

Applied Business (Double Award)

General Certificate of Secondary Education **1491**

Mark Scheme for the Unit

January 2007

1491/MS/R/07J

OCR (Oxford, Cambridge and RSA Examinations) is a unitary awarding body, established by the University of Cambridge Local Examinations Syndicate and the RSA Examinations Board in January 1998. OCR provides a full range of GCSE, A level, GNVQ, Key Skills and other qualifications for schools and colleges in the United Kingdom, including those previously provided by MEG and OCEAC. It is also responsible for developing new syllabuses to meet national requirements and the needs of students and teachers.

This mark scheme is published as an aid to teachers and students, to indicate the requirements of the examination. It shows the basis on which marks were awarded by Examiners. It does not indicate the details of the discussions which took place at an Examiners' meeting before marking commenced.

All Examiners are instructed that alternative correct answers and unexpected approaches in candidates' scripts must be given marks that fairly reflect the relevant knowledge and skills demonstrated.

Mark schemes should be read in conjunction with the published question papers and the Report on the Examination.

OCR will not enter into any discussion or correspondence in connection with this mark scheme.

© OCR 2007

Any enquiries about publications should be addressed to:

OCR Publications
PO Box 5050
Annersley
NOTTINGHAM
NG15 0DL

Telephone: 0870 870 6622
Facsimile: 0870 870 6621
E-mail: publications@ocr.org.uk

CONTENTS

GCSE Applied Business (1491)

MARK SCHEME ON THE UNIT

Unit	Content	Page
4865	Business Finance	1
*	Grade Thresholds	18

**Mark Scheme 4865
January 2007**

Question	Answer	Asst Obj	Grade	Marks
1a Check the following invoice and circle any errors that you find.	<p>One mark for each error circled as shown below.</p> <p>Note: Award marks for the first three errors top down. Errors circled on delivery note accepted. Accept reference and description as two errors if others not identified.</p>	AO1	CD	3

No. 86860	SALES	INVOICE
------------------	--------------	----------------

Unit 8

Fancy Foods Ltd

Wanstall Business Park
Margate
Kent
MA10 3MW



Tapas No.1
54 Bridge Street
Taunton
Somerset
TA1 5TN

Order No: TN 2460
Our ref: Helen Brown
Account: FF 1256
Date: 12 Jan 2007

Quantity	Reference	Description	Unit Price		Total Price	
			£	p	£	p
36	148	Fresh Sea Bass	3	00	108	00
12	8745	Tubs of Humus	1	00	12	00
24	1586	French Sticks	0	50	12	00
5	2389	Jars of Black Olives	1	50	7	50
			Sub total		130	50
			VAT @ 17.5%		13	95
			Total		153	45

<p>1b</p> <p>Discuss the possible consequences that might arise from at least one of the errors on the invoice.</p> <p>Max 1 if explanations relate to errors on orders or deliveries.</p>	<p>Level 3: (5 marks) Candidate evaluates the possible consequences of the error for either business or other agencies.</p> <p>Level 2: (2-4 marks) Candidate explains the effect of the errors on either business or other agencies.</p> <p>Level 1: (1 mark) Candidate explains what the errors are.</p> <p>Note: Remember that errors relate to invoice (clerical) not an order or delivery note! No marks for generic answers not specifically related to these errors. Possible responses might include:</p> <p>Level 1:</p> <ul style="list-style-type: none"> The order number is wrong it should be TN 2469 (1) the VAT is wrong it should be £24.41 (1) or the item should be Sea Bream not Sea Bass (1). <p>Level 2:</p> <ul style="list-style-type: none"> If the order number is wrong it might be difficult to check up on any errors later (1). Because the VAT is wrong the invoice total is also (1) or, If the VAT is wrong they will not pay enough money to Customs and Excise (or the government) (1). The wrong description may affect Tapas No.1 as the price may not be the same as for Sea Bream and it could cause some problems for the supplier as their stock records might be incorrect (1). <p>Level 3:</p> <ul style="list-style-type: none"> Putting the wrong product on the invoice could make the supplier look unprofessional to Tapas No.1 who may choose not to use them again (1). If the order number is wrong and there is a problem with the invoice, it will be difficult for Tapas No.1 to find the correct order for checking and this will waste time (1). This will also delay their paying the invoice (1) which could result in a cashflow problem for the supplier (1). As the VAT is wrong the wrong amount will be paid to the supplier (and this will affect their profits – 1) and too little will be sent to Customs and Excise meaning that the supplier could be investigated for possible fraud (1). This could damage their reputation in the future (1). Any other valid suggestion. <p>Exemplar Level 3 Answer – 5 marks: If the order number is quoted incorrectly Fancy Foods Ltd could lose customers [✓E] because if there was a problem that needed to be sorted they would not easily be able to refer back as the order number is wrong [✓A]. The customer would not be very happy [✓A].</p>	<p>AO1 CD 1 AO2 CD 1 AO3 EFG 3</p>		
--	---	--	--	--

4865

Mark Scheme

January 2007

1c Complete the following Credit Note that will be sent from Fancy Foods Ltd to Tapas No.1 as a result of the problems with the delivery.	One mark for each correct entry as shown below.	AO1	CD EF G	6+ 1
--	--	-----	---------------	---------

No. 756	CREDIT	NOTE
----------------	---------------	-------------

**Fancy Foods Ltd
Unit 8
Wanstall Business Park
Margate
Kent
MA10 3MW**



**To: Tapas No.1
54 Bridge Street
Taunton
Somerset
TA1 5TN (1)**

Order No: TN 2469
Our ref: Helen Brown
Account: FF 1256
Date: 19 Jan 2007

Quantity	Reference	Description	Unit Price		Total Price	
			£	p	£	p
2	8745	Tubs of Humus	1	00	2	00 (1) For Row
1	2389	Jar of Black Olives	1	50	1	50 (1) For Row
		Sub total			3	50 (1) OFR
		VAT @ 17.5%			0	61 (1) OFR
		Total			4	11 (1) OFR

<p>1d Identify and explain the purpose of the document.</p>	<p>One mark for an identification and up to two marks for an accurate explanation.</p> <p>Note: Take care not to award repeat of question. If incorrect document identified a correct description can still be credited.</p> <p>Statement (of Account) (1).</p> <ul style="list-style-type: none"> This document summarises all the transactions and shows the final balance on the customer's account (1). It allows the supplier to inform the customer how much is owing for that month (1). It can be used by the customer to check that all transactions have been included (1). The customer can also check that all payments they have sent have been received (1). A remittance advice is usually attached and this can be sent with the payment to itemise what is being paid (1). Any other valid suggestion. 	<p>AO1</p>	<p>A*A B</p>	<p>3</p>
<p>2a Complete the following cheque for the supplier. You will pass it back to Simone to sign before the sales rep arrives.</p>	<p>One mark for each correct entry as shown below.</p>	<p>AO1</p>	<p>EF G</p>	<p>4+ 1</p>

	<p>Oldtown Bank plc Fore Street Taunton TA1 5DS</p>	<p>14-12-80</p> <p>Date 17 Jan 2007 (1)</p>
<p>Pay <u>Celebration City</u> (1)</p>		
<p>Twenty two pounds and eighty two pence (only) (1)</p>	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> <p>£ 2 2 . 8 2 (1)</p> </div>	
<p>Tapas No.1 Restaurant</p> <p>(leave blank)</p> <hr style="width: 80%; margin: auto;"/>		
<p>Cheque Number 0014368</p>	<p>Sort Code 14-12-80</p>	<p>Account Number 1088765</p>

(Plus 1 mark for complete accuracy – mark must be as per mark scheme inclusive of spelling)

<p>2b Explain why a cheque is a suitable method of payment for this transaction.</p> <p>Max 1 Features only</p>	<p>Up to three marks for an accurate explanation.</p> <p>Note: Context must reflect someone collecting payment.</p> <p>Possible responses may include:</p> <ul style="list-style-type: none"> • A cheque is quick to write out (1) and someone is coming to collect the payment soon (1). • A cheque can be made out straight away (1) and can be made out for any amount of money large or small (1). • As someone is coming to collect the payment (1) a cheque is safer to give than cash (1) as it can only be cashed by the person named on the cheque (1). • Any other valid suggestion. 	AO1	CD	3
<p>2c Identify one method of payment that would not be suitable for this transaction. State one reason why it would not be suitable.</p> <p>2nd mark must be in context.</p>	<p>One mark for an identification and one mark for a correct explanation.</p> <p>Possible responses may include:</p> <ul style="list-style-type: none"> • Direct Debit – someone is coming to collect payment and DD has to be set up beforehand and is usually for regular payments (1). • Credit Card – this requires a machine to process and the person collecting the payment will not have one (1). • Debit Card – this requires a machine to process and the person collecting the payment will not have one (1). • Cash – although this is easy, there might not be any proof or record of the transaction as the person collecting the payment is unlikely to carry receipts with them (1). • Credit transfer – this is a bank to bank transaction and cannot be actioned by the person coming to collect the payment (1). • Any other valid suggestion. 	AO1	A*A B	2

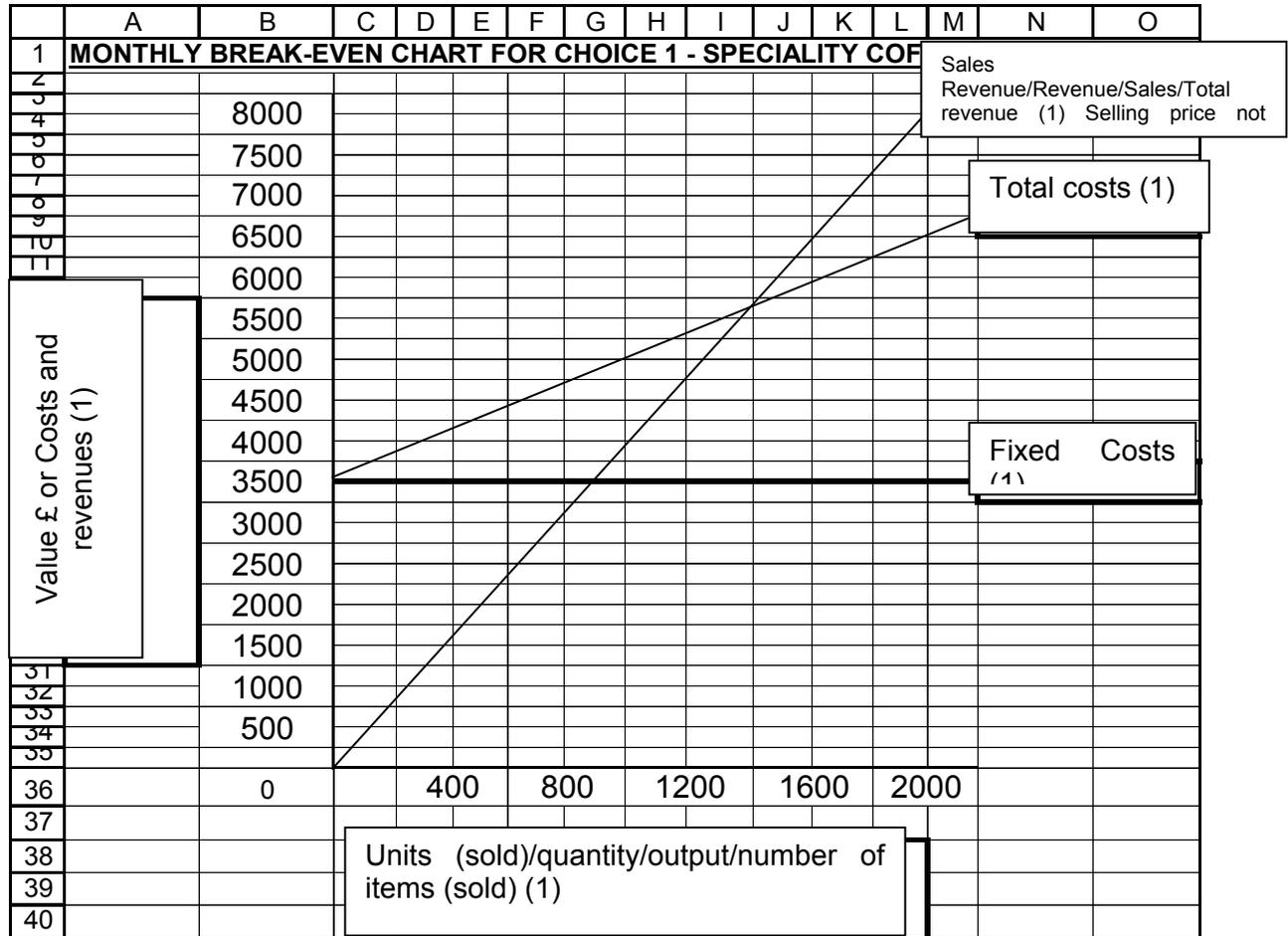
<p>3a Use the table to indicate which of the items listed would be a costs and which would be revenue.</p>	<p>One mark for each correct indication as shown below.</p> <p>Note: No mark if answer is repeated on both sides.</p>	AO1	EF G	5
--	--	-----	---------	---

COSTS	REVENUE
Rent of building / 36 000	Bottles of wine sold / 35 000
Insurance / 1 500	Food Sales / 96 000
Wages / 42 500	

<p>3b Identify one possible start-up cost and one running cost that the partners might need to finance.</p>	<p>1 mark for each correct identification.</p> <p>Possible responses might include:</p> <p>Start-up</p> <ul style="list-style-type: none"> • Buying new restaurant (1). • Tables and chairs (1). • Kitchen equipment (1). • Mugs, plates and wine glasses (1). • Converting the building to a wine bar (1). • Initial advertising (1). • Any other valid suggestion. <p>Running</p> <ul style="list-style-type: none"> • Wages (1). • Rent (1). • Insurance (1). • Ingredients (1). • Utility bills (1). • Ongoing advertising (1). • Any other valid suggestion. 	AO1	CD	2
---	---	-----	----	---

<p>3c For the costs you identified in part (b) suggest one source of finance that the partners might consider using for each. Give a reason why each source might be suitable.</p>	<p>One mark for each of two identifications and up to two marks each for two explanations. Note: For two explanation marks one mark for a feature and second mark for suitability OR two marks for suitability in context. Note: Suggestion of source of finance MUST relate to candidates identified costs in 3b – even if 3b is incorrectly classified! Possible responses may include: Start-up Long term loan (restaurant, equipment, building work) (1) – this is suitable for large amounts of money (1) and can be paid back over a long period of time (1).</p> <ul style="list-style-type: none"> • Mortgage(building) (1) – this is suitable for purchasing buildings such as the new restaurant (1) as it usually is secured against the asset which is less risky for the finance provider (1). • Leasing (1) – this is suitable for both buildings and expensive equipment as it is a regular payment (1) and a maintenance agreement is usually included too (1). • Share Issue (all start up costs) (1) – The partners could consider becoming an Ltd to raise large amounts of money from shares (1) as the capital does not need to be paid back and no interest is charged (1). • Owners capital – retained profits from Tapas No. 1. The partners may decide to finance the new business from profits in their existing business. • Any other valid suggestion. <p>Exemplar Answer – 3 marks: In 3b candidate suggests premises as start up cost. In 3c source of finance suggested is mortgage [✓]. To buy a building requires a large amount of money. A mortgage is suitable for large sums [suitability] and can be paid back over a long period of time [feature].</p> <p>Running</p> <ul style="list-style-type: none"> • Overdraft (any running cost) (1) – this is a flexible form of finance that can be used immediately (1) and interest is only charged for the period when the overdraft has been used (1). • Retained profits of new business (any running cost) (1) – this is money that the business already has (1) and it does not have to be paid back or interest charged (1). • Short term loan (specific items) (1) – these are relatively quick and easy to obtain (1) and small amounts of money are likely to be paid back within a short period of time (1). • Credit card (bills, insurance etc) (1) – these can be used for small amounts of money (1) and no interest is charged if the balance is paid off within a month (1). <p>Any other valid suggestion.</p>	<p>AO1 AO2 AO3</p>	<p>CD CD EF G EF G</p>	<p>2 2 2</p>
--	--	----------------------------	--	----------------------

<p>4a Label the five boxes on the break-even chart below.</p>	<p>One mark for each correct label as indicated below.</p>	<p>AO1</p>	<p>CD EF G</p>	<p>5</p>
---	---	------------	------------------------	----------



<p>4b State the break-even point for the Speciality Coffee and Wine Bar.</p>	<p>One mark for the break-even point that is: 1400 items</p>	<p>AO1</p>	<p>EF G</p>	<p>1</p>
<p>4c Use the information in Text 4 and the formula to calculate the break-even point if the partners decide to opt for the new restaurant instead.</p>	<p>One mark for each correct element of the formula: $\text{BEP} = \frac{\text{£6400 (1)}}{\text{-----}} = 6400/16 \text{ (1 OFR)} = 400 \text{ (1 OFR)}$ $\text{(£24.00 - £8.00) (1)}$ </p>	<p>AO1</p>	<p>CD</p>	<p>4</p>

<p>4d</p> <p>From the break-even results Marcos feels that the new restaurant Tapas No.2 would be the better choice. Pieter thinks it will be easier to break-even selling coffee and wine rather than restaurant meals. Do you agree with Marcos or Pieter? Give reasons for your answer.</p> <p>Max 1 for valid answer not related to BEP.</p> <p>Allow OFR related answers.</p>	<p>Level 2: (3-5 marks) Candidate evaluates the choices based on previous analysis and other considerations besides break even.</p> <p>Level 1: (1-2 marks) Candidate analyses the two options based only on break-even.</p> <p>Note Level 2 – 3 or 4 marks for analysis. 5th mark for judgment clearly linked to previous analysis.</p> <p>Possible responses might include:</p> <p>Level 1:</p> <ul style="list-style-type: none"> • The BE for the new restaurant is lower so I agree with Marcos (1). • Wine and coffee is cheaper than a restaurant meal (1) so it would be easier to break even with the wine bar (1). • Although the BE is lower for the restaurant (1) it would be much easier to sell 1400 cups of coffee than 400 meals (1). <p>Level 2:</p> <ul style="list-style-type: none"> • Although the BE is higher for the wine bar (1) it is situated next to Tapas No.1 (1) which already has a good reputation (1) and they should easily sell more than 1400 drinks per month (1). • As Tapas No.1 has a lot of competition in Taunton (1) the wine bar may not be as successful as expected (1) but a new restaurant might do well in a different town (1). 400 meals per month is only 100 meals per week (1) which most restaurants should easily be able to manage (1). • Any other valid suggestion. <p>Exemplar Level 2 Answer – 5 marks: I agree with Pieter because although the amount of items to break-even is bigger [✓] people are more likely to buy more than one coffee or wine each then they are to buy more than one meal each [✓A]. Therefore they will be able to reach the break-even point faster [✓E]. The average selling price on coffee and wine is smaller as well so people will be more likely to buy more [✓A].</p>	<p>A02 AO3</p>	<p>CD A*A B</p>	<p>2 3</p>
--	---	--------------------	-------------------------	----------------

4865

Mark Scheme

January 2007

5a Use the budget figures to complete the forecast Profit and Loss statement below.	One mark for each correct insertion or calculation in the P&L statement as indicated below.	AO1 AO2	A*A BC D EF G	5 2
--	--	------------	---------------------------	--------

Forecast Profit and Loss Statement for <i>Tapas No.2</i> for the 12 months to 31 December 2007		
Sales income from meals		£ 120 000 (1)
Cost of sales		£ 40 000 (1)
Gross profit		£ 80 000 (1 OFR)
Expenses: 1. Mortgage payments 2. Wages and salaries 3. Other expenses	£ 50 000 £ 20 000 £ 6 800 (1 for all correct)	£ 76 800 (1 OFR)
Net profit/loss		£ 3 200 (1 OFR)

(Plus 1 mark for complete accuracy)

<p>5b Using your forecast P and L Statement discuss whether the new restaurant Tapas No.2 would be successful. You might like to take into consideration:</p> <ul style="list-style-type: none"> the actual P and L for Tapas No.1 the limitations of budgeting and forecasts any other relevant issues. <p>Take care to award answers using OFR.</p>	<p>Level 3: (5-8 marks) Candidate uses full analysis to compare the two restaurants and/or makes a judgement on the likely success of Tapas No. 2.</p> <p>Level 2: (3-4 marks) Candidate attempts to link the two businesses and/or uses information from the bullet points to aid analysis.</p> <p>Level 1: (1-2 marks) Candidate merely comments on P and L Statement.</p> <p>Note: For Level 3 5-6 marks candidate uses full analysis to undertake a detailed comparison of the two businesses. 7-8 marks candidate draws full analysis together to make a judgement on the likely success of Tapas No. 2.</p> <p>Possible responses might include:</p> <p>Level 1:</p> <ul style="list-style-type: none"> The new restaurant looks as though it will be profitable (1). They will not make anywhere near as much as they do at Tapas No.1 (1). The forecast P and L statement is positive so the new restaurant will work (1) but it is only a forecast and may not be accurate (1). <p>Level 2:</p> <ul style="list-style-type: none"> It is a good idea to compare the two P and L statements as the two restaurants will be very similar (1) even though one will be in Exeter and not Taunton (1). However Tapas No.1 already has a customer base established whereas Exeter does not (1). The Tapas No.1 P and L Statement was used to prepare estimates for the No.2 restaurant (1) and they should be fairly accurate as the two restaurants will be very similar (1). However No.1 already has an established customer base which Exeter does not have (1). No.1 may already have such a good reputation that this will have a positive impact on the new one (1). <p>Level 3: Candidates will have undertaken a full analysis and then make judgements using terms such as:</p> <ul style="list-style-type: none"> The estimates should be treated with caution because... (different locations, new customers, competition, different chef etc). The estimates should be fairly accurate because... (similar menus, same management team, proven formula, good reputation). The estimates should be robust enough to prepare a business plan for the bank but as the new restaurant begins to operate the estimates should be amended taking the actual performance into consideration. Any other valid suggestion. 	<p>AO1 AO2 AO3</p>	<p>CD EF G A*A B A*A BC D</p>	<p>2 2 4</p>
--	--	----------------------------	---	----------------------

6a Complete the unshaded boxes in the following cashflow forecast for the first six months for the Speciality Coffee and Wine Bar.	One mark for each correct insertion or calculation as indicated below.	AO1	CD EF G	5
---	---	-----	---------------	---

Cashflow Forecast for the Tapas No.1 Specialty Coffee and Wine Bar						
	Feb-07	Mar-07	Apr-07	May-07	Jun-07	July-07
INCOME	£	£	£	£	£	£
1 Sale of coffee and wine	3000	3300	3600	3900	4200	4500
2 Sale of snacks	1800	1900	2000	2100	2200	2300
Total	4800	5200	5600	6000	6400	6800 (1)
EXPENDITURE						
1 Purchase of stock	1000	1150	1250	1350	1450	1600
2 Rent of building	3000	3000	3000	3000	3000	3000
3 Insurance	500	500	500	500	500	500
4 Wages	750	750	800	800	850	850
5 Other expenses	50	50	50	100	100	100
Total	5300	5450	5600	5750	5900	6050 (1)
OPENING BALANCE	0	(500)	(750)	(750)	(500)	0 (1)
INCOME – EXPENDITURE	(500)	(250)	0	250	500	750 (1) OFR
CLOSING BALANCE	(500)	(750)	(750)	(500)	0	750 (1) OFR

<p>6b Discuss what the cashflow forecast might suggest to the partners about opening up the Speciality Coffee and Wine Bar.</p> <p>Max 4 for analysis not reflecting cashflow as a forecast – i.e. in past or present tense.</p>	<p>Level 3: (5-6 marks) Candidate makes a judgement based on full analysis</p> <p>Level 2: (3-4 marks) Candidate analyses CFF including trends and estimates</p> <p>Level 1: (1-2 marks) Candidate only looks at the bottom section of the CFF and comments on the figures.</p> <p>Note: Statements referring to profit/loss not to be credited.</p> <p>Possible responses might include:</p> <p>Level 1:</p> <ul style="list-style-type: none"> • They should go for it as according to the CFF have a positive cashflow after 6 months (1) • It might be too risky as they are predicted to have a negative cashflow for the first 4 months (1). • Although they are predicted to be in minus figures for 4 months (1) they start to become positive at the end so it might be a good option (1). • In January they have 0 in the bank (1) and will improve cashflow by £750 by June (1) so I think they should take the risk as they look as though they will increase their money (1). <p>Level 2:</p> <ul style="list-style-type: none"> • According to the CFF the business should start to have a positive cashflow by the end of June but it is only an estimate and the figures may not have been estimated accurately (3). • There is a positive trend in the income – expenditure figure across the six months as sales are estimated to increase steadily which suggests that the following six months should show a continuous improvement (4). <p>Level 3: Candidates will have undertaken a full analysis of the CFF and then make a judgement using terms such as:</p> <ul style="list-style-type: none"> • On the whole I think they should go ahead with the venture because... (trends, reputation, customer base). • I think that they should tread with caution because although... (trends, reputation, estimated figures, no similar business to base results on). • Any other valid suggestion. 	<p>AO1 AO2 AO3</p>	<p>A*A B BC D CD</p>	<p>2 2 2</p>
--	--	----------------------------	--------------------------------------	----------------------

<p>6c Complete the table below to show which of the costs for the Speciality Coffee and Wine Bar would be a fixed cost and which would be a variable cost.</p>	<p>One mark for each correct indication as shown below.</p>	AO1	EF G	4
--	--	-----	---------	---

	Fixed cost (✓)	Variable cost (✓)
Purchase of stock		✓
Rent of building	✓	
Insurance	✓	
Other expenses		✓

7 Use the information to complete the following Balance Sheet for Tapas No.1.	One mark for each correct insertion as indicated below.	AO1 AO2	A*A BC D CD	6 2
--	--	------------	----------------------	--------

Fixed Assets Restaurant building Fixtures and Fittings Total Fixed Assets		£ 300 000 £50 000 OFR (1) £350 000 (1)
Current Assets Stock Cash in hand	£ 47 500(1) £ 12 500	£60 000 (1)
Current Liabilities Creditors		(£ 14 000)
Working Capital		£46 000 (1)OFR
Total Net Assets		£396 000 (1) OFR
Financed by Owners capital Net profit/loss for 12 months to 31 December 2006		£360 000 (1) £ 36 000
Capital Employed		£396 000 (1)

<p>8</p> <p>Explain to the partners how the use of WP and SS could help in the financial aspects of the businesses.</p>	<p>Up to two marks each for explaining features of WP and SS.</p> <p>Further two marks for context of financial aspect of these businesses.</p> <p>Possible responses might include:</p> <p>Word Processing:</p> <ul style="list-style-type: none"> • Letters and other documents would be produced and much more neatly presented (1) and multiple copies can be made to save time (1). • Letters (to chase creditors) can be set up using a template (1) and then mail merge used to send the same letter to lots of different people at the touch of a button (1). <p>Spreadsheets:</p> <ul style="list-style-type: none"> • The computer can perform automatic calculations (in a cashflow forecast or profit and loss) once formulae have been created (1) and this makes it much more accurate (1). • Spreadsheet information can be used to create graphs and charts for presentations (to a bank manager) (1) and this makes data much easier to analyse and interpret (1). • Spreadsheets can be used to create forecasts such as CFF and Profit and Loss Statements (1) which can be used to help the partners make a decision about their business options (1). • Any other valid suggestion. 	AO1	CD	6
---	--	-----	----	---

**General Certificate of Secondary Education
Applied Business (Double Award) 1491
January 2007 Assessment Series**

Unit Threshold Marks

Unit		Maximum Mark	A*	A	B	C	D	E	F	G	U
4863	Raw	50	46	40	33	27	22	17	12	7	0
	UMS	100	90	80	70	60	50	40	30	20	0
4864	Raw	50	46	41	35	29	24	19	14	9	0
	UMS	100	90	80	70	60	50	40	30	20	0
4865	Raw	100	89	81	71	62	53	44	36	28	0
	UMS	100	90	80	70	60	50	40	30	20	0

Entry Information

Unit	Total Entry
4863	1538
4864	506
4865	4726

Specification Aggregation Results

GRADE	A*A*	AA	BB	CC	DD	EE	FF	GG	UU
UMS	270	240	210	180	150	120	90	60	0
Cum %	0	22.22	22.22	55.56	77.78	100	100	100	100

130 candidates were entered for aggregation this series

For a description of how UMS marks are calculated see;

http://www.ocr.org.uk/exam_system/understand_ums.html

Statistics are correct at the time of publication

OCR (Oxford Cambridge and RSA Examinations)
1 Hills Road
Cambridge
CB1 2EU

OCR Customer Contact Centre

(General Qualifications)

Telephone: 01223 553998

Facsimile: 01223 552627

Email: helpdesk@ocr.org.uk

www.ocr.org.uk

For staff training purposes and as part of our quality assurance programme your call may be recorded or monitored

Oxford Cambridge and RSA Examinations
is a Company Limited by Guarantee
Registered in England
Registered Office; 1 Hills Road, Cambridge, CB1 2EU
Registered Company Number: 3484466
OCR is an exempt Charity

OCR (Oxford Cambridge and RSA Examinations)
Head office
Telephone: 01223 552552
Facsimile: 01223 552553

© OCR 2007

