: takes 1 year (1) – and 3 months (1)	2 x 1 payback (1 mark for calculations)	AO2	5.4.3
	Payback for Heidelberg: takes 1 year (1) – and 6 months (1)	2 x 1 payback (1 mark for calculations)		
	Machine to be purchased: Roland (1) – because payback is 3 months quicker (1)	2 x 1 decision		
	(Accept OF argument for the decision)	6 marks		
5	 Advantages analysed: e.g. it minimises the effects of risk for <i>DH</i>(1) because it identifies the printer that is the fastest to pay back the investment (1) it focuses <i>DH's</i> on liquidity (1) – by giving greater emphasis to earlier cash flows (1) it is an easy method to understand (1) – for those <i>DH's</i> managers who are not finance specialists (1) 	4 x 1 advantages	AO3	5.4.3
		4 marks		

Question	Answer	Marks	AO	Торіс
6 (a)	 Limitations of Payback: e.g. it can give an over-simplistic view of the situation (1) – e.g. by ignoring qualitative factors/interest rates relevant to <i>DH's</i> situation (1) it only consider cash flows up to the point of payback (1) – and ignores later flows/the later cash flows shown are large and significant for <i>DH</i> (1) it only considers cash movements in <i>DH</i> (1) – relative profitabilities are ignored (1) it ignores the size of the investment outlay made by <i>DH</i> (1) – so does not fully account for risk (1) 	6 x 1 limitations	AO4	5.4.3
		6 marks		
6 (b)	 Alternatives: e.g. ARR can be used by <i>DH</i> so that profitability is taken into account (1) – and different rates of return will be highlighted (1) <i>DH</i> should also consider using DCF/NPV (1) – so that changes in the 	2 x 1 ARR 2 x 1 DCF	AO3	5.4.3
	value of money are not now ignored (1)	4 marks		

PAPER D

Levels of response and QWC for Q6

Level 3 8 - 10 marks

Candidates will have demonstrated a thorough knowledge of investment appraisal methods, supported by clear and detailed assessment of the issues.

Candidates will have made accurate and appropriate use of business terminology showing knowledge and understanding of its meaning. The quality of written communication will be very good with few, if any, errors of spelling, punctuation or grammar.

Level 2 4 - 7 marks

Candidates will have demonstrated a good knowledge of investment appraisal methods, supported by some assessment of the issues.

Candidates will have made use of appropriate business terminology showing some knowledge and understanding of its meaning. The quality of written communication will be, for the most part good, with some errors in spelling, punctuation and grammar.

Level 1 1 - 3 marks

Candidates will have demonstrated some knowledge of investment appraisal methods. There will be limited or no assessment of the issues.

Candidates will have made very limited use of business terminology. The quality of written communication will be very limited with numerous errors on spelling, punctuation and grammar.

Candidates demonstrating no understanding will be awarded 0 marks.

1605/01 GCE Applied Business -ABUS 5 - MS Summer 2016/GH