Oxford Cambridge and RSA Examinations

OCR

OCR GCSE IN BUSINESS AND COMMUNICATION SYSTEMS 1950

KEY SKILLS GUIDANCE

OCR GCSE IN BUSINESS AND COMMUNICATION SYSTEMS (1950)

Introduction

Key Skills are central to successful employment and underpin future success in learning independently. Whilst they are certificated separately, the Key Skills guidance for this qualification has been designed to support the teaching and learning of the content. Opportunities for developing the generic Key Skills of Communication, Application of Number and Information Technology are indicated through the use of a ☞ 'key symbol' in Section C of the specification. The wider Key Skills of Working with Others, Problem Solving and Improving Own Learning and Performance may also be developed through the teaching programmes associated with the specification.

The following matrix indicates those Key Skills for which opportunities for at least some coverage of the relevant Key Skills Unit exist within Business and Communication Systems.

	Communication	Application of Number	IT	Working with Others	Improving Own Learning and Performance	Problem Solving
Level 1	✓	✓	✓	✓	✓	✓
Level 2	✓	✓	✓	✓	✓	✓

This document offers detailed guidance on the Key Skills evidence that a candidate might produce during the course. It focuses on the evidence required to meet the criteria for the internally assessed Key Skills portfolio. For example, in producing the work for assessment as evidence of C2.1a (Contribute to a discussion about a straightforward subject) a candidate is required to:

> Make clear and relevant contributions in a way that suits their purpose and situation.

> Listen and respond appropriately to what others say.

> Help to move the discussion forward.

The Key Skills and Evidence Requirements on the following tables are quoted from Part B of the QCA Key Skills specification and, as such, are addressed to the candidate. The Opportunities for Development provide guidance for teachers about how the specification might be used to provide teaching and learning opportunities and/or assessment opportunities for the Key Skill.

For further information about the requirements of these units, teachers should refer to QCA's Key Skills specifications (2000 version).

For further information about the assessment and certification of Key Skills, teachers should contact OCR.

COMMUNICATION   LEVELS 1 & 2   GCSE BUSINESS AND COMMUNICATION SYSTEMS

KEY SKILL		EVIDENCE REQUIREMENTS	OPPORTUNITIES FOR DEVELOPMENT
C1.1	Take part in a one-to-one discussion and a group discussion about different, straightforward subjects.	• Provide information that is relevant to the subject and purpose of the discussion. • Speak clearly in a way that suits the situation. • Listen and respond appropriately to what others say.	Section 5.2 Business Practice offers the opportunity for discussion on the impact of new technology and on the implications of 'hacking' and software 'piracy'. Section 5.3 People in the Workplace offers the opportunity for discussion on rights and responsibilities, policies on smoking, eating, alcohol, drugs, personal presentation, etc. Section 5.4 Communication considers the theoretical aspects of verbal communication including purposes of communication and provides opportunity for discussion.
C1.2	Read and obtain information from two different types of documents about straightforward subjects, including at least one image.	• Read relevant material. • Identify accurately the main points and ideas in material. • Use the information to suit your purpose.	Section 5.1 Applications of ICT offers the opportunity for candidates to read and obtain information, for example from newspaper articles, about e-commerce and other ICT developments. Section 5.3 People in the Workplace offers the opportunity for candidates to read and obtain information from textbooks or newspaper articles on rights and responsibilities, policies on smoking, eating, alcohol, drugs, personal presentation, etc.
C1.3	Write two different types of documents about straightforward subjects. Include at least one image in one of the documents.	• Present relevant information in a form that suits your purpose. • Ensure text is legible. • Make sure that spelling, punctuation and grammar are accurate so your meaning is clear.	Section 5.4 Communication considers the theoretical aspects of written communication including purposes of communication and provides opportunity for preparing workplace documents.

COMMUNICATION   LEVELS 1 & 2   GCSE BUSINESS AND COMMUNICATION SYSTEMS

KEY SKILL		EVIDENCE REQUIREMENTS	OPPORTUNITIES FOR DEVELOPMENT
C2.1a	Contribute to a discussion about a straightforward subject.	• Make clear and relevant contributions in a way that suits your purpose and situation. • Listen and respond appropriately to what others say. • Help to move the discussion forward.	Section 5.2 Business Practice offers the opportunity for discussion on the impact of new technology and on the implications of 'hacking' and software 'piracy'. Section 5.3 People in the Workplace offers the opportunity for discussion on rights and responsibilities, policies on smoking, eating, alcohol, drugs, personal presentation, etc. Section 5.4 Communication considers the theoretical aspects of verbal communication including purposes of communication and provides opportunity for discussion.
C2.1b	Give a short talk about a straightforward subject, using an image.	• Speak clearly in a way that suits your subject, purpose and situation. • Keep to the subject and structure your talk to help listeners follow what you are saying. • Use an image to clearly illustrate your main points.	The opportunities identified under 2.1a would also provide an opportunity for candidates to prepare a short talk using an image.
C2.2	Read and summarise information from two extended documents about a straightforward subject. One of the documents should include at least one image.	• Select and read relevant material. • Identify accurately the lines of reasoning and main points from text and images. • Summarise the information to suit your purpose.	Section 5.1 Applications of ICT offers the opportunity for candidates to read and obtain information, for example from newspaper articles, about e-commerce and other ICT developments. Section 5.3 People in the Workplace offers the opportunity for candidates to read and obtain information from textbooks or newspaper articles on rights and responsibilities, policies on smoking, eating, alcohol, drugs, personal presentation, etc.
C2.3	Write two different types of documents about straightforward subjects. One piece of writing should be an extended document and include at least one image.	• Present relevant information in an appropriate form. • Use a structure and style of writing to suit your purpose. • Ensure text is legible and that spelling, punctuation and grammar are accurate, so your meaning is clear.	Section 5.4 Communication considers the theoretical aspects of written communication including purposes of communication and provides opportunity for preparing workplace documents.

APPLICATION OF NUMBER   LEVELS 1 & 2   GCSE BUSINESS AND COMMUNICATION SYSTEMS

KEY SKILL		EVIDENCE REQUIREMENTS	OPPORTUNITIES FOR DEVELOPMENT
N1.1	Interpret straightforward information from two different sources. At least one source should be a table, chart, diagram or line graph.	• Obtain the information you need to meet the purpose of your task. • Identify suitable calculations to get the results you need.	Section 5.1 Applications of ICT requires candidates to have practical experience of selecting sources of information, both paper-based and electronic.
N1.2	Carry out straightforward calculations to do with: a) amounts and sizes; b) scales and proportion; c) handling statistics.	• Carry out calculations to the levels of accuracy you have been given. • Check your results make sense.	Section 5.3 People in the Workplace offers the opportunity for candidates to carry out and check wages calculations.
N1.3	Interpret the results of your calculations and present your findings. You must use one chart and one diagram.	• Choose suitable ways to present your findings. • Present your findings clearly. • Describe how the results of your calculations meet the purpose of your task.	Section 5.1 Applications of ICT requires candidates to have practical experience of spreadsheet software.
You must: carry through at least one substantial activity that includes straightforward tasks for N2.1, N2.2 and N2.3			
N2.1	Interpret information from two different sources, including material containing a graph.	• Choose how to obtain the information needed to meet the purpose of your activity. • Obtain the relevant information. • Select appropriate methods to get the results you need.	Section 5.1 Applications of ICT requires candidates to have practical experience of selecting sources of information, both paper-based and electronic.
N2.2	Carry out calculations to do with: a) amounts and sizes; b) scales and proportion; c) handling statistics; d) using formulae.	• Carry out calculations, clearly showing your methods and levels of accuracy. • Check your methods to identify and correct any errors, and make sure your results make sense.	Section 5.3 People in the Workplace offers the opportunity for candidates to carry out and check wages calculations. There may, however, be limited opportunity within this specification for candidates to handle scales and proportion, statistics and formulae.
N2.3	Interpret the results of your calculations and present your findings. You must use at least one graph, one chart and one diagram.	• Select effective ways to present your findings. • Present your findings clearly and describe your methods. • Explain how the results of your calculations meet the purpose of your activity.	Section 5.1 Applications of ICT requires candidates to have practical experience of spreadsheet software. There may, however, be limited opportunity for candidates to handle scales and proportion, statistics and formulae.

INFORMATION TECHNOLOGY LEVELS 1 & 2   GCSE BUSINESS AND COMMUNICATION SYSTEMS

KEY SKILL		EVIDENCE REQUIREMENTS	OPPORTUNITIES FOR DEVELOPMENT
IT1.1	Find, explore and develop information for two different purposes.	• Find and select relevant information. • Enter and bring in information, using formats that help development. • Explore and develop information to meet your purpose.	Section 5.1 Applications of ICT requires candidates to have practical experience of a range of software packages.
IT1.2	Present information for two different purposes. Your work must include at least one example of text, one example of images and one example of numbers.	• Use appropriate layouts for presenting information in a consistent way. • Develop the presentation so it is accurate, clear and meets your purpose. • Save information so it can be found easily.	Section 5.1 Applications of ICT requires candidates to have practical experience of a range of software packages.
IT2.1	Search for and select information for two different purposes.	• Identify the information you need and suitable sources. • Carry out effective searches. • Select information that is relevant to your purpose.	Section 5.1 Applications of ICT requires candidates to have practical experience of a range of software packages.
IT2.2	Explore and develop information, and derive new information, for two different purposes.	• Enter and bring together information using formats that help development. • Explore information as needed for your purpose. • Develop information and derive new information as appropriate.	Section 5.1 Applications of ICT requires candidates to have practical experience of a range of software packages.
IT2.3	Present combined information for two different purposes. Your work must include at least one example of text, one example of images and one example of numbers.	• Select and use appropriate layouts for presenting combined information in a consistent way. • Develop the presentation to suit your purpose and the types of information. • Ensure your work is accurate, clear and saved appropriately.	Section 5.1 Applications of ICT requires candidates to have practical experience of a range of software packages.

WORKING WITH OTHERS   LEVEL 1   GCSE BUSINESS AND COMMUNICATION SYSTEMS

KEY SKILL	EVIDENCE REQUIREMENTS	OPPORTUNITIES FOR DEVELOPMENT
You must: Provide at least two examples of meeting the standard for WO1.1, WO1.2 and WO1.3 (one example must show you can work in one-to-one situations and one example must show you can work in group situations).		
WO1.1 Confirm what needs to be done to achieve given objectives, including your responsibilities and working arrangements.	• Check that you clearly understand the objectives you have been given for working together. • Identify what needs to be done to achieve these objectives and suggest ways you could help. • Make sure that you are clear about your responsibilities and working arrangements.	Section 5.3 considers the theoretical aspects of working in teams as it relates to job roles and tasks. There may be opportunities to develop and generate evidence for Working with Others throughout the deliver of this specification, where candidates carry out their own research on a topic such as e-commerce (Section 5.1), rights and responsibilities and workplace practice (5.3). Section 5.2 Business Practice considers planning and organising work, travel and meetings and offers the opportunity for candidates to carry out a practical shared task, such as organising a class trip.
WO1.2 Work with others towards achieving given objectives, carrying out tasks to meet your responsibilities.	• Carry out tasks to meet your responsibilities. • Work safely, and accurately follow the working methods you have been given. • Ask for help and offer support to others, when appropriate.	See WO1.1.
WO1.3 Identify progress and suggest ways of improving work with others to help achieve given objectives.	• Identify what has gone well in working with others. • Report any difficulties in meeting your responsibilities and say what you did about them. • Suggest ways of improving work with others to help achieve the objectives.	See WO1.1.

WORKING WITH OTHERS   LEVEL 2   GCSE BUSINESS AND COMMUNICATION SYSTEMS

KEY SKILL	EVIDENCE REQUIREMENTS	OPPORTUNITIES FOR DEVELOPMENT
You must: Provide at least two examples of meeting the standard for WO2.1, WO2.2 and WO2.3 (one example must show you can work in one-to-one situations and one example must show you can work in group situations).		
WO2.1 Plan straightforward work with others, identifying objectives and clarifying responsibilities, and confirm working arrangements.	• Identify the objectives of working together and what needs to be done to achieve these objectives. • Exchange relevant information to clarify responsibilities. • Confirm working arrangements with those involved.	See WO1.1.
WO2.2 Work cooperatively with others towards achieving identified objectives, organising tasks to meet your responsibilities.	• Organise your own tasks so you can be effective in meeting your responsibilities. • Carry out tasks accurately and safely, using appropriate working methods. • Support cooperative ways of working, seeking advice from an appropriate person when needed.	See WO1.1.
WO2.3 Exchange information on progress and agree ways of improving work with others to help achieve objectives.	• Provide relevant information on what has gone well and what has gone less well in working with others, including the quality of your work. • Listen and respond appropriately to progress reports from others. • Agree ways of improving work with others to help achieve the objectives.	See WO1.1.

IMPROVING OWN LEARNING AND PERFORMANCE   LEVEL 1   GCSE BUSINESS AND COMMUNICATION SYSTEMS

KEY SKILL		EVIDENCE REQUIREMENTS	OPPORTUNITIES FOR DEVELOPMENT
You must: Provide at least two examples of meeting the standard for LP1.1, LP1.2 and LP1.3.			
LP1.1	Confirm understanding of your short-term targets, and plan how these will be met, with the person setting them.	- Make sure targets clearly show what you want to achieve. - Identify clear action points and deadlines for each target. - Identify how to get the support you need and the arrangements for reviewing your progress.	GCSE Business and Communication Systems is intended to encourage candidates to take responsibility for their own learning. Opportunities exist throughout the process of delivering GCSE Business and Communication Systems for developing and generating evidence for Improving Own Learning and Performance, particularly when candidates are carrying out the coursework tasks.
LP1.2	Follow your plan, using support given by others to help meet targets. Improve your performance by: - Studying a straightforward subject. - Learning through a straightforward practical activity.	- Work through your action points to complete tasks on time. - Use support given by others to help you meet targets. - Use different ways of learning suggested by your supervisor, and make changes, when needed, to improve your performance.	See LP1.1.
LP1.3	Review your progress and achievements in meeting targets, with an appropriate person.	- Say what you learned and how you learned, including what has gone well and what has gone less well. - Identify targets you have met and your achievements. - Check what you need to do to improve your performance.	See LP1.1.

IMPROVING OWN LEARNING AND PERFORMANCE   LEVEL 2   GCSE BUSINESS AND COMMUNICATION SYSTEMS

KEY SKILL		EVIDENCE REQUIREMENTS	OPPORTUNITIES FOR DEVELOPMENT
You must: Provide at least two examples of meeting the standard for LP2.1, LP2.2 and LP2.3.			
LP2.1	Help set short-term targets with an appropriate person and plan how these will be met.	• Provide accurate information to help set realistic targets for what you want to achieve. • Identify clear action points for each target. • Plan how you will use your time well to meet targets, including use of support and arrangements for reviewing your progress.	See LP1.1.
LP2.2	Take responsibility for some decisions about your learning, using your plan and support from others to help meet targets. Improve your performance by: • Studying a straightforward subject. • Learning through a straightforward practical activity.	• Use your action points to help manage your time well and complete tasks, revising your plan when needed. • Identify when you need support and use this effectively to help you meet targets. • Select and use different ways of learning to improve your performance, working for short periods without close supervision.	See LP1.1.
LP2.3	Review progress with an appropriate person and provide evidence of your achievements, including how you have used learning from one task to meet the demands of a new task.	• Identify what and how you learned, including what has gone well and what has gone less well. • Identify targets you have met and evidence of your achievements. • Identify ways to further improve your performance.	See LP1.1.

PROBLEM SOLVING   LEVEL 1   GCSE BUSINESS AND COMMUNICATION SYSTEMS

KEY SKILL		EVIDENCE REQUIREMENTS	OPPORTUNITIES FOR DEVELOPMENT
You must: Provide at least two examples of meeting the standard for PS1.1, PS1.2 and PS1.3.			
PS1.1	Confirm your understanding of the given problem with an appropriate person and identify two options for solving it.	• Check that you are clear about the problem you have been given and how to show success in solving it. • Identify different ways of tackling the problem. • Decide, with help, which options are most likely to be successful.	There are many opportunities for developing Problem Solving skills throughout the specification depending upon the approach and level of response of candidates. In particular the coursework tasks offer the opportunity for generating evidence.
PS1.2	Plan and try out at least one option for solving the problem, using advice and support given by others.	• Confirm with an appropriate person the option you will try for solving the problem. • Plan how to carry out this option. • Follow through your plan, making use of advice and support given by others.	See PS1.1.
PS1.3	Check if the problem has been solved by following given methods and describe the results, including ways to improve your approach to problem solving.	• Check if the problem has been solved by accurately following the methods you have been given. • Describe clearly the results of tackling the problem. • Identify ways of improving your approach to problem solving.	See PS1.1.

PROBLEM SOLVING LEVEL 2		GCSE BUSINESS AND COMMUNICATION SYSTEMS
KEY SKILL	**EVIDENCE REQUIREMENTS**	**OPPORTUNITIES FOR DEVELOPMENT**
You must: Provide at least two examples of meeting the standard for PS2.1, PS2.2 and PS2.3.		
PS2.1 Identify a problem and come up with two options for solving it.	• Identify the problem, accurately describing its main features, and how to show success in solving it. • Come up with different ways of tackling the problem. • Decide which options have a realistic chance of success, using help from others when appropriate.	See PS1.1.
PS2.2 Plan and try out at least one option for solving the problem, obtaining support and making changes to your plan when needed.	• Confirm with an appropriate person the option you will try for solving the problem, and plan how to carry it out. • Use your plan, organising the relevant tasks and making changes to your plan when needed. • Obtain and effectively use any support needed.	See PS1.1.
PS2.3 Check if the problem has been solved by applying given methods, describe results and explain your approach to problem solving.	• Check if the problem has been solved by accurately applying the methods you have been given. • Describe clearly the results, and explain the decisions you took at each stage of tackling the problem. • Identify the strengths and weaknesses of your approach to problem solving, and describe what you would do differently if you met a similar problem.	See PS1.1.