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# LEVEL 1/2 CERTIFICATE

# Preparation for

# Working Life

4800/W

Mark scheme

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4800

June 2016

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Version: 1.0 Final

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Mark schemes are prepared by the Lead Assessment Writer and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation events which all associates participate in and is the scheme which was used by them in this examination. The standardisation process ensures that the mark scheme covers the students' responses to questions and that every associate understands and applies it in the same correct way. As preparation for standardisation each associate analyses a number of students' scripts. Alternative answers not already covered by the mark scheme are discussed and legislated for. If, after the standardisation process, associates encounter unusual answers which have not been raised they are required to refer these to the Lead Assessment Writer.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of students' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

Further copies of this mark scheme are available from [aqa.org.uk](http://aqa.org.uk).

**Section A**

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
1	protein.	B	1

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
2	gross pay.	D	1

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
3	radiation.	A	1

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
4	surprise.	B	1

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
5	£5050 can be earned before paying income tax.	C	1

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
6	fixed payments for each item made.	A	1

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
7	reference.	D	1

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
8	Computer Aided Manufacture.	C	1

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
9	made redundant.	C	1

<b>Q</b>	<b>Accept</b>	<b>Item No:</b>	<b>Mark</b>
10	Health and Safety at Work Act.	A	1

Total 10 marks

**Section B**

**General points**

- Separate marking points are indicated by (1).
- A forward slash (/) separates alternatives of the same marking point.
- AW indicates alternative wording of the point is acceptable.
- Please read carefully where to 'ignore', ie, read through to the next point.
- 'NOT' means do not award the mark.
- Where answers are open without numbered lines, please mark parts in the order they appear up to the mark total.
- Where lines are numbered, mark the first point against each number, ignoring others. The exception is when candidates do not offer answers against each number. Apply the rule and go back to the top to use up mark/attempts as determined by the question. Do not allow more attempts than the mark allocation. NB The number of attempts considered as answers must not exceed the total marks for the question. This is the 1, 2, 3 rule.
- If an answer is crossed out – please check to see if it is answered elsewhere. If not, mark crossed out work as best you can.
- Please look out for answers which repeat points already awarded. (This is indicated by the symbol 'R' on OLS scripts only.)

Q	Accept	Mark
11	Reference to: microbes/bacteria/germs/micro-organisms/pathogens (on hands) (1) NOT bugs or dirt. ALLOW fungi/viruses. prevented by gloves from transferring <b>from</b> hands and/or <b>to</b> (cooked) meat / cross-contamination (1) NOT just 'contaminates'. so not causing food poisoning (or named example) / illness / sickness (1) ALLOW vomiting/diarrhoea/upset stomach/disease. disposable (gloves) so there is no build-up of microbes/bacteria/germs/micro-organisms/pathogens on gloves (1) blue (gloves) so can be seen if left in food (1).  IGNORE legalities/company policies. IGNORE allergies/vegetarian ideas  Max 3	3

Q	Accept	Mark
12	Any <b>one</b> of: Chief Executive (Officer) / CEO / Managing Director (MD) / Chairman (of the Board) NOT boss/chief/manager/director/owner of the business/employer	1



Q	Accept	Mark
15	<p>Reference to the workmate:</p> <ul style="list-style-type: none"> <li>• using the <b>heel</b> of hand (1)</li> <li>• pressing sternum/on his breastbone or start chest compressions (1) NOT push down <b>on heart</b></li> <li>• other hand placed on top of first hand / fingers interlocked (1).</li> <li>• press down 5-6 cms / third of body depth / with bodyweight / reasonable force – firmly (1).</li> <li>• 100 compressions per minute or suitable rhythm AW (1).</li> <li>• <b>description</b> of rescue breaths/<b>description</b> of mouth-to-mouth (1).</li> <li>• ratio 30:2 or more chest compressions to less rescue breaths (1).</li> <li>• repeat actions <b>until</b> help arrives/ recovery/exhaustion AW (1).</li> </ul> <p>Description of putting into recovery position is one error.</p> <p>Max 4 in total</p>	4

Q	Accept	Mark
16	<p>Any <b>two</b> of using:                      newspapers / magazines / TV / radio /                      posters - notice boards- bill boards /                      cinema / job centres / flyers-leaflets-letters.</p> <p>1 mark each      max 2</p> <p>NOT shop window answers                      IGNORE all social media or internet based answers</p>	2

Q	Accept	Mark
17	<p>Letters C and D in either order or answers 'teachers and students' and 'managers and company workers' in either order.</p> <p>1 mark each.</p> <p>Each additional letter disqualifies 1 mark.</p>	2

Q	Accept	Mark
18	Part-time.	1

Q	Accept	Mark
19	<p>the other workers have formed a negative opinion AW about Eva / act in a negative way towards Eva / treat her badly or unfairly / think badly of her                      (1) IGNORE pre-judge or judge</p> <p>which they have formed without knowing her / which is not based on fact, reason or actual experience AW (1).</p> <p>IGNORE answers based around workers not <b>liking</b> Eva or Eva not being good at her job.                      IGNORE basis for prejudice e.g. stereotyping</p>	2

Total 20 marks

**Section C**

Q	Accept	
20	Hazards	Risk to Health and Safety
	NB Hazard mark must be awarded for risk mark to be accessible. If no attempt is made on the hazard line but the hazard clearly identified on risk lines, allow marks.  <b>Hazard must be a description, not just the name of an object.</b>  Mark the first <b>five</b> attempts only.  Do not credit the example which is the illegally parked car and its likelihood of causing accidents.  <p style="text-align: right;"><b>Total: max 10 marks</b></p>	
	The school gate is open.  <p style="text-align: right;"><b>[1 mark]</b></p>	Children may run out into the <b>road</b> (and be knocked down or cause accident).  ALLOW anyone can get into the school <p style="text-align: right;"><b>[1 mark]</b></p>
	Stray dog/ running dog not on leash/ uncontrolled AW dog.  ALLOW dog running around <p style="text-align: right;"><b>[1 mark]</b></p>	May run into the road and <b>cause an accident</b> AW /may attack- scare children.  IGNORE dog getting injured idea. <p style="text-align: right;"><b>[1 mark]</b></p>
	No eye/ear protection being worn by the man using the drill.  IGNORE helmet unless qualified with visor IGNORE unqualified protection or boots <p style="text-align: right;"><b>[1 mark]</b></p>	May suffer an eye injury/ piece of stone may hit him in the eye/ drill noise may damage his hearing.  <p style="text-align: right;"><b>[1 mark]</b></p>
	Manhole AW cover is not on / open drain AW  ALLOW hole in path <p style="text-align: right;"><b>[1 mark]</b></p>	Person or worker may fall into the hole / trip  <p style="text-align: right;"><b>[1 mark]</b></p>
	Man lifting with bent back / with legs too straight / incorrectly AW  NOT just 'bending down to pick up box' <p style="text-align: right;"><b>[1 mark]</b></p>	May damage his back/spine.  <p style="text-align: right;"><b>[1 mark]</b></p>
	Drill cable loose or trailing on pavement.  NOT man near wires <p style="text-align: right;"><b>[1 mark]</b></p>	May cause worker/ person to trip/ fall. <p style="text-align: right;"><b>[1 mark]</b></p>

Q	Accept	Mark
21 (a)	<p>Any <b>three</b> of:                      employment history – work experience AW NOT just experience /                      interests-hobbies /                      positions of responsibility /                      another referee NOT reference /                      ALLOW email address / email                      ALLOW awards won</p> <p style="text-align: right;">1 mark each.</p> <p>NOT personal statement / skills &amp; qualities ideas                      NOT date of birth                      NOT achievements</p> <p style="text-align: right;">Max 3</p>	3

Q	Accept	Mark
21 (b) (i)	<p>Any <b>three</b> of:                      being on time /knocking on door of interview room before entering /sitting                      when asked /not chewing /shaking hands if offered / not talking over-                      interrupting the interviewer / saying thank you /not swearing                      ALLOW switch phone off</p> <p style="text-align: right;">1 mark each.</p> <p>NOT being well-mannered                      NOT dress ideas                      NOT body language ideas</p> <p style="text-align: right;">Max 3</p>	3

Q	Accept	Mark
21 (b) (ii)	<p>Important for Aiden to prepare questions so that he:                      can show he is keen-interested in the course-college (1)                      that he is a serious candidate (1)                      shows that Aiden is willing to do some work AW / employer thinks he will                      work hard (1)                      demonstrates Aiden's thoughtfulness- intellect AW (1)                      to find out more about the course or college (check it will suit him) (1).</p> <p>No credit for just improves chance of getting a place at the college.                      NOT best to be prepared</p> <p style="text-align: right;">Max 2</p>	2

Total 8 marks

Q	Accept	Mark
22 (a)	<p><b>Physically</b>                      Liam will gain strength – stamina – flexibility – mobility (1)                      become fitter (1)                      have less risk of heart disease AW – improve circulation – lower blood pressure (1)                      maintain – lose weight – not become obese AW (1)</p> <p style="text-align: right;">Max 2</p> <p><b>Socially</b>                      Liam will develop- maintain- strengthen friendships- bond with friends (1)                      NOT 'socialise with'                      meet new people – make new friends – interact <b>with others</b> (1)                      develop social skills (1)</p> <p style="text-align: right;">Max 2</p> <p>IGNORE any possible negative effects on Liam. IGNORE healthy                      IGNORE intellectual or emotional effects</p>	4

Q	Accept	Mark
22 (b)	<p><b>Intellectually</b>                      (interesting job) will stimulate – mentally challenge Shabana/ stop her being bored / motivates / looks forward to going to work (1)                      help her learn new skills – gains knowledge (1)                      (stress from long hours) may make it difficult for Shabana to concentrate – unable to think clearly – not work well - not motivated(1)</p> <p>max 2</p> <p><b>Emotionally</b>                      (interesting job) excited / positive / feel good (1)                      (stress from long hours) may make Shabana irritable – short tempered – mood swings AW (1)                      Shabana may feel down-depressed AW (1)                      may feel anxious- worried – upset (1)</p> <p>max 2</p> <p>IGNORE healthy                      IGNORE physical or social effects</p>	4

Total 8 marks

Q	Accept	Mark
23 (a)	<p>Any <b>two</b> of:                      advertising-marketing-company name-research market AW /                      allocation of roles for Caleb and Natalie/                      tasks they are will offer AW /                      transport to peoples' gardens AW /                      location or size of the area they can cover /                      sources or costs of plants- materials-or example such as fertilizer /                      working hours or days /                      health and safety issues /                      prices to charge AW</p> <p style="text-align: right;">1 mark each.</p> <p>NOT just 'costs'. NOT costs of tools                      Do not credit any reference to gardening tools or examples (given in the question information) or decisions which would be the garden owner's.                      Max 2</p>	2

Q	Accept	Mark
23 (b)	<p>Any <b>two</b> of:                      Enthusiasm-positive attitude / commitment – determination AW /                      organisation skills /communication- social skills-polite-friendly /                      finance-money skills / confidence / physical fitness / teamwork / creativity /                      advertising-marketing skills / timekeeping / reliable – trustworthy -honest</p> <p style="text-align: right;">1 mark each.</p> <p>Do not credit any reference to gardening skills or examples (given in the question information)                      Max 2</p>	2

Q	Accept	Mark
23 (c)	<p>The gardening enterprise can be evaluated by:                      money earned/profit made (1)                      amount of repeat business Caleb and Natalie gain /number of                      recommendations / how many gardens or customers / if enterprise is                      sustainable AW (1)                      asking for- using a questionnaire - survey for customer feedback (1)                      reflecting on their experience AW (1)                      lessons they learn - if they develop their gardening skills further - gain                      business skills (1).</p> <p style="text-align: right;">Max 3</p>	3

Q	Accept	Mark
23 (d) (i)	Reference to idea of cash being insecure / can be stolen AW /no automatic record of payment AW / has to be counted /need to carry change AW.	1

Q	Accept	Mark
23 (d)(ii)	Other payment methods- BACs- <b>bank</b> transfer – online payment (idea of bank-bank transfer) / cheque / credit card / debit card / standing order 1 mark each.  NOT direct debit NOT just 'by card' NOT just 'transfer to bank account'  Max 2	2

Total 10 marks

Q	Accept	Mark
24 (a)	Any four of: feeling upset - anxious – scared – afraid AW (1) Mason may feel sad/down/depressed (1) he may feel angry - annoyed (1) lose his self-confidence / lower his self-esteem AW (1) may not be able to sleep (1) change his eating patterns: eat more / stop eating (1) not want to go / or be in work (1) not do his job well (1) may become a bully himself (1) feeling isolated – lonely (1)  IGNORE suicide, become ill or poorly IGNORE friends  max 4	4

Q	Accept	Mark
24 (b)	Any one of: report the bullying to his manager-employer AW- HR department / report it to his trade union/ tell a friend / tell his family ALLOW report it to the Police NOT just 'tell someone'	1

Total 5 marks

Q	Accept	Mark
25	<p>Mark for the method. Then max. two marks for points under that method (what the method actually is and why it is used/how it works).</p> <p>MUST have method mark to award explanation marks. If method line blank, but method is correctly <b>named</b> in explanation, award explanation marks only (max 2).</p> <p><b>Methods:</b>                      Appraisal /side-stepping /mentoring /shadowing / use of incentives or example (bonuses, rewards, gifts, <b>extra</b> holidays)</p> <p>1 mark each.</p> <p style="text-align: right;">Max 3</p> <p><b>Appropriate explanations</b>  <b>Appraisal:</b>                      manager AW or HR meets worker <b>or</b> manager AW or HR reviews worker progress AW (1)                      sets performance targets – highlight training needs – identify strengths &amp; weaknesses (1)</p> <p><b>Side-stepping:</b>                      worker moves to job at the same level (1)                      provides new learning opportunities / gain new skills-knowledge (1)</p> <p><b>Mentoring:</b>                      more <b>experienced</b> worker provides <b>advice –guidance</b> (1) NOT more experience worker teaches                      helps avoid worker making mistakes - helps worker learn (1)</p> <p><b>Shadowing:</b>                      worker <b>observes-watches</b> AW <b>more experienced</b> worker (1)                      learns skills-gains knowledge(1)</p> <p><b>Either:</b>  <b>Use of incentives:</b>                      providing additional money - bonus - rewards AW (1) NOT promotions                      increases motivation- encourages harder work (1)</p> <p><b>OR</b>  <b>Use of named incentive:</b>                      as an incentive (1)                      increases motivation- encourages harder work (1)</p> <p style="text-align: right;">3 + 3 + 3 marks</p>	9

Paper total 80 marks