



Oxford Cambridge and RSA

# Friday 10 January 2020 – Morning

## Level 3 Cambridge Technical in Business

05834/05835/05836/05837/05878 Unit 2: Working in business

Time allowed: 1 hour 30 minutes

C422/2001



**You can 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.
- Write your answer to each question in the space provided. If you need extra space use the lined pages at the end of this booklet. The question numbers must be clearly shown.
- Answer **all** the questions.

### INFORMATION

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [ ].
- This document has **16** pages.

### ADVICE

- Read each question carefully before you start your answer.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/18
2	/21
3	/7
4	/14
<b>Total</b>	<b>/60</b>

Answer **all** the questions.

**Text 1**

*Knit-happy* is a charity based in Shrewsbury. Its main mission is to provide a friendly and supportive environment for the vulnerable, the lonely and the elderly people in the local community. Volunteers meet once a week in the church hall of St Agatha's Church where they spend time together knitting toys, blankets, jumpers, etc.

The knitted items are sold on the charity's website and in some local shops. These sales are the main source of revenue of *Knit-happy*. Other sources of revenue include money donated online and monetary support sent by cheque or given in cash.

To keep its production costs low, *Knit-happy* also relies on donations of knitting materials and tools such as wool, yarn, knitting needles, patterns, etc.

**1 Refer to Text 1.**

- (a) For each of the storage methods below, identify **one** way *Knit-happy* could try and ensure the confidentiality of the personal data that it stores.

Manual method .....

.....

Electronic method .....

.....

**[2]**

- (b) Explain **two** implications for *Knit-happy* of failing to maintain data confidentiality.

1 .....

.....

.....

.....

2 .....

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.....

.....

**[4]**





**Text 2**

The revenue from *Knit-happy's* sales of knitted items and donations from members of the public is used to organise events to enrich the lives of those that the charity seeks to support. A two-day mini break to the seaside is organised every summer.

This year the destination is Weston-super-Mare. Linda Sandhurst, one of the founders of the charity, is in charge of the mini break. She needs to consider the accommodation and travel arrangements carefully, as most of the 18 recipients will be elderly people with special care needs. They will be accompanied by 7 charity volunteers.

**2 Refer to Text 2.**

- (a) Explain **two** personnel factors which might influence the accommodation arrangements for the mini break.

1.....  
.....  
.....  
.....  
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2.....  
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.....  
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**[4]**

- (b) Linda has decided to book accommodation at the Mermaid's Head Hotel. The table below shows the different types of room available at the hotel, with their respective prices.

Room type:	Number available	Price per room
Triple room	3	£120
Double room*	12	£95
Twin room	5	£95
Single room	10	£75

\* Double rooms are suitable for couples only.

All 25 participants are single with the exception of two couples who need double rooms.

Assume that the participants who are single have no preference for a single room or for sharing a twin or triple room.

- (i) Calculate the quantity of each type of room that Linda needs to book to keep the total cost of the accommodation as low as possible.

Give your answers in the table below. Space has been left for your workings.

Room type:	Quantity of rooms required
Triple room	
Double room	
Twin room	
Single room	

Space for working

- (ii) The table below shows the two types of breakfast available at the hotel and their respective prices.

<b>Breakfast</b>	
Continental £5.50	Full English £6.80

10 of the participants require a Continental breakfast. The remaining 15 require a Full English breakfast.

Calculate the total cost of accommodation for the mini break, including breakfasts.

Give your answers in the table below. Space has been left for your workings.

	<b>Cost</b>
<b>Triple room</b>	
<b>Double room</b>	
<b>Twin room</b>	
<b>Single room</b>	
<b>Continental breakfast</b>	
<b>Full English breakfast</b>	
<b>Total cost</b>	£

Space for working

- (c) Complete the cheque below to the value of 50% of the total cost you have calculated in 2(b)(ii) to secure the booking. Make the cheque payable to "Mermaid's Head Hotel". Use today's date.

<b>Urban Bank Plc</b>	<b>657 The Sphinx, Lothian Avenue, London NW9 7UT</b>
	<b>Date:</b> .....
<b>Payee</b> .....	
<b>The sum of</b> .....	<input type="text"/>
.....	
	<i>Linda Sandhurst</i> <b>Knit-happy</b>
	<b>072345 06-32-45 87017322</b>

[4]

- (d) Other than personnel requirements and cost, explain **one** factor that Linda should consider when making travel arrangements.

.....

.....

.....

.....

[2]





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**PLEASE DO NOT WRITE ON THIS PAGE**

**Text 4**

Linda has managed to secure the order for a large number of knitted Easter bunnies.

To fulfil the large order, the charity needs:

- donations of funds;
- donations of knitting materials and tools e.g. wool, yarn and knitting needles;
- volunteers to knit the bunnies.

Linda has decided to appeal on social media for donations and volunteers.

**4 Refer to Text 4.**

(a) Explain **one** reason why Linda may have decided to promote the *Knit-happy* appeal on social media rather than distributing leaflets locally.

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.....

.....

.....[2]

**(b)** Create promotional material suitable for distribution via social media to appeal for donations and volunteers to fulfil the large order. You should include the following information:

- address: St Agatha's Church, Chapel Lane, Shrewsbury SY4 6OI
- telephone number: 01743 765980
- contact person: Linda Sandhurst
- any other relevant information.

You will be assessed on the tone and content of your promotional material.

Use the space provided on the **opposite page** for your promotional material.

You may use the space below to draft your promotional material. You will not receive any marks for your draft.

**[12]**

You may use this box to draft your promotional material.

Use this space for your promotional material.

**END OF QUESTION PAPER**

**ADDITIONAL ANSWER SPACE**

If additional answer space is required, you should use the following lined pages. The question numbers must be clearly shown in the margins – for example, 2(a) or 3(b).

A vertical line on the left side of the page is followed by 25 horizontal dotted lines, providing a ruled area for writing answers.

A series of horizontal dotted lines for writing, spanning the width of the page.



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