

Friday 11 January 2019 – Morning

Level 3 Cambridge Technical in Business

05834/05835/05836/05837/05878

Unit 2: Working in business

Duration: 1 hour 30 minutes

Plus your additional time allowance

Modified Enlarged 18 pt

**You may use:
a calculator**

**You must have:
Insert for Text 4 and
Tables 1 and 2**

First Name

Last Name

**Centre
Number**

**Candidate
Number**

**Date of
Birth**

D

D

M

M

Y

Y

Y

Y

INSTRUCTIONS

Use black ink.

Complete the boxes on the front page with your name, centre number, candidate number and date of birth.

Answer ALL the questions.

Write your answer to each question in the space provided.

If additional answer space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.

INFORMATION

The total mark for this paper is 60.

The marks for each question are shown in brackets [].

BLANK PAGE

Answer ALL the questions.

Refer to Text 1 opposite.

- 1 (a) (i) Using an example from the ‘Department of Health & Wellbeing’, explain what is meant by the term ‘levels of authority’.**

[2]

- (ii) Identify the organisational structure type of the ‘Department of Health & Wellbeing’.**

[1]

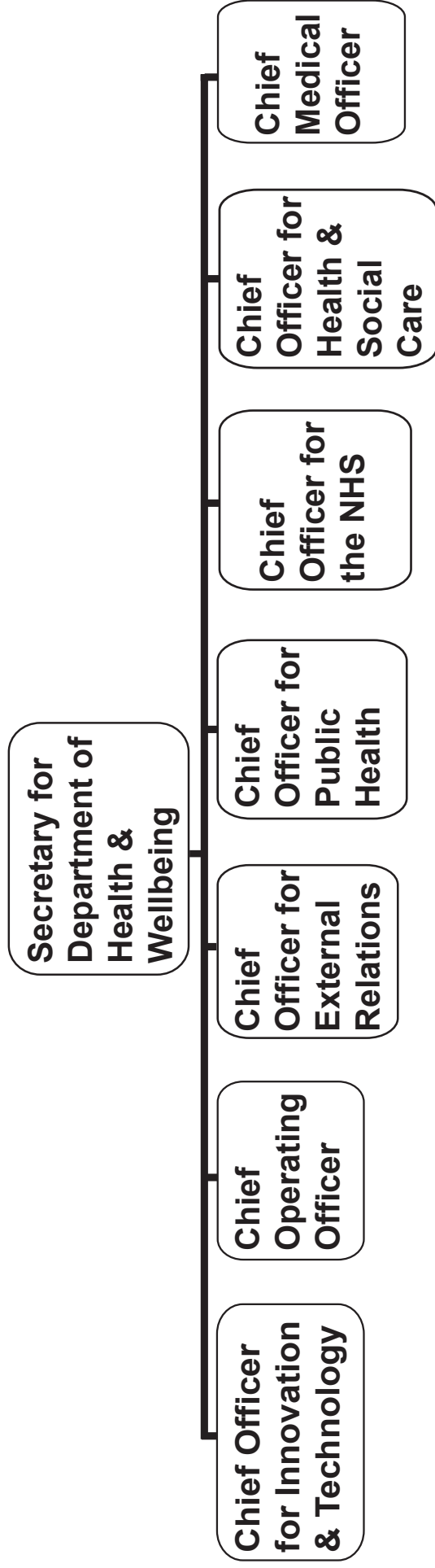
- (b) The ‘Department of Health & Wellbeing’ is in the public sector.**

Explain ONE way the aims and objectives of organisations in the public sector differ from those in the private sector.

[2]

Text 1

The 'Department of Health & Wellbeing' is a central government department. The 'Department of Health & Wellbeing' aims to help people to live better for longer. Its main responsibilities are to ensure that people have the support, care and treatment they need, when they need them. The department employs more than 2000 people across the country. The top two levels of its organisational chart are shown below.



Reporting directly to each Chief Officer are several Directors. There are six levels of authority altogether.

Text 2

The employees of the 'Department of Health & Wellbeing' are paid by electronic bank transfer on the last day of every month.

Refer to Text 2.

2 Evaluate possible reasons why the ‘Department of Health & Wellbeing’ uses electronic bank transfer rather than cheques to pay its employees. [12]

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Text 3

The 'Department of Health & Wellbeing' needs to employ a Personal Assistant to assist the Chief Medical Officer. The duties and responsibilities of a Personal Assistant are as follows:

creating and maintaining office systems, including data management and filing;

arranging travel and accommodation;

organising and maintaining diaries and making appointments;

dealing with incoming email and post, often corresponding on behalf of the chief officer;

producing briefing papers, reports and presentations;

organising and attending meetings and ensuring the chief medical officer is well prepared for meetings.

Refer to Text 3.

- 3 (a) Explain TWO employment protocols that an organisation such as the 'Department of Health & Wellbeing' could incorporate to comply with equal opportunity legislation.**

1 _____

2 _____

[4]

- (b) Using the information given in TEXT 3 about the duties and responsibilities of a Personal Assistant, complete the person specification below by providing TWO criteria for each of the attributes. An example for 'Skills' has been done for you. [6]

PERSON SPECIFICATION	
Post Title:	Personal Assistant to the Chief Medical Officer

ATTRIBUTES	ESSENTIAL CRITERIA
Skills	E.g. Ability to prioritise and manage own and others' workloads.
	1 _____
	2 _____
Qualifications	1 _____
	2 _____

Experience	1 _____
	2 _____

- (c) The ability to prioritise and manage own and others' workloads is an essential skill that a Personal Assistant should have so that deadlines are not missed.

Analyse TWO possible impacts on the 'Department of Health & Wellbeing' of missing deadlines. [6]

1

2

Refer to Text 4.

- 4 (a) (i) Using information in TEXT 4 and TABLES 1 AND 2, identify the most suitable leisure centre for the training exercise.**

[1]

- (ii) Explain TWO reasons for your choice in PART (a)(i).**

1

2

[4]

- (b) Calculate the minimum and maximum spend for the event at the leisure centre you chose in PART (a)(i). [8]**

Minimum spend:**Maximum spend:****Minimum spend:**

£ _____

Maximum spend:

£ _____

- (c) Compose an email to be sent to each of the 50 training exercise participants to notify them of the chosen venue and activities. Present the chosen menu in a format that makes it easy for participants to indicate which main course and dessert they prefer. Also request participants to state any special dietary requirements. The email should include all the details for attending the event and request a response with regards to food menu choices.**

You will be assessed on the tone, content and layout of your email.

Use the proforma provided on the opposite page to write your email.

You MAY use the space opposite to draft your email. You will NOT receive any marks for your draft. [12]

You may use this space to draft your email.

To: Undisclosed recipients

From: Senior Management

Subject:

- (d) Identify TWO benefits to the 'Department of Health & Wellbeing' of using email, rather than a letter, to communicate to employees about this training exercise.

1 _____

2 _____

[2]

END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional answer space is required, you should use the following lined page(s). The question number(s) must be clearly shown in the margin(s) – for example 1(a)(i) or 1(b).

[illegible]



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