



LEVEL 1/2

Preparation for Working Life

4801/2

Mark scheme

4801

June 2015

Version V1 Final Mark Scheme

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

Q	Accept	Mark
1	<ul style="list-style-type: none"> • College address at top of letter (left, right or middle)– 1 • Home address at top of letter (as above) - 1 • Date (before 20th May 2015) – 1 • Matched formal opening and closure –Dear Mr Hollywood and Yours sincerely- Dear Sir and Yours faithfully 1 <p>NOT Dear Sir/ Madam; NOT To.....</p> <p>Within letter:</p> <ul style="list-style-type: none"> • Source of advertisement Horswick Times – 1 • NOT local newspaper • Specific course mentioned (Level 3) NVQ in Catering - 1 • Reference to CV's enclosure – 1 • Signature to include surname (must be either legible or have printed version below) – 1 <p>QWC – 1 to 3 marks</p> <p>Judge QWC with regard to fluency, relevance, spelling, grammar and punctuation in both the letter and layout.</p> <p style="text-align: right;">Max mark: 11</p>	11

Q	Accept	Mark
2a(i)	<p>ANY STRENGTH FROM THE FOLLOWING 3 WITH APPROPRIATE REASONS</p> <p>Strength – work experience/work experience in a school kitchen/employment in popular town centre cafe (1 mark)</p> <p>Reason – Any two from....relevant experience/used to kitchen – catering environment/aware of pressure in busy catering outlet/understands need for hygiene or safe working practices/used to working in a team/gaining relevant skills or example (max. 2 marks)</p> <p>NB “Gives a good impression must be qualified</p>	3

Q	Accept	Mark
2a(i)	<p>Strength – range of interests, hobbies and achievements at school or example (1 mark)</p> <p>Reason – Any two from... ability to organise time – good time management/ willingness to get involved – “go the extra mile”/good communicator (ref mentoring)/ fit and healthy (ref sporting hobbies)/hard working- committed/good team player/has transferable skills-versatile/work-life balance(AW) (max 2 marks)</p> <p>NB “Gives a good impression must be qualified</p> <p>Strength – Clear/Well set out /Layout/Easy to read (1 mark)</p> <p>Reason - well organised person/ pride in what is produced/ aware of what tutor – course wants to know/easy to read (do not award twice)</p> <p>NOT reference to specific subjects/personal details</p> <p>NB “Gives a good impression must be qualified</p>	3

Q	Accept	Mark
2a(ii)	<p>ANY STRENGTH FROM THE FOLLOWING 3 WITH APPROPRIATE REASONS</p> <p>Strength – work experience/work experience in a school kitchen/employment in popular town centre cafe (1 mark)</p> <p>Reason – Any two from....relevant experience/used to kitchen – catering environment/aware of pressure in busy catering outlet/understands need for hygiene or safe working practices/used to working in a team/gaining relevant skills or example (max. 2 marks)</p> <p>NB “Gives a good impression must be qualified</p>	3

Q	Accept	Mark
2a(ii)	<p>Strength – range of interests, hobbies and achievements at school or example (1 mark)</p> <p>Reason – Any two from... ability to organise time – good time management/ willingness to get involved – “go the extra mile”/good communicator (ref mentoring)/ fit and healthy (ref sporting hobbies)/hard working- committed/good team player/has transferable skills-versatile/work-life balance(AW) (max 2 marks)</p> <p>NB “Gives a good impression must be qualified</p> <p>Strength – Clear/Well set out /Layout/Easy to read (1 mark)</p> <p>Reason - well organised person/ pride in what is produced/ aware of what tutor – course wants to know/easy to read (do not award twice)</p> <p>NOT reference to specific subjects/personal details</p> <p>NB “Gives a good impression must be qualified</p>	3

Q	Accept	Mark
2b(i)	<p>ANY WEAKNESS FROM THE FOLLOWING 3 WITH APPROPRIATE REASONS</p> <p>Weakness – Spelling (errors) AW(1 mark)</p> <p>Reason – Any two from.... suggests carelessness-unprofessional (AW)/not committed to application/low standard of work/ struggle with written element of the qualification/harder to read - understand (max 2 marks)</p> <p>NB “Gives a bad impression” must be qualified</p>	3

Q	Accept	Mark
2b(i)	<p>OR</p> <p>Weakness – (No contact point for) referees/references (1 mark)</p> <p>Reason – Any two from.... cannot contact referees/references cannot support application/ lack of attention to detail – carelessness (max 2 marks)</p> <p>NB “Gives a bad impression” must be qualified</p> <p>OR</p> <p>Weakness – Education – Exams - omission of grades/level of qualification (1)</p> <p>Reason – Any two from... suggests carelessness/not committed to application/doesn't indicate level of intellectual ability AW (1) (max 2 marks)</p> <p>NB “Gives a bad impression” must be qualified</p>	3

Q	Accept	Mark
2b(ii)	<p>ANY WEAKNESS FROM THE FOLLOWING 3 WITH APPROPRIATE REASONS</p> <p>Weakness – Spelling (errors) AW(1 mark)</p> <p>Reason – Any two from.... suggests carelessness-unprofessional (AW)/not committed to application/low standard of work/ struggle with written element of the qualification/harder to read - understand (max 2 marks)</p> <p>NB “Gives a bad impression” must be qualified</p>	3

Q	Accept	Mark
2b(ii)	<p>OR</p> <p>Weakness – (No contact point for) referees/references (1 mark)</p> <p>Reason – Any two from.... cannot contact referees/references cannot support application/ lack of attention to detail – carelessness (max 2 marks)</p> <p>NB “Gives a bad impression” must be qualified</p> <p>OR</p> <p>Weakness – Education – Exams - omission of grades/level of qualification (1)</p> <p>Reason – Any two from... suggests carelessness/not committed to application/doesn't indicate level of intellectual ability AW (1) (max 2 marks)</p> <p>NB “Gives a bad impression” must be qualified</p>	3

Q	Accept	Mark
3a	<p>Any two from</p> <ul style="list-style-type: none"> • Ensure it is the right college/course for him(1) • Gives knowledge about what he might be asked about at interview(1) • Allows him to prepare questions to ask at interview (1) • Will demonstrate commitment to-interest in-preparation of –enthusiasm for application (AW) (1) <p>Ignore just “create a good impression”</p> <p>Alternatively</p> <p>Award 2 marks for one of the above points plus a valid explanation of why it is important; accept “create a good impression” if qualified</p>	2

Q	Accept	Mark
3b	<p>Award 2 marks</p> <ul style="list-style-type: none"> • Knows where he is going (1) • Knows how long the journey takes (1) • Will get to interview on time/not late(1) • Idea of how long/ cost of future daily journey (1) • Awareness of traffic conditions (at time of interview) <p>Ignore just “create a good impression”</p> <p>Alternatively</p> <p>Award 2 marks for one of the above points plus a valid explanation of why it is important eg will be on time (1) (allow)makes a good impression/will not be flustered (1).</p>	2

Q	Accept	Mark
3c	<p>Award 2 marks</p> <ul style="list-style-type: none">• Need to be smartly/appropriately dressed or examples AW(1)• Clothes may need preparation (AW) or purchase (1)• To avoid last minute rush/panic/saves time (1) <p>Ignore just “create a good impression”</p> <p>Alternatively</p> <p>Award 2 marks for one of the above points plus a valid explanation of why it is important eg smartly dressed (1) to make a good impression (1).</p>	2

Q	Accept	Mark
3d	<p>Award 2 marks</p> <p>Shows he is</p> <ul style="list-style-type: none"> • serious/committed/interested/organised/enthusiastic applicant(1) • Shows he has read information provided by college (prospectus, website) (1) • So he can get more/all necessary information about the college –course(1) • So he can check that the college- course is appropriate for him (1) • To avoid awkward-long pauses/shows confidence(1) <p>Ignore just “create a good impression” on its own</p> <p>Ignore prepared/well prepared</p> <p>Ignore examples of questions that could be asked</p> <p>Alternatively</p> <p>Award 2 marks for one of the above points plus a valid explanation of why it is important. Can use “create a good impression” as part of alternative answer EG By reading information provided by the college (1), he will make a good impression (1)</p>	2

Q	Accept	Mark
4a	<p>Award 2 marks</p> <ul style="list-style-type: none"> • Test motivation-enthusiasm-seriousness for job with the company - right reasons – interested - dedicated(1) • Test knowledge about the company... its reputation, training programmes etc – done research on company – what Sunita likes about company- why she wants to work there rather than anywhere else(1) • Allow Sunita to talk about her vocational interests – ambitions – expectations - does she match the company’s requirements – right person for job – benefit company (1) <p>Ignore responses that answer the question</p> <p>Ignore responses “to find out about her”</p> <p>Alternatively</p> <p>Award 2 marks for one of the above points plus a valid explanation of why it is important eg see how enthusiastic she is (1) and if she will fit in the company(1)</p>	2

Q	Accept	Mark
4b	<p>Award 2 marks</p> <ul style="list-style-type: none"> • Allow Sunita to talk about her strengths/skills/qualities or example (eg good team player) (1) • Check if she meets the company's requirements - needs – suitable for job – right person for job (1) • Asset to – beneficial to – what she can bring to – useful to company (1) <p>Ignore responses “to find out about her”</p> <p>Ignore responses that answer the question</p> <p>Alternatively</p> <p>Award 2 marks for one of the above points plus a valid explanation of why it is important</p>	2

Q	Accept	Mark
5	<p>When assessing answers it is a good idea to locate the answer in the appropriate Band and then come to a judgement regarding where to locate the answer within the Band.</p> <p>This second phase decision may be affected by the following factors:</p> <ul style="list-style-type: none"> • The number of techniques covered • The presence or not of examples for all the techniques covered • The quality of written communication where this does not match the quality of the response <p>The areas that candidates are expected to cover are as follows:</p> <ul style="list-style-type: none"> • Etiquette 	15 Marks

	<ul style="list-style-type: none"> • Body language • Voice • Use of relevant technical/specialised terminology • Answering questions (generic skills) • Asking relevant questions (generic skills) <p>Do not point mark but be aware of the breadth of knowledge displayed as well as the level of understanding that is evident through the use of relevant examples. Some students will also explain why this behaviour is important. However this is not what the question is asking and can be ignored.... but not penalised! Markers should also ignore any reference to appearance and specific preparation that is covered in Qu 4. Students may give reverse arguments in some cases (describing what not to do together with appropriate examples). These answers should be credited</p>	
	No work worthy of credit	0
Band 1	<p>Students will provide either little more than a list of techniques with an example for some of them or cover only 1/2 techniques with examples. Students who provide an unqualified list (no matter how long) should gain no more than 3 marks</p> <p>QWC - Spelling, punctuation, grammar and legibility are sufficiently inaccurate to affect the meaning; answer is disorganised and incoherent</p>	1 – 4
Band 2	Students must cover at least 3 of the techniques and provide at least one appropriate example for all of those	5 – 8

	<p>covered.</p> <p>QWC - Spelling, punctuation, grammar and legibility are sufficiently clear to allow the reader to understand the meaning of the answer; the answer is reasonably coherent and organised in a logical manner.</p>	
Band 3	<p>Students must cover at least 5 techniques and provide at least one appropriate example for all of them.</p> <p>QWC - Spelling, punctuation, grammar and legibility demonstrate a good command of English and therefore ensure that the meaning of the answer is clear; the answer is organised in a logical and rational manner</p>	9 – 12
Band 4	<p>Students must cover all 6 techniques listed above and provide appropriate examples for all of them and more than one example in some cases.</p> <p>QWC - Spelling, punctuation, grammar and legibility are of a high standard and the meaning of the answer is clear; the answer is organised in a logical and rational manner using specialist vocabulary appropriate to the context</p> <p>Max mark: 15</p>	13 – 15