

**General Certificate of Secondary Education**

**A244CA**

**Applied Business**

Unit A244: Business and you

**Specimen Controlled Assessment Material**

## INSTRUCTIONS TO TEACHERS

- Please refer to Section 5 of the GCSE in Applied Business specification for instructions on completing controlled assessment tasks.
- Each task can be contextualised appropriately to suit facilities available in the area local to your centre.
- Your Quality of Written Communication is assessed in tasks marked with an asterisk (\*).

This document consists of **5** printed pages.

## Choosing an appropriate context

Candidates will choose **one** job role from a list of five and investigate a range of human resource activities in relation to this role.

Two examples of the type of job role that will be available now follow.

### **Hair and Beauty Trainee**

Pamper Yourself is continually looking for creative individuals wanting to build a career in Hairdressing and Beauty Therapy to join our friendly and professional team. High quality induction training and further opportunity to train to NVQ level 2 guaranteed.  
Apply to Pamper Yourself, High Street, Manchester, MN5 7HY.

#### **Job description: Hair and Beauty Trainee**

- Schedule client appointments
- Update and maintain customer information records, such as beauty services provided
- Operate cash registers and receive payments from clients
- Keep work stations clean and sanitise tools such as scissors and combs
- Shampoo, rinse and condition hair
- Demonstrate and sell hair care products and cosmetics
- Clean shape and polish fingernails and toenails
- Give facials to clients

#### **Person specification: Hair and Beauty Trainee**

##### **Qualifications and Training**

- Demonstrate willingness to undertake appropriate training

##### **Skills and Abilities**

- Excellent communication skills
- Good time management
- Ability to work in a team
- Ability to be a creative problem solver
- Demonstrate initiative
- Ability to follow instructions
- Able to create rapport with client

##### **Other**

- Able to promote a positive and professional image
- High levels of cleanliness and hygiene

### **Ramsay's Restaurants - Catering Assistant**

The Ramsay Restaurant requires a Catering Assistant to work in a busy town centre location. You do not need any experience to apply for this job as we operate a comprehensive training programme.

This is an exciting position that offers you the chance to gain catering experience, whilst working in an environment that's fun and supportive.

If your application is successful, you can apply for a place on our nationally recognised Apprenticeship programme in Hospitality. This job is rewarding and gives you career progression, training and qualification opportunities. Competitive wage, uniform and training provided.

Send your CV and letter of application to

Manager  
Ramsay Restaurant  
High Street  
Cambridge  
CA7 5TY

#### **Job description: Catering Assistant**

- Serve at the food counter efficiently and deal with orders methodically
- Ensure a clean, tidy and organised environment
- Carry out stock rotation and replenishment duties, including checking deliveries
- Carry out temperature control checks as required
- To prepare food for side dishes such as vegetables and salad
- Assist with cleaning kitchen utensils and equipment
- Carry out general duties such as washing up
- Ensure that appropriate health and safety and hygiene procedures are carried out

#### **Person specification: Catering Assistant**

##### **Qualifications and Training**

- Be willing to undertake and achieve the Basic Food Hygiene Certificate

##### **Skills and Abilities**

- Ability to work on own initiative or as part of a team
- Commitment to maintaining high standards of personal hygiene
- Able to follow basic written instructions in English and able to complete appropriate paperwork on a daily basis
- To communicate information effectively, including knowledge of ingredients and allergies
- Ability to work in a hot environment, particularly during the summer months
- Able to stand for long periods of time

##### **Other**

- Flexible approach to hours and duties

## Tasks

Task 1 is to be completed outside of controlled conditions and will not carry any mark tariff.

**Task 1 – this task is based on research and carries no marks.**

**Research human resources activities [30 hours allocated for completion of this task].**

- You must choose a job role and consider the relevant job description, person specification and advertisement.
- You must research the key phases of any recruitment process focusing on the following areas:
  - recruitment documentation – contents and associated good practice;
  - generic/specific skills looked for by employers in relation to chosen context.
- You must research the key phases of any selection process focusing on the following areas:
  - shortlisting process;
  - forms of selection such as interviews and tests;
  - legislation which will impact on the recruitment/selection process;
  - informing applicants of outcome to selection process;
  - induction training.
- You must research the key issues of applying for a more senior position:
  - skills and competencies for a more supervisory position;
  - day-to-day activities connected with a more supervisory position;
  - types of training packages;
  - types of cost and duration of training.

You must compile a bibliography. This must be available for internal assessment and external moderation. Where there is evidence of external material used within the work this must be sourced and/or annotated with comment.

**Task 2 – this task carries 6 marks targeted at AO1, 9 marks targeted at AO2 and 7 marks targeted at AO3.**

**Apply for the post [5 hours allocated for completion of this task].**

You must take your research findings into the controlled conditions.

- You must identify and describe the main activities of the human resources functional area (AO1).
- You must complete application documents for your chosen job role including a CV, letter of application and completed application form (AO2).
- You must evaluate why you feel your completed application documents will get you an interview for your chosen job role (AO3)\*.

**Task 3 – this task carries 6 marks targeted at AO1, 9 marks targeted at AO2 and 7 marks targeted at AO3.**

**Getting selected [5 hours allocated for completion of this task].**

You must take your research findings into the controlled conditions.

- You must identify and describe what makes an effective interview process from the perspective of both employee and employer (AO1).
- You must identify potential interview questions and explain why each would be asked in relation to your chosen job role (AO2).
- You must evaluate how legislation will impact on the selection process for your chosen job role (AO3)\*.

**Task 4 – this task carries 4 marks targeted at AO1.**

**Best practice – induction [2 hours allocated for completion of this task].**

You must take your research findings into the controlled conditions.

- You must design an induction programme which you would expect to be presented to you if you were successful in your application for your chosen job role (AO1).

**Task 5 – this task carries 6 marks targeted at AO2 and 6 marks targeted at AO3.**

**A promotional opportunity [3 hours allocated for completion of this task].**

You must take your research findings into the controlled conditions.

Imagine you have been successful in applying for your chosen job role and have been working in the business for a number of years. You think it is now time to consider a promotion within your business to a more supervisory role and are unsure whether you have the skills and competencies required to be successful.

- You must produce a suitable training programme, explaining its key features which will equip you with the added skills and competencies which you will need for a more supervisory job role (AO2).
- You must assess how your day-to-day activities may change in a more supervisory job role (AO3)\*.

\* These tasks include assessment of quality of written communication.

*Copyright Acknowledgements:*

Permission to reproduce items where third-party owned material protected by copyright is included has been sought and cleared where possible. Every reasonable effort has been made by the publisher (OCR) to trace copyright holders, but if any items requiring clearance have unwittingly been included, the publisher will be pleased to make amends at the earliest opportunity.

OCR is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.



**OXFORD CAMBRIDGE AND RSA EXAMINATIONS**

**General Certificate of Secondary Education**

**APPLIED BUSINESS**

Unit A244: Business and you

**Specimen Controlled Assessment Mark Scheme**

The maximum mark for this unit is **60**

This document consists of 4 printed pages

## Unit A244: Business and you

<b>TASK 2</b>				
<b>Assessment objective</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>TOTAL</b>
<b>AO1</b>	<p>Identification and limited description of main activities of the human resources functional area.</p> <p style="text-align: right;"><b>1-3 marks</b></p>	<p>Thorough description of main activities of the human resources functional area.</p> <p style="text-align: right;"><b>4-6 marks</b></p>		<b>6</b>
<b>AO2</b>	<p>The application documents may contain basic generic information but does not meet specific needs of chosen job role.</p> <p style="text-align: right;"><b>1-3 marks</b></p>	<p>The application documents are sound and meet the needs of the chosen job role.</p> <p style="text-align: right;"><b>4-6 marks</b></p>	<p>The application documents are extremely focused and targeted on meeting needs of chosen job role.</p> <p style="text-align: right;"><b>7-9 marks</b></p>	<b>9</b>
<b>AO3*</b>	<p>No real attempt to evaluate why completed application documents are fit for purpose. Evidence is weak and underdeveloped. Quality of written communication demonstrates limited clarity and coherence with basic use of correct terminology. Errors of grammar, punctuation and spelling may be noticeable and intrusive.</p> <p style="text-align: right;"><b>1-2 marks</b></p>	<p>Sound attempt to evaluate why completed application documents are fit for purpose. Evidence shows sound analysis and some initial judgement shown of why application pack will be successful. Quality of written communication demonstrates clarity and coherence with appropriate use of correct terminology. There may be occasional errors of grammar, punctuation and spelling but these are not intrusive.</p> <p style="text-align: right;"><b>3-4 marks</b></p>	<p>A coherent and in-depth evaluation of why application documents are fit for purpose. Evidence shows strong levels of analysis and judgement of why application pack will be successful. Quality of written communication demonstrates clarity, coherence and fluency with effective and confident use of appropriate and correct terminology. There are few, if any, errors of grammar, punctuation and spelling.</p> <p style="text-align: right;"><b>5-7 marks</b></p>	<b>7</b>

0 marks = no evidence submitted or work submitted does not address assessment objective.

\* = This assessment objective includes assessment of quality of written communication.

<b>TASK 3</b>				
<b>Assessment objective</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>TOTAL</b>
<b>AO1</b>	<p>Identification and limited description of what makes an effective interview process – may only consider employee or employer perspective.</p> <p style="text-align: right;"><b>1-3 marks</b></p>	<p>Thorough description of what makes an effective interview process – both employee and employer perspectives included.</p> <p style="text-align: right;"><b>4-6 marks</b></p>		<b>6</b>
<b>AO2</b>	<p>The interview questions may contain basic generic information and do not meet the specific needs of the chosen job role. No real explanation is provided.</p> <p style="text-align: right;"><b>1-3 marks</b></p>	<p>The interview questions are mainly aimed at the chosen job role. Sound explanation of why questions have been chosen.</p> <p style="text-align: right;"><b>4-6 marks</b></p>	<p>The interview questions are extremely focused and targeted on the chosen job role. Detailed explanation of why questions have been chosen.</p> <p style="text-align: right;"><b>7-9 marks</b></p>	<b>9</b>
<b>AO3*</b>	<p>No real attempt to evaluate how legislation will impact on recruitment/selection process for chosen job role. Evidence is weak and underdeveloped. Quality of written communication demonstrates limited clarity and coherence with basic use of correct terminology. Errors of grammar, punctuation and spelling may be noticeable and intrusive.</p> <p style="text-align: right;"><b>1-2 marks</b></p>	<p>Sound analysis with some attempt to make valid judgements on how legislation will impact on recruitment/selection process for chosen job role. These judgements are linked to effectiveness and for the most part are realistic. Quality of written communication demonstrates clarity and coherence with appropriate use of correct terminology. There may be occasional errors of grammar, punctuation and spelling but these are not intrusive.</p> <p style="text-align: right;"><b>3-4 marks</b></p>	<p>A coherent and in-depth evaluation of how legislation will impact on recruitment/selection process for chosen job role. Evidence shows strong levels of analysis and judgement. Quality of written communication demonstrates clarity, coherence and fluency with effective and confident use of appropriate and correct terminology. There are few, if any, errors of grammar, punctuation and spelling.</p> <p style="text-align: right;"><b>5-7 marks</b></p>	<b>7</b>

0 marks = no evidence submitted or work submitted does not address assessment objective.

\* = This assessment objective includes assessment of quality of written communication.



<b>TASK 4</b>				
<b>Assessment objective</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>TOTAL</b>
<b>AO1</b>	Knowledge of induction programme is limited. Programme lacks detail with only basic understanding shown of key features. <b>1-2 marks</b>	Comprehensive knowledge and understanding shown of induction programme contents. All key features covered. <b>3-4 marks</b>		<b>4</b>

0 marks = no evidence submitted or work submitted does not address assessment objective.

<b>TASK 5</b>				
<b>Assessment objective</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>TOTAL</b>
<b>AO2</b>	The training programme may contain basic generic information and does not meet specific needs of a more supervisory position. <b>1-3 marks</b>	The training programme is extremely focused and targeted on meeting needs of a more supervisory position. <b>4-6 marks</b>		<b>6</b>
<b>AO3*</b>	No real attempt to assess how day-to-day activities will change in more supervisory role. Evidence is weak and underdeveloped. Quality of written communication demonstrates limited clarity and coherence with basic use of correct terminology. Errors of grammar, punctuation and spelling may be noticeable and intrusive. <b>1-2 marks</b>	Sound attempt to assess how day-to-day activities will change in more supervisory role. Evidence shows sound analysis and some initial judgement shown. Quality of written communication demonstrates clarity and coherence with appropriate use of correct terminology. There may be occasional errors of grammar, punctuation and spelling but these are not intrusive. <b>3-4 marks</b>	A coherent and in-depth assessment of how day-to-day activities will change in more supervisory role. Evidence shows strong levels of analysis and judgement. Quality of written communication demonstrates clarity, coherence and fluency with effective and confident use of appropriate and correct terminology. There are few, if any, errors of grammar, punctuation and spelling. <b>5-6 marks</b>	<b>6</b>

0 marks = no evidence submitted or work submitted does not address assessment objective.

\* = This assessment objective includes assessment of quality of written communication.