

**A244**  
**TASK 5**  
**SAMPLE 6**

## Applied Business

### A244 Business and you Unit Recording Sheet

Centre number		Series and year	Jan 2011
Centre name			
Candidate name	Gemma	Candidate number	

Please fill out the mark awarded against each assessment objective for each investigation and comment on why the mark has been awarded.

Task 2	Page Location	Max Mark	Mark Awarded
A01 Employing + Maintaining, training, Work Conditions + Motivation all Covered.	1-5	6	5
A02 Docs are well presented + lots of the required skills included.	6-9	9	8
A03* Overall Sound analysis + reasoned Justifications are made.	10-12	7	5
Task 3			
A01 Description is thorough but more detail as to the reasons for your advice could be given.	13-16	6	4
A02 Some questions are generic + others are very focused. All well explained hence top level 2	17-19	9	6
A03* Evaluation is not in-depth, yet you do make judgements on the impact of legislation.	20-23	7	4

Task 4	Page Location	Max Mark	Mark Awarded
AO1 All aspects Covered- Good level of detail	24-28	4	4
Task 5			
AO2 Generic info on training included, yet no real training programme.	29-31	6	1
AO3* You assess how activities would change, yet not detailed enough for level 3.	32-33	6	3.
Overall Mark (max 60)			40✓

0 marks = no evidence submitted or work submitted does not address assessment objective

\* = This assessment objective includes assessment of quality of written communication

**Level 1:** Quality of written communication demonstrates limited clarity and coherence with basic use of correct terminology. Errors of grammar, punctuation and spelling may be noticeable and intrusive.

**Level 2:** Quality of written communication demonstrates clarity and coherence with appropriate use of correct terminology. There may be occasional errors of grammar, punctuation and spelling but these are not intrusive.

**Level 3:** Quality of written communication demonstrates clarity, coherence and fluency with effective and confident use of appropriate terminology. There are few, if any, errors of grammar, punctuation and spelling.

#### Guidance on Completion of this Form

- 1 One sheet should be used for each candidate.
- 2 Please ensure that the appropriate boxes at the top of the form are completed.
- 3 Add the marks for the assessment objectives together to give a total out of 60. Enter this total in the relevant box.

*Same gen info on training here I Mark 1/6*

*training to offer + why this would meet the needs of senior job role*

## Promotion- Training Methods

The recruitment and selection process is costly and time consuming, so now employees recognised within the business its worth trying to keep the candidate within the business. There are 3 advantages in doing this; these are that the employee is familiar with the business so they won't have to take them on a tour around the business. Next the employee knows how it works so they will already have a good employment record. Lastly its' cheaper to recruit employees within the business rather than recruit employees somebody externally where it would be more expensive.

If the employee wishes to gain promotion inside the business it's important to recognise the skills they already have and recognise the skills they need to develop in order to achieve the promotion.

Learning on-the-job may enable them to take on a new responsibility without needing much further training. Training can be broken into two sections: on-the-job training and off-the-job training.

### On-the-job Training

This training would be provided while the employee is working as they would normally. It takes place at the normal workplace during a normal day. One way of on-the-job training is 'Demonstration' this is where the employee is shown what to do by a fellow colleague or supervisor this enables the employee to perform the task to the correct standard. Another way is 'Job Shadowing' this is where the employee watches an expert do the task, the employee observes the stages carefully so they can then perform the task to the same standard by themselves. Thirdly 'Observation' is where the employee is observed while they are performing their tasks and at the end of the observation the employee is given feedback on their performance. 'Coaching' is also used as a way on on-the-job training it's where the employee learns new skills and has the opportunity to practice the new skills with their coach before using them in the workplace. If the coaching involves reviewing the employee's performance to ensure that they are able to use the new skills, then this is an effective way of on-the-job training. Lastly, 'Mentoring' is where a new employee is given an experienced employee so that they can discuss their performance. The experienced employee is known as the 'mentor' and the employee they are helping is known as the 'mentoree'. The

employee should be able to discuss any problems and or progress with their mentor.

One major benefit of on-the-job training is that the training takes place within the workplace. Employees are undergoing their training while carrying out their day-to-day activities. This means that the training is less likely to disrupt anything that the employees are doing. The cost of this type of job is often much cheaper than off-the-job training as you are just using people that you are already paying to do the job. ✓

*Good Advantages recognised*

There are several disadvantages of on-the-job training, one is that employees might not take the training very seriously as they are still carrying out their normal tasks in their normal work environment. Another disadvantage is that if a fellow colleague is delivering the training they might also be teaching bad habits to the employee that they have developed over working their which may not be the correct thing to do. The person who is delivering the training may not have received any formal training on how to teach people; therefore the methods may be less effective. Lastly, the training that is being given can easily be interrupted as you are within the normal work environment. There may be other distractions which make the learning and teaching quite difficult. ✓

### Off-the-job Training

Off-the-job training is usually given away from the employee's normal place of work. Employees will not undertake any of their usual tasks and therefore can give the training their full attention and not be distracted in any way. The training may still be run by employees of the business, or somebody that has been hired by the business.

An advantage of off-the-job training is that the employee may feel more focused to their training because they have been removed from the normal workplace. This may give them the chance to discuss ideas with other employees from the business or employees from another organisation. This can re-in force the training they are given. If they are working with other employees from the same company, it also allows them to bond and become more comfortable being around them in the work place. ✓

*Good*

A disadvantage to off-the-job training is the actual cost. It can be very expensive to hire people from the outside. There is also the cost of having nobody in work. While the employee is being trained, they are not doing their job; this could be costly to the business.

*Nice explanation of training*  
To produce the best way of training they must think of the advantages and disadvantages of both ways of training and decide on which will have a positive impact on the company.

### Different training timescales

Another thing when planning a training programme is how long the training should last. One thing is that what type of training is going to be delivered. A one-off training session needs the employee to absorb all of the information given to them. This may be quite difficult and they may forget some of the aspects of the course when they return to work.

Training that is spread over a longer period of time may allow the trainee to go back to work and they will be able to put the knowledge they have gathered and put it into practice. When they have finished the training they may be able to go back and ask any questions about things they have found difficult. One disadvantage of ongoing training is that the employee will then be away from their work place for longer periods of time. Again, the business would have to weigh up the good points and the bad points of the overall cost and loss of productivity.

### Costs Incurred by training

The costs of on-the-job training include, the employee will be less productive, meaning they will not be at work which may be putting the business at risk of losing profit. If the trainer is a fellow colleague, they also will not be doing their job so in effect there is further loss as two employees may be out of work. The training may disrupt other members of staff and reduce overall work within the department.

The cost of off-the-job training include the potential costs of the course, external training can often be expensive. There may be possible travel expenses that need to be taken into consideration. Loss of productivity is also something that needs to be taken into account because while employees are training they are not doing any work. Other members of staff may become resentful as they have not been picked to go on the course, therefore they may not want to do any work. Will the employee learn enough to increase their efficiency?

If the training is ongoing the costs will increase as the employee is away from their workplace for longer periods of time.

*The task was to produce a training programme, this is not one, but an explanation of training.*

## Activities of a Senior/Head Receptionist

There are also some skills that are different from the more senior role. This includes they will have to be more organised than a Hotel Receptionist as they will have more responsibility as they will be leading and managing the other Hotel Receptionist staff. ✓

There are several things that would change from being a Hotel Receptionist to a Senior Receptionist. These are the activities/tasks, their responsibility, their job security, the decisions they make, the pay they receive and the skills, qualifications and qualities.

One day to day activity that would change if they got promoted to a Senior Receptionist is that they would be responsible for setting deadlines whether this be for the amount of profit that needs to be met or the amount of guests that are checked in and out of the hotel in a week. They would also have to set targets not only for the staff but for the business too. They would have to manage the other Hotel Receptionist and make sure they know what they're doing because if not then it could have an effect on the business. They will also have to make decisions on who to hire and who to fire, this would be a big decision, and they would also have to decide on how much money people are allowed to spend on things such as stock ordering. They would have to deal with customer complaints because when a customer complains they usually ask to speak to the manager/person in charge. They would also have to organise staff training and make sure that the person who needs training is trained and they are not wasting money on staff that don't need to be trained. They would also have to organise staff appraisal which happens once in about 6 months to a year. This is to praise the staff which are doing well and set them new targets for the coming year. They would also have to staff discipline, they are responsible for telling the staff off if they have broken the

May be targets for other senior staff.

businesses rules in any way for example being late for work on several occasions and you may also have to organise written warnings. They would also have to prepare reports for other senior staff if for example they have gone over their budget they would then have to explain why they did this in their report. They would also be responsible for planning work schedules for the staff and among this they would have to plan the rota for staff because as a Hotel Receptionist staff may have to work nights or early mornings so they would need to be a rota deciding on who does what to avoid anybody feeling uncomfortable. They would also have to plan any authorise the staff holiday and pay. During their busy work schedule they would need to attend meetings about the future of the business as their more responsible role may be needed. They would also have to maintain the building and the work area, ensuring that any windows that need replacing and replaced etc. They are also responsible for the health and safety of the staff and customers. They would also need to authorise staff wages and hours by signing the wage slip. If they do not do this the staff would not get paid.

Most activities will change like they will have more responsibility, they will have a few more tasks to do, and they may have to stay later on a night or come in earlier because of their more senior role. Some tasks will stay the same as the other Hotel Receptionist for example they will still have to check guests in and out and they will have to be in on time and stick correctly to the uniform requirements.

Overall the activities will change on a daily basis but of course there are still things that will stay the same.

You mention some changes + also identify some aspects may be the same.

Attempt to assess how activities would change + you show some initial judgement

Not in-depth so level 2 - 3/6

Good  
May Up-keep  
reception  
but not  
the general  
rules

## GCSE in Applied Business Unit A244: Business and You

### Assessing Gemma's evidence

Task	Comments	Mark
Task 5 (AO2)	On pages 29 to 31, Gemma has explained generically, the different types of training that a business can offer, but she has not produced a training programme that has been targeted at a more supervisory position, so has not met the requirements of the task. The evidence can only be awarded level 1 marks.	1
Task 5 (AO3)	<p>Gemma has made a good attempt to assess how the day-to-day responsibilities of the Receptionist would change with a more senior role. She has started to make some judgments about the impact of the changes on the job role.</p> <p>The quality of written communication demonstrates clarity, coherence and appropriate use of correct business terms.</p> <p>Overall it was felt that Level 2 has just been achieved.</p>	3