

Please read the instructions printed at the end of this form. **One** of these sheets, suitably completed, should be attached to the assessed work of **each** candidate

Specification Code	1491	Unit Code	4864		Session	Jan / June	Year	2	0	0	
Centre Name						Centre Number					
Candidate Name						Candidate Number					

Evidence: a portfolio based on your investigation of one medium to large business.

Criteria			Teacher Comment	Location
a1 Identify the stakeholders in the business you are investigating. 0 1 2 3	a2 Explain the nature of the interest that each stakeholder has in the business. 4 5	a3 Evaluate the extent to which each stakeholder has an influence on the business and how it operates. 6 7		
			Mark	
b1 Describe the roles of three people who have different responsibilities within your chosen business. 0 1 2 3 4	b2 Explain the content of the Contract of Employment for one of the three people described in b1 including terms and conditions of employment and working arrangements. 5 6	b3 Evaluate, using examples, how well the Contract of Employment described in b2 meets the needs of the business and the employee. Recommend and justify suitable changes to the Contract of Employment. 7 8		
			Mark	

Criteria			Teacher Comment	Location
<p>c1 Describe, using examples from the selected business, the rights of the employer and its employees.</p> <p style="text-align: right;">0 1 2 3 4</p>	<p>c2 Explain, using examples, how the selected business resolves disagreements with its employees over rights of employment or working conditions.</p> <p style="text-align: right;">5 6 7</p>	<p>c3 Evaluate the extent to which the selected business ensures that a good working relationship exists between the employer and its employees.</p> <p style="text-align: right;">8 9</p>		
<p>d1 Describe the recruitment and selection process that the business uses to meet its staffing needs.</p> <p style="text-align: right;">0 1 2 3</p>	<p>d2 Explain why the business uses the recruitment and selection process described in d1 to meet its staffing needs.</p> <p style="text-align: right;">4 5 6</p>	<p>d3 Evaluate the effectiveness of the recruitment and selection process and suggest improvements to documentation and procedures.</p> <p style="text-align: right;">7 8</p>		

Criteria			Teacher Comment	Location
<p>e1 Describe the procedures that your chosen business follows for: staff training; appraisal and performance review; retraining for new technology or new work practices; any national training initiatives; health and safety training.</p> <p style="text-align: right;">0 1 2 3 4</p>	<p>e2 Analyse how effectively the procedures described in e1 enable people to perform their jobs well and maintain a safe and secure working environment.</p> <p style="text-align: right;">5 6 7</p>	<p>e3 Using the analysis in e2, suggest and justify alternative or additional procedures to those described in e1 that might improve the effectiveness of employees and the safety of the working environment.</p> <p style="text-align: right;">8 9</p>	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Mark</div>	
<p>f1 Describe the rights of customers under consumer law and identify the features within your chosen business that contribute towards good customer service.</p> <p style="text-align: right;">0 1 2 3 4</p>	<p>f2 Analyse how effectively the customer service provision of the business meets the needs and expectation of its customers.</p> <p style="text-align: right;">5 6 7</p>	<p>f3 On the basis of your analysis in f2, suggest and justify ways in which customer service provision of the business could be improved to further meet the needs and expectations of customers.</p> <p style="text-align: right;">8 9</p>	<div style="border: 1px solid black; padding: 2px; display: inline-block;">Mark</div>	
Total/50				

Guidance on Completion of this Form

- 1 **One** sheet should be used for each candidate.
- 2 Please ensure that the appropriate boxes at the top of the form are completed.
- 3 Circle the mark awarded for each strand of the marking criteria in the appropriate box and also enter the circled mark in the final column.
- 4 Add the marks for the strands together to give a total out of 50. Enter this total in the relevant box.
- 5 Sign and date the Authentication statement.