

Monday 3 June 2019 – Afternoon

LEVEL 3 CAMBRIDGE TECHNICAL IN BUSINESS

05878 Unit 9: Human resources

Time allowed: 2 hours
C426/1906



You may use:

- a calculator

Please write clearly in black ink.

Centre number

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Candidate number

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First name(s)

Last name

Date of Birth

D	D	M	M	Y	Y	Y	Y
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INSTRUCTIONS

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

INFORMATION

- The total mark for this paper is **90**.
- The marks for each question are shown in brackets [].
- This document consists of **16** pages.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/16
2	/11
3	/11
4	/20
5	/16
6	/16
Total	/90

Eden Mere Community Care Association

Eden Mere Community Care Association (EMCCA) is a charity. The association is based in the community centre in Eden Mere, a small town in the north of England. Monday to Friday each week the charity offers a daycare service for elderly people who live in the local area. The charity provides lunch and social entertainment. It also offers help to elderly residents in their own homes e.g. help with food shopping, basic house cleaning and gardening.

The charity is run by a board of four trustees, none of whom receive any payment for what they do. The trustees set the aims of the charity, choose the activities it will offer and ensure that relevant legislation is obeyed. The trustees are not involved in the day-to-day running of the services offered; this is done by the charity's employees and volunteers. Employees are paid an hourly wage. Volunteers receive no pay.

The charity is reliant on donations and fund-raising activities to finance much of what it offers, and to pay its staff. It does, however, make a small charge for the lunches and transport to and from the centre.

Employees – The charity employs a full-time manager to oversee the running of the daycare service and five permanent part-time staff. The part-time staff provide the social entertainment at the daycare service e.g. bingo, quizzes and musical activities, as well as cooking the lunches and organising social activities and shopping trips. All employees have a contract of employment which provides details of their working hours and rates of pay.

Volunteers – Sixteen volunteers help *EMCCA*. Without the volunteers the charity would not be able to operate its services. Volunteers transport the elderly residents to and from the community centre and provide entertainment when necessary. They also help the elderly with their food shopping, cleaning and gardening.

Volunteers do not have a contract of employment because they are not employed by the charity. However, they do have an agreement which summarises *EMCCA*'s expectations of them e.g. to provide a high quality service and help on the days/times agreed. Expenses are paid to the volunteers if, for example, they use their own car to provide transport, but they do not receive any payment for the time spent volunteering. Sometimes the volunteers find it hard to integrate with the employees; possibly because they are not viewed as part of the permanent team.

Training and development – All employees and volunteers receive detailed induction training. This introduces them to the aims and ethos of the charity, the services provided and the people that they will work alongside.

Promotion – *EMCCA* has its own website and a Facebook account. Both are updated regularly with information about its services, social events and fund-raising activities etc.

Performance data for *EMCCA*'s part-time employees and volunteers is shown in **Table 1**, below.

Table 1: Performance data for *EMCCA*

Performance Data	2016	2017	2018
Labour turnover (part-time employees)	20%	0%	20%
Labour turnover (volunteers)	6.25%	12.5%	25%
Days lost due to absence (part-time employees)	10	28	22
Days lost due to absence (volunteers)	20	26	37
Number of working days per year (part-time employees)	564	564	564
Number of new activities introduced	2	5	4

Answer **all** the questions.

1 (a) (i) Using data from **Table 1**, calculate the absenteeism rate for part-time employees for **2018**.

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.....[2]

(ii) With reference to the data in **Table 1**, explain **one** conclusion that could be drawn about the levels of engagement of *EMCCA*'s:

- part-time employees

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- volunteers

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[4]

(b) (i) Explain **two** benefits to *EMCCA* of providing detailed induction training to new volunteers.

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(ii) Describe **three** methods of training that *EMCCA* could introduce to develop its employees.

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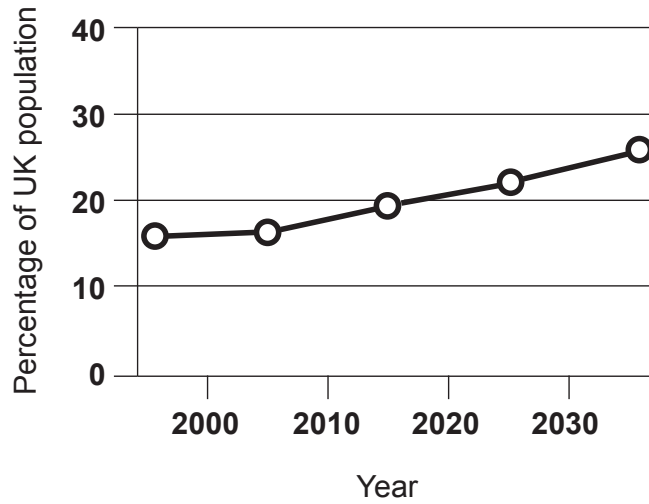
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[6]

2 (a) Identify **one** internal factor that might affect human resources planning at *EMCCA*.

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**Fig. 1: Percentage of the UK population over 65 years of age
(2019-2030 figures projected)**



(b) Explain **one** way the demographic change shown in **Fig. 1**, above, might affect human resources planning at *EMCCA*.

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(c) Explain **one** way that access to finance from external sources might affect human resources planning at *EMCCA*.

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(d) (i) Describe the main purpose of the Data Protection Act.

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(ii) Explain **two** possible impacts of the Data Protection Act on *EMCCA*.

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[4]

3 (a) Identify **one** formal appraisal technique that the trustees of *EMCCA* could use to monitor the performance of the Daycare Service Manager.

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(b) Analyse **two** factors that are likely to influence the relationship between the Daycare Service Manager and the trustees of *EMCCA*.

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(c) Currently *EMCCA* does not have a formal grievance procedure for employees.
Explain **two** benefits to *EMCCA* of introducing a formal grievance procedure.

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[4]

A series of horizontal dotted lines for writing.

- 5 An advertisement posted on EMCCA's website is shown below.

Wanted: Volunteer Car Driver

Eden Mere Community Care Association

Eden Mere EM10 6UE

Posted 18/05/2019

About the opportunity

To transport elderly people to and from our centre, supporting them as they enter and leave the vehicle.

What are we looking for?

Must have own vehicle (preferably with four doors), plus full driving licence and insurance.

If you are interested in benefiting the local community, please call 01560 124290 to request an application form.

- (a) Other than basic contact details, analyse which information the application form for the Volunteer Car Driver position should request. Which piece of information is most important? Justify your view. [8]

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(b) Explain **one** advantage and **one** disadvantage to *EMCCA* of placing job advertisements on its own website.

Advantage

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Disadvantage.....

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[4]

(c) Explain **two** ways that the selection process used by *EMCCA* for employees is likely to differ from the selection process it uses for volunteers.

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[4]

ADDITIONAL ANSWER SPACE

If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s) – for example 1(b)(i) or 3(a).

A large rectangular area containing 25 horizontal dotted lines for writing answers. A solid vertical line is on the left side of the page, and a solid vertical line is on the right side of the dotted lines.

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