

**A244**  
**TASK 2**  
**SAMPLE 1**

**Applied Business**

**A244 Business and you  
Unit Recording Sheet**

Centre number

Series and year *June 2011*

Centre name

Candidate name

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
AO1 <i>Thorough description, very full</i>	<i>7-12</i>	6	6
AO2 <i>Documents sound + meet needs of job role. ICT skills should have been better presented.</i>	<i>1-3</i>	9	6
AO3* <i>In depth evaluation, good judgement (PWC v. good)</i>	<i>4-6</i>	7	5
Task 3			
AO1 <i>Thorough description, very full</i>	<i>13-17</i>	6	6
AO2 <i>Extremely focused + detailed explanation given</i>	<i>17-20</i>	9	9
AO3* <i>Evaluation is coherent + in-depth but not well related to the job role. Best fit = 4?</i>	<i>20-24</i>	7	4

Task 4		Page Location	Max Mark	Mark Awarded
A01	Comprehensive knowledge, all key features	25-27	4	4
Task 5				
A02	Extremely focused & well explained.	28-31	6	6
A03*	Sound attempt but mostly generic & not well targeted to job role. QWC very good	32-34	6	4
			<b>Overall Mark</b> (max 60)	50

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.

# A244 – People In Business

- **Candidate Number:**
- **Centre Number:**

**Applying for a Job** – an Office Junior; the process to apply and what follows, including the Human Resources Department's role.

## **In the Project:**

- **Task 1** – research into human resources activities, (some in Appendix).
- **Task 2.1** – The main activities of the Human Resources Department.
- **Task 2.2** – Application Documents for Office Junior.
- **Task 2.3** – Evaluation of completed application documents.
- **Task 3.1** – Identified what makes an effective interview process from employees and employers perspective.
- **Task 3.2** – Potential interview questions in relation to job role of Office Junior
- **Task 3.3** – Evaluation of the impact of legislation on the selection process.
- **Task 4.0** – An Induction Programme for a successful applicant to become an Office Junior.
- **Task 5.1** – A training programme for a supervisor in an office environment.
- **Task 5.2** – How the day-to-day activities of an Office Junior will change in a more supervisory role.
- **Bibliography** – List of where information was sourced.

## APPENDIX 1

## Job Application Form

## PERSONAL INFORMATION

First name: ..... Middle name: ..... Surname: .....

Address: .....

..... Postcode: .....

Phone number: ..... Mobile: .....

Are you eligible for work in the United Kingdom? YES

## POSITION/AVAILABILITY

Position applied for: Office JuniorWhen are you available to start work?: 05/09/2010

Days/hours available:

Monday 09:00 - 18:00Tuesday 09:00 - 18:00Wednesday 09:00 - 18:00Thursday 09:00 - 18:00Friday 09:00 - 18:00Saturday 09:00 - 17:00

Sunday .....

## EDUCATION

Name and address of school: .....

.....

..... Postcode: .....

Start date: 09/09/2005 Leaving date: 16/07/2010

Qualifications:

GCSE MATHS GRADE C 23/08/2010GCSE ENGLISH GRADE B 23/08/2010GCSE GEOGRAPHY GRADE C 23/08/2010

GCSE ART GRADE C 23/08/2010  
 GCSE I.C.T. GRADE A 23/08/2010  
 GCSE CHEMISTRY GRADE B 23/08/2010  
 GCSE BIOLOGY GRADE C 23/08/2010

### EMPLOYMENT HISTORY

Present or last employer: Spar Shop

Name of supervisor: .....

Address: 12 W road E

Postcode: 1 )

From: 1<sup>st</sup> March 2007 To: Present

Responsibilities: Loading stock onto the shelves and  
 managing the use of a till under supervision

Current pay: £4.00 / hour Reason for leaving: N/A

May we contact your present employer?  YES  NO

### REFERENCES (please include name and title, address and postcode and telephone number)

Current Employer Class Tutor

I certify that information contained in this application is true and complete. I understand that false information may be grounds for not employing me or immediate termination of employment at any point in the future if I am employed. I authorise verification of all information listed above.

Signature: ..... Date: 01/09/2010

### Personal Profile

I am a hard working and motivated person who is experienced in working in a team environment. I can listen well to others and use feedback from my fellow work colleagues to improve myself and my working practices. I have an excellent grasp of ICT programs and I am capable of working with my own initiative when it is required. Once I am set a goal I am determined to achieve this through hard work and care.

### Qualifications

Level/Subject	Grade	Date achieved
GCSE Maths	C	23/08/2010
GCSE English	B	23/08/2010
GCSE Geography	C	23/08/2010
GCSE Art	C	23/08/2010
GCSE ICT	A	23/08/2010
GCSE Chemistry	B	23/08/2010
GCSE Biology	C	23/08/2010

### Education:

Year

09/09/2005-16/07/2010

### Name of school

<u>Job History</u>	<u>Name of Employer/Shop</u>	<u>Date from/Date to</u>	<u>Main Responsibilities:</u>
Shop Assistant	Spar Retail Store	01/03/2009-PRESENT	Stacking Shelves with stock and operating the customer till under supervision.
The MET Office (one week work experience)	The Met Office	18/07/2010-23/08/2010	Worked in the SMPG team (Strategic Marketing Product Group) where we analysed the MET Office's website for improvements.

### Other Skills/ Hobbies

I have developed great team working and communication skills through playing Hockey regularly for ISCA hockey's Men's 6<sup>TH</sup> team and the U16 team. I have also developed confidence in my own skills and initiative through playing tennis regularly at my local club. Recently I have organised a charity cycle ride for the NSPCC, raising £1235. I also have great skills with computers, developing my skills through several years of practise.

### References

Mr. .  
Current Employer-  
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Mr. G  
Class Tutor  
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Norton, Crawley & Hollis Ltd.

Park Road

Taverham

Norwich

NR8 9YB

01/09/2010

Dear, Mr. Jefferson

I am writing to apply for the role of Office Junior in your administration team. I saw it advertised in the local newspaper and decided to pursue it further. I am a school leaver looking for a permanent job in the office environment.

After researching the organisation I believe that the business would be a rewarding and fulfilling environment and one in which I would like to start my career. A career in Norton, Crawley and Hollis Ltd. would be an ideal place for me to employ my skills in an interesting and active business.

I am well practised and enjoy working in a team environment through many years of playing hockey. This has allowed me to develop my skills in working in a team and given me the opportunity to apply these skills to other aspects of my life. I also regularly play tennis at a highly competitive level which has allowed me to develop determination and desire to succeed through putting in my best. For the last three years I have been involved in the Exmouth Charity Cycle, organising it completely on my own last year when the other organisers fell ill. If you chose me you would have a dedicated and enthusiastic team member who would be willing to put in long hours to succeed. I have high levels of computer literacy-receiving an A at GCSE- and can adapt quickly to any new systems. I also have undertaken work experience at the MET Office, gaining a valuable insight into the office environment and its practices.

Thank you for your time in evaluating my application. Enclosed is a Curriculum Vitae and Application form. I would be willing to carry out any training required for the job and look forward to hearing from you in the future.

Yours Sincerely,

# Application Evaluation

There are several areas that I feel would make my application successful in attracting the business to choose me over any other candidates applying. Firstly, I feel that the general appearance of the letter is good as the font sizing is reasonable and the layout is attractive to the eye. There are no spelling mistakes or grammatical errors. This indicates to the business that I have good standards of written English and have a professional approach that is well presented, as stated in the job description. This would therefore mean that the application is convenient for the members of staff reading it, but also it could make me stand out as reliable and an intelligent person as I have done this. As the application is well presented the people carrying out the selection and short listing process may consider me over others because of the layout and overall appearance that is professional, concise and formal. This makes it easy to read and consequently it will ensure that the staff undertaking the Shortlisting can effectively read the documents. ✓

On the other hand, a slight problem in my Application form is that because it is in block capitals the staff members may think that I have poor standards of written English because of the fact that I chose to write it in capitals. This is something I have addressed in later editions to further improve my application and its appeal. As I have done this it could indicate that I have good hand writing and this potentially could prevent a shortfall in my application. ✓

My working hours may also appeal to the business as it is the standard office hours and so indicates that I would be suitable for the Office Junior role. This is only a minor point however and is something that would not be wholly relied upon in the short listing process. ✓

The qualifications that I have put on my Application would appeal to the business as they indicate a good level of intelligence that would be suitable for a low level job such as the office junior. The fact that I have received an A in ICT shows to them that I am computer literate and that I would fit into an office that relies heavily on ICT. This shows that I have an excellent level of computer literacy and also can deal with some of the roles stated on the job description. ✓

In my application documents have used language that is both formal and polite. This would help me to appeal to the interviewers as it shows that I have an apt use of the English language and also know how to correctly suit my vocabulary to the situation. ✓

In my CV and application form I have shown that I worked in the local spar shop for over a year outside school time. In the responsibilities I have listed I have included manning the tills under supervision. In doing this I would have had to meet and greet the customers on a regular basis, a task that is listed on the job description. As I have matched with this it is another factor that would make me a suitable candidate as I have had previous experience in the type of roles that the business requires in the office junior position. ✓

Most of the roles on the job description are basic tasks that can be carried out by most people. However, as I have shown a basic level of intelligence through B/C's in English and Maths it shows that I have the basic intelligence required to suit the role as Office Junior. Throughout my application I have shown a good intention to detail that is both professional and intelligent. This shows that I am a capable worker and would fit in well with the company. ✓

Overall I feel that my Curriculum Vitae is a well laid out document that is easily readable and pleasing on the eye. Each section is clearly defined with bold headings that are underlined, which acts to separate each section clearly and the font is clear and professional. There are no decorations or an overly flamboyant font which adds to the professional appeal of the document. My personal profile is also appealing to the business as it lists the qualities that I have which match with the abilities and skills in the job description but also it stands out from the rest of the document. This would make it stand out to the interviewers and as the content of it is both pleasing and professional it would appeal to them that I am an excellent candidate. There are no gaps in employment or education that has been missed and there are no spelling mistakes throughout. This would make me a suitable candidate as it shows I have a professional tone and good working standards-as I have not taken any time out of work or education. The work experience that I have carried out in the past would also be attractive to the interviewers at Norton, Crawley and Hollis Ltd. as was at the MET Office, a large office environment. This would be attractive to the employer as it shows that I have had previous experience in an office environment. ✓

In my Curriculum Vitae I have also stated that I have organised a charity cycle, which indicates that I have good organisation skills and a willingness to work outside of school or working hours. ✓

I feel my Letter of Application would be highly effective in allowing me to progress further through the short listing process. It is a well laid out document with clear paragraphing that looks both professional and concise. There is a clear set of information that is concise, ensuring that the message that I have put across is suitable for me to get the job. There are also no spelling mistakes in my document which further shows my professional approach and the quality of my written language. In my letter of application I have also included the name of the employer carrying out the recruitment process which shows that I have the willingness to put in some hard work to find out the background information. This creates a good impression as it shows I have put time and effort in to make sure the correct details have been listed. ✓

The information itself shows that I have clear team working and individual working qualities, through the sports that I have described I have shown that I am a motivated and hardworking individual. I have also described in detail the charity event that I have helped to organise, expanding further on the details in my Curriculum Vitae. This information makes me suitable for the job and an attractive ✓

candidate as it shows that I have excellent organisation skills and an ability to work outside of school or work to help other people.

I have also addressed the letter to the member of staff involved in the interviewing and short listing process. As I have done this I have shown further resourceful abilities, as I have put in the time to find out who the person running the interview process is. This shows that I have a depth to my working standards and also a willingness to put in extra work to make myself stand out. This would therefore improve my chances of getting further through the interview process.

The information that I have described in my letter is also attractive and relevant to the role that I am applying for. Consequently, the information is attractive enough to the employer that it would entice them to read further into my application, increasing the chances I would have in securing the role.

In conclusion I feel that my application documents would be successful in helping me achieve the role as they are all well laid out, concise and grammatically correct. There are very few or no errors in any of the documents and all of them portray a tone that is both polite and businesslike. There are also several relevant qualifications and hobbies that show both my dedication to the task set and an ability to work hard for long hours. I feel that the company would choose me as I am a secure candidate with attractive information and the qualifications needed to justify this statement. I am also a well rounded and realistic candidate with no gaps in my application and consequently no issues that need to be addressed. Most of the points on the job description and person specification have been met by my application and because of this I would be a candidate that would be very suitable to carry out the role that I have applied for. I feel that I would be an interesting candidate that the business may consider due to all of these reasons, a candidate that would be seriously considered when the short listing process begins.

## **2.1-The main function of the Human Resources Department**

The Human Resources department of any business is a key player in the everyday functions of the business. The department maintains the overall efficiency of the business, monitoring workers. There are several key areas in which the human resources department works to ensure that the business runs smoothly. Human Resources monitor the health and safety of the work place, recruitment and selection of staff and finally development and induction of the staff.

### **Health and Safety**

Every year thousands of people are injured during work related accidents. This is a large portion of the total number of people working across the country; to have a person out of work for a long length of time can be very costly for a business. Therefore Health and Safety must be strictly adhered to so that the business can ensure that the safety of the staff is maximised.

Health and Safety is a key factor that affects many of the decisions taking place on a daily basis inside the workplace. Every aspect of the business must be in line with the Health and Safety Act of 1974. Human Resources department makes sure that the overall work environment is a safe place to work in, both for the employees and also for any visitors that enter the business. They must make sure that every job has a safe location, with no faulty equipment, systems or safety protection so that the employee can carry out their day to day roles in safety. If needed Human Resources must allocate safety equipment so that the employee can carry out their role safely.

Human Resources must make sure that every employee inside the business has had sufficient safety training before carrying out their job so not only are they aware of any safe working practices but also they are aware of any safety procedures in case of emergency. All fire exits and assembly points must be carefully laid out and the correct way of leaving must be known by every employee. Any visitors to the business must also be aware of any emergency practices.

Human Resources also needs to maintain an active visitor log book and accident book to ensure that any visitors are safely accounted for in case of emergency but also to ensure that if any accidents occur with employees or visitors there is a correct record of what happened. This ensures that if the employee or visitor wants to pursue the accident further, a documented statement of events is held by the business.

The Human Resources department must ensure that regular risk assessments are carried out for every role in the business but also for each different area of the business. This is usually done by a nominated member of staff who is known to be competent. They will then assess the job or area for any potential risks and make sure that all safety procedures can be carried out to a certain degree. Risk assessments allow the business to monitor the safety of its practices to avoid any injury to staff or visitors that come into the business.

## Recruitment and Selection of Staff

The human resources department also has a very large and active role in the recruitment of new staff and the processes involved in doing this. To a business the employees are a very important asset and because of this the most suitable candidate for a job needs to be chosen to ensure that the job is fulfilled to the correct standard. Therefore it is highly important that the business uses its human resources department carefully to select staff of the correct level of efficiency and quality. There are several parts to the recruitment and selection process. ✓

**Identify the Vacancy-** Firstly, before any documents are filled out or the selection process begins the job that is needed is identified and the vacancy is checked to see if there is a new employee needed. This is done to identify the key position that is needed for a new employee to fill. ✓

**Job Description-** Next after the vacancy has been identified a job description for this position will be written, usually by members of the human resources department and also the line manager of the role that needs to be filled. A job description is a document describing the activities done in the job. These will usually include the specific task undertaken on a daily basis and can vary differently depending on the type and level of the job. ✓

**Person Specification-** After the Job description is written the next step in the process is to write a person specification. This will usually be written at the same time as the Job description, but instead of describing the key features of the job it instead describes the specific skills needed of the candidate. This will include things such as computer literacy-which falls under the specification qualifications and training in the specification-but also there is usually a section of the person specification that describes the skills such as an ability to work in a team that the business requires of the candidates. ✓

**Job Advertisement-** Once the above documents have been written the business will then write the job advertisement. This is the advert that the public will look at when they are searching for a suitable job. Written on the job advertisement is usually what the business requires, e.g. 'a motivated and organised person to...' and also includes the most basic of the job's requirements. It also will have the contact details so that applicants know where to apply to but also the name of the role that is being advertised. This will be written by the line manager and the members of the human resources team. ✓

**Shortlisting-** When the business receives the application documents they will then set about cutting down the number of successful applicants. Using the documents provided the business will look at each individual candidate and discard the less suitable applicants. This ensures that only the most suitable applicants come for interview. As the applicants are usually a large number of people they are cut down ✓

to only a small group of around six so that the interviewing can be done to a sufficient standard with only the most suitable candidates.

**Interviewing-** Once the employer has reduced the number of people in the interview down to around six people they will invite the selected candidates to the interview. An interview is a way that the Human Resources gauge the suitability of the employees. It will give them a greater idea of the person's candidates and because of this they can decide the person that will be most suitable for the job. They use the documents given to them and also the person themselves to gain a greater picture of the candidate and will then make a decision into the suitability of the staff. They will choose someone that best fits into the company, relying on politeness, personality and their qualifications.

**Appointment-** The last stage in the interview process is the appointment of the selected employee into the role specified. They will then arrange the induction process and will arrange time for the employee to begin training. It is important that they retain the staff that they have employed as they have spent valuable money and time to make them suitable for the job and when they have to employ someone new they will have to undertake this process again. Many people will leave their jobs due to lack of promotion; moving house, retirement or being sacked. They may also leave for better pay or working hours.

### **Discrimination Legislation**

It is also the responsibility of the Human Resources functional area to ensure that all employees are treated fairly in regards to their gender, sexuality, race or disability. Everyone must have the same responsibilities and the same rights to a job in terms of their gender, race, sexuality and disability.

The legislation that covers all aspects of the business and its work must be adhered to by the business and it is the responsibility of the Human Resources area to stick to in all areas.

### **Sex Discrimination Act 1975**

The first legislation that the human resources must ensure is met is the Sex discrimination act. This legislation means that a person cannot be treated unfairly on grounds of gender or their sexuality. It applies to the recruitment process, when differing genders and sexualities must be treated fairly when they are applying for the job. The promotion of staff must also be done fairly and it is wrong to choose someone based on their gender and not on their suitable qualifications. This can also include sexual harassment in the workplace, and if flagged up the Human Resources functional area must ensure that it is addressed. Pregnant women must also be accommodated for fairly.

## **Race Relations Act 1976**

The next act that the business needs to meet is the Race Relations act. This makes discrimination in the workplace on grounds of racial or religious backgrounds illegal. However, there are several exceptions, for example a worker in an Indian restaurant. The discrimination can either be indirect or direct and applies to the recruitment documents produced by the Human Resources department. Therefore, Human Resources must ensure that their recruitment documents are fair and also they must ensure that any racial harassment in the workplace is eradicated. ✓

## **Disability Discrimination Act 1995**

Finally the other legislation that the business must adhere to is the disability discrimination act. They must ensure that any disabled employees are fairly considered when looking at selection, recruitment and promotion of staff. They must also ensure that the business advertises the job in a manner that does not discriminate against disabled people who could carry out the job to a sufficient standard. The Human Resources department is also responsible for the installation of new ramps, lifts etc... To make the workplace suitable for the disabled employees and to ensure that they can reach the areas needed to carry out their job. ✓

## **Induction and Development training**

When the an applicant has successfully achieved the job the business must ensure that they can settle into the job and carry out the job to a suitable level and feel comfortable in the role that they are beginning. Before the applicant has arrived in the business the Human Resources function must ensure that the staff currently in the team or carrying out jobs that would be affected by this new employee are aware of the new arrival and can greet them when they arrive. They must inform the reception staff on the arrival of the employee and make sure that they have the correct knowledge of who the employee is. ✓

### **Before**

Before the employee first comes to the business an induction programme is prepared to carry out when the employee arrives on their first day. This will usually include the key things that will be done during the day and also they will need to have an outline of where and when the key activities will happen. This allows them to plan a day that includes all of the key information that the employee will need during their time. ✓

The main aim of the induction programme is to outline the key things that will be done during the candidates first day of office. This will usually include things such as meeting the rest of the team and being informed of the key fire and safety procedures that apply to the office environment-for example where the fire exits are located. The other main things in the induction programme that need to be addressed are meeting the team and going to the area that the person will work at. Usually at the end of the induction programme the person will carry out a small role. ✓

in their job description. They may also have an evaluation with a manager or a member of the Human Resources department. This is a vital part of the human resources role in the induction of a new member of staff, as through this they can settle the new employee into the role and also make sure that any of the initial key responsibilities-e.g. making sure that the employee is aware of the health and safety-have been covered by the team. Through this they can ensure the new employee can settle into their job with minimal stress. Also it allows them to ensure that the employee can begin work efficiently and fit into their team quickly so that they can begin work with minimal stress.

When the employee has settled into their job it is the responsibility of the Human Resources department to ensure that the employee has the correct training which enables them to carry out their job. They need to organise the time of training, where it will be carried out and how much it will be cost. It is the responsibility of the Human Resources to ensure that the disruption to the employee's job is minimised and while they are away the job is correctly covered. By doing this they can ensure that the work rate inside the business is maintained and the business it does not reduce its overall efficiency.

Once the employee is settled the Human Resources functional area will provide them with the sufficient training to develop their skills to a suitable level. This could be through mentoring, job shadowing or assessments to improve the skills of the employee, and once done the employee will then have the skills they need to carry out their job. This is vitally important for both the business and the employee as otherwise the efficiency of the business and the employee could be lowered, resulting in mistakes being made in the business' key working practices.

As a result it is the responsibility of the Human Resources functional area to minimise the disruption to regular working practices within the office with the training of the employee. Costs, travel arrangements and the time undertaken need to be carefully mapped out to ensure that the business' can reduce the costs that they incur without significantly altering the smoothness of the employee's training. It is a careful balance that must be maintained by the Human Resources department to maintain a good balance between costs and efficiency and to ensure that the employee fits in easily to the business.

In conclusion the key roles that are carried out by the Human Resources functional area are an integral part in the overall workings of the business. The department ensures that staff numbers are maintained and making sure that the overall wellbeing of both existing and new staff is maintained so that the business can operate efficiently and carefully. It is therefore very important that the department operates diligently and maximises their working efficiency so that the business itself is a fully functional and operating organisation with sufficient staff numbers to do so. Employees are the most important asset that the business possesses and as a result

it is of the upmost importance that they are retained and properly treated so that the business can operate correctly.



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

### Assessing Oliver's evidence

Task	Comments	Mark
<i>Task 2 (A01)</i>	Oliver has described the main activities of the HR functional area on pages 7 - 11. Oliver has covered all four bullet points in the specification and the evidence was felt to be thorough. Level 2 has been awarded.	6
<i>Task 2 (A02)</i>	Oliver has created all three documents which are extremely focused and targeted on meeting the needs of the chosen job role of Office Junior. The letter of application is almost correctly set out and contains relevant information, giving examples of how he has demonstrated the skills required for the job. The CV contains relevant information and experience of skills relevant to the job being applied for. The application form has been completed accurately and has experience relevant to the position being applied for as well as being presented neatly and clearly.  Overall it was felt that the evidence achieved Level 3.	7
<i>Task 2 (A03)</i>	Oliver has evaluated each document to show why he feels they are fit for purpose and has made a judgment about why they will result in an interview for the post applied for. It was felt that the evaluation was coherent and in-depth, achieving Level 3.  QoWC – the written communication is clear, coherent and flows in a logical order. Oliver has used a number of business terms appropriately and accurately, with very few errors of spelling, punctuation or grammar. Level 3 was felt to be the best fit mark.  Overall 5 marks have been awarded.	5