

A244
TASK 3
SAMPLE 3

Applied Business

A244 Business and you Unit Recording Sheet

Centre number

Series and year

June 2011

Centre name

Candidate name

State 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 Detailed description of the four main activities of the HR functional area.		6	6
AO2 Application documents clearly relate to the skills required for the role of Office Junior.		9	9
AO3 In depth evaluation of why each of the documents are fit for purpose. Strong levels of analysis and judgement shown throughout.		7	7
Task 3			
AO1 A thorough description of what makes an effective interview process from the perspective of the employer and employee.		6	6
AO2 Interview questions are extremely focussed and targetted at the Office Junior job role at Norton, Crawley and Hollis Ltd.		9	9
AO3 In depth evaluation of how legislation impacts on each stage in the recruitment and selection process applied to the role of Office Junior. Strong levels of analysis and judgement demonstrated.		7	6

Task 4	Page Location	Max Mark	Mark Awarded
AO1 Detailed induction programme including a range of activities to be carried out on the first day.		4	4
Task 5			
AO2 Training programme includes a range of on the job and off the job training with timings, venue and costings clear.		6	6
AO3* Strong levels of analysis and judgement shown throughout the assessment of how the day to day activities change in a supervisory role.		6	6
Overall Mark (max 60)			59



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.

Describe what makes a successful interview from the
perspective of the employer

The main purpose of an interview is the perspective employer can see what the possible candidates are like. They can also find the new employee after the interview has been carried out, but not just any employee the suitable employee to hire. The interview process gives the employer a feel for what the people are like face to face as this cannot always be possible over the phone or via emails. An interview is there to treat all candidates fairly and provide them all with the information necessary for the job. If an interview wasn't carried out then the wrong person may be hired as the employer cannot tell what a person is like in person, especially if the job is a job in which people need to be in communication with the public as the possible candidate maybe able to handle speaking to people over the phone but be no good at face to face communication which could be a necessary role in the job they have applied for. Interviews give both the employer and employee a fair chance to see what each other and the business are like and see if they both mix well together.

Arrangements need to be made before any interview is undertaken as an unorganised interview could make the business look unorganised and the candidates may reconsider working there. The first arrangement that needs to be made is choosing the date and time of the interview as if this isn't planned but the candidates are informed they will not know when and where to come and at what time meaning the interview will most likely not go ahead after all. Arrangements such as letters being sent to inform the candidates they have been called back for an interview, if these are not sent out then no one will know that the interview is going to happen and therefore they will not show up. Either a letter needs to be sent or a telephone call made to inform the candidate of this. Once the candidates have been informed they need to be told what they will be doing first for example a tour of the business or a question and answer session with other workers. If the candidate is told this they may feel more welcomed into the business and more comfortable therefore in the interview. This is not only a time for the employer to tell the candidate what's happening but for the candidate to inform their possible employer of any special requirements that need to be put into place for the interview, such as wheelchair access for a candidate if the possible employee is disabled the interview may need to take place on a ground floor in order for them to be able to enter the building and get to the interview. Rooms need to be booked for the interview and reception informed of who is entering the building so all the names of candidates need to be given to the important people, such as security guards at the front entrance and the receptionist.

Once the big arrangements have been made the employer needs to plan the questions they are going to ask the candidates as if these are said off the top of the interviewing panels head then the questions that need to be answered may not be answered correctly or even asked at all and the information needed from the interview may not be received. These questions need to be based on whether the possible employee has the skills and qualifications needed for the job and should not be questions that a yes or no answer can be given to as this will not help in deciding whether the person has the right personal qualities for the position and no information is given through a yes or no answer. Once the questions that are going to be asked have been planned they need to choose and organise which of the interviewing panel will ask which questions so the interview runs smoothly and without interruptions from each other. For example the manager may ask about the candidate's work ethics and check that they fit into the requirements for this business and the area

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manager may ask questions to do with the skills the candidate has to see if they have the necessary skills for that job. Once all these tasks have been completed the questions need to be checked to ensure they meet the employment laws such as the race relations act, the sex discrimination act, the disability discriminations act and the age regulations act. As if a questions asked that does not comply with these laws people may get offended and the business may get into trouble and taken to court for not following one of the employment laws.

Eventually the interview will take place and this need to be planned down to the smallest detail to ensure it runs efficiently, that all candidates get the chance of an interview and that the interview is not interrupted and all information needed is found out. The interview panel need to decide upon a lot of things. Structure of the interview needs to be made so that it runs smoothly and isn't giving the candidate the chance to answer just yes or no to the questions but getting all the necessary information out of the candidate to ensure they have a fair chance at getting the job. Before the questions are asked one of the interviewing panel need to talk about the business to the possible employee and discuss what they want from their new employee, how the business works, what the business is like to work in and what they are looking for in the interviewing that day so all the candidates know what to emphasise when being asked questions and how to best show they are the person they need to pick. They need to be able to give feedback to the candidate after the interview so that the candidate can progress further in interviews in the future and tell them how they went wrong and how to improve upon that for future purposes. Feedback not only helps the failing candidates but also helps the interviewing panel learn how to handle situations where the people who are not right for the job are told this and told how they can improve this. Before the interview the panel need to plan to allow the candidate to ask any questions they want to the interviewing panel, for example what holidays they are allowed, how much they will be earning, who they will be working with, type of work it is i.e. team work, single work. This not only helps the candidate find out more it gives the business an opportunity to see if the candidate has the confidence to cope in situations such as an interview and ask questions other candidates may be too afraid to ask. Once the interview is over the panel need to decide upon the person they want to work for the business and the reasons why and also the reasons why they don't want to pick the others in order to give them constructive feedback either way. The decision is then made and the candidates need to be informed and the panels final decision is who is going to tell the successful candidate(s) they are successful and the unsuccessful candidates they are unsuccessful and why they were this time.

During the interview the whole time the panel needs to be making notes of questions asked and how they were answered as a record to be kept in the company. This could be in case the person chosen cannot accept the job and therefore cannot work in the business they can choose from the other candidates as to who did well in the interview and remember who was who. Also when interviewing hundreds of people in one day it is hard to remember who said what and who answered which question so records are able to defog the memory of the panel and help influence their decision to make sure the best possible person is picked. If records are kept of the questions asked and the answers given then this information is referred back to when the possible candidate wants to know what influenced their decision. This is also seen as written evidence so if a law is broken such as discrimination act through a question asked this evidence can be given in court as written evidence. Having a record of the interview and everything that was said is so that the

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employers can produce the information when asked or questioned as to why the candidate did or didn't get the job in question.

All these are important factors to an interview and if any are not followed then the interview will not run smoothly and to the best it can be. If all these steps are carried out it would make a successful interview from the perspective of the employer.

**Identify and describe what makes an effective interview from
the perspective of the employee**

For an interview to be successful from the perspective of the employee they need to take many steps before, during and after the interview has taken place to ensure that the interview has served its purpose and was successful.

Before the interview it is a good idea for the employee to plan what is going to happen and many other things. For example find out where the interview is taking place, test out the route you are going to take and time how long this route will take you in order for you to know what time to leave their house and start their journey to the interview. This makes sure they do not arrive too late and do not arrive too early so it is uncomfortable for the business that is interviewing them. They need to plan exactly how they are going to get there, if it is by bus then they need to check the bus timetable and whether the buses run at the same time each day, as if they test their route on a different day then they may just assume the buses are running at that time everyday and this could not be the case meaning they may not be able to arrive at the interview on time or at all giving out a bad impression to the possible employer. The interviewee needs to ring the business beforehand if they are disabled and need a different kind of access, this is so the interviewer can help make it comfortable it also shows the interviewer that the employee is organised and thinks ahead. The possible employee needs to think, what will I take with me? They need to prepare any documents such as references or certificates to show their qualifications or just a document to make notes with. This shows the employer that the employee has thought about the interview and planned it and showed up prepared and ready. Get to know the business, before the employee goes to the interview they should know something about the business and what it does, this shows the employee is keen and will make them feel confident making it feel more like a successful interview. The employee needs to arrive on time, be prepared for the interview and know about the job. This makes a successful before interview process.

During the interview the employee needs to show they are keen and ready for the position as if they sit back in their chair and slouch the possible employer will think they are not bothered about the interview and do not want to be there. Sitting up straight shows the employee that the employer is eager to work but not over eager when it comes to the position. The employee must look smart and tidy to show they are a presentable person and be confident enough in themselves. If the employee's body language makes out that they are having a successful interview and that they really want the job then they will more than likely be having a successful interview and are more likely to get the job they are applying for. The employee must not give a disorganised view out to possible employers as they must not come across this way this is because the possible employer will think the person is disorganised and this could change whether the employee will get the job. The interview will be a successful interview in the employee's eyes if they are organised and feel ready for the interview as they are less likely to be stressed about the interview and be more relaxed and confident in themselves. During the interview the possible employer will be asking the candidate questions and therefore the candidate will have to respond, if the questions are questions the

candidate was expecting to be asked they are more likely to be ready and prepared and know the answers meaning they will be more confident in themselves and it is more likely to be a successful interview for them. During the interview the candidate must watch their body language and make sure they are not slouching in the chair but their body language also shows they are eager not just what they are saying this shows the employer that the candidate is interested in the job and that they are enthusiastic to learn more. The candidate must never yawn it shows a disinterest in what the employer is saying and gives off the impression that the employer is boring them showing them that they may not get on with the boss and should not be hired. When the employer is asking the candidate questions they must answer honestly and offer up any information that may help the employer in making a decision such as extra skills like first aid. During the interview the employee must give off the impression of having the skills and knowledge needed to do a good job and that they are prepared to further these skills and knowledge to do an even better job. This would make a successful interview from the employee perspective as they would be confident in themselves which is a necessity in an interview. Once the employer has asked all the questions needed the candidate must ask them at least one question about the business this shows they are wanting and willing to learn about the business and are enthusiastic about applying for the post. If an interview lasts longer than fifteen minutes the candidate would count this as a successful interview as they have been kept a long amount of time and a lot of information has been added to the employer's decision about the candidate and therefore they would feel that was a successful interview. If a candidate is not kept very long or a shorter amount of time than other candidates this would make an unsuccessful interview from the employee perspective as they have not been kept long enough to find out more information about the candidate and they were probably not the best person for the post, meaning an unsuccessful interview. Whether the amount of time they were kept was long or short a good idea for the candidate is to ask for any feedback from the interviewer as they then know what they could do better next time and what they did well at that interview. If the candidate asks for feedback then they can have a clear response simply as to whether the interview was successful or unsuccessful and the employee knows straight out whether this is the case.

After the candidate has left the interview they should sit down and review overall the whole interview and what went well from their perspective and what went not so well and how they can improve upon that for next time. Being able to assess how you feel about the interview is an important part as if you feel it went well it more than likely did and what you feel went wrong probably was wrong but the candidate gets a chance to find this out when they are told if they are successful or unsuccessful then can ask for feedback and compare what they thought about the interview with what the employer thought of the interview to check that they are fairly assessing the interviews they go to. After the interview there are many steps a candidate should take and the most important of all is to ask for feedback whether they got the job or not. Although feedback about the interview was asked at the end possibly by the employee when finding out if they were successful in getting the job or unsuccessful asking for feedback as to why is the best information a employer can give them as they can take on any advice and use it in their next interview and find out why they were successful or why they were unsuccessful.

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A successful interview from the employee/candidate perspective would be a long one where the employee felt confident and as though they had answered all the questions that needed to be and sat up straight, speaking with confidence and showed a definite interest in what the employer had to say. A successful interview for the employer would be one where they had interviewed many different people and they were all good interviews where none of them had any bad points and we're all good for the job and all showed a high amount of interest in the job giving the employers a choice between a lot of people that are all good for the job and all have the right qualifications and attitude that is needed for the position. A good interview is one where they would find the right candidate for the job and would have found someone to fill the position that they needed to fill. If the employers found someone to fill the position and the person showed an interest and a good attitude towards getting the job then the employers would count this as a successful interview as they have fulfilled the purpose of the interviewing process.

Identify potential interview questions and explain why each would be asked in relation to the job role of office junior

There are many different questions that could be asked that are job specific to the job role of an office junior some of these are written below and I have explained why they are good questions to choose for the job role of office junior.

First question could be **'why did you apply for this job as an office junior'** as you are directly saying why do you want to be an office junior and applying it straight to the job so the candidate therefore has to apply their answer straight to the job giving the panel a chance to see why this person would be good for this specific job role and if this job role is the best thing for them or not, or if they are suitable in a better job role other than office junior. This question does not leave room to closed answers and therefore it gives the business a true insight into what that particular candidate is like and why the candidate feels they should get the job as an office junior. It also gives the candidate a chance to expand on this question as they please letting the panel see if the candidate has the confidence to expand the question how the panel feels they should.

Another question they could ask that is job specific to the role of office junior is **'What qualifications do you have that will become useful in the role of office junior?'** this is a job specific question as you are directly asking what it is that they will need to fulfil the role of office junior and what they already have to help them in this job and therefore what training the business will have to send them on as they haven't already done it or what training they won't have to send them on as they have stated as an answer to this question that they have already undergone the necessary training needed to fulfil the responsibilities and jobs they are required to when working as an office junior. As the question states 'role of office junior' it is very job specific and therefore is applied straight to the job, although it is applied straight to the job it is now a closed question and gives the candidate a chance to further their answer to more than a yes or no reply. Also giving the interviewing board a chance to see what the person's personality is like as they are having more of a chance to talk as themselves not just replying to closed answer questions.

Another question that could be asked at an interview of an office junior is **'What is your CPS?'** this is characters per second when typing, this gives the interviewing panel a chance to see if this candidate has the necessary computer skills needed for the job. The reason I feel this is a good question is because it can give the panel a feel for how much of a work ethic the candidate has as they can tell this persons speed of work the higher the CPS the more likely the person is to be a hard worker so although this question only really has a short answer it is also telling the panel a lot more about what the person is like and how much of a hard worker they are. If there CPs is high they are more likely to be a hard worker and a fast worker as they are able to type a lot quicker. Also an office junior works a lot of computers and if the candidates CPS is high then the amount of work the candidate produces is more than likely high also.

Another question that the panel can ask the candidate for the position of office junior is **'can you use various office machines such as fax machines, photocopiers and scanners?'** the answer to this will tell the panel whether the person can or cannot use these and these machines are an essential part in the role of office junior. My reason for choosing this question is exactly that, once the question is answered the panel will know whether or whether not a person has all the necessary

skills for the job as, if they cannot use specific machines that are needed in the job skills then they are not the person for the job. Asking this question can give the panel the answers they need to decide upon whether they are right for the job and have all the skills and training needed. Once answered this question gives a clear indication as to whether the person can handle to job role or not, this is my reasoning for choosing this question as the panel can be made aware of what machines the candidate can and cannot use, therefore showing whether the candidate has the skills needed for the job role.

Another question that could be asked by the panel in order to see if the candidate has the appropriate training for the job role is **'Can you use various computer software such as Microsoft office word as these are important programs in the job role of office junior at Norton Crawley & Hollis?'** This question is very job specific, this is why I chose it as it directly asks the candidates do you have the skills needed or not, if they cannot say they know how to use these programs and do not have the necessary training they then do not have the skills required for the job role of office junior and the interviewing panel can see that straight away. This question could again be a big decider in whether the candidate got the job or not as if they answered the question with a no then the panel would see that the candidate does not have the necessary skills or training in order to carry out the job to the standard that Norton Crawley & Hollis need and expect. As the question is not a closed question though they are able to answer with different programs they may be able to use that work just as well as Microsoft Word, if the candidate can use different programs similar to word then they will have a chance to say this as the question requires more than a yes or no answer. As it is not a closed question the panel will be able to get more information out of the candidate which is more information to help them find the perfect candidate for the job role of office junior.

Another question that the interviewing panel can ask is **'Would you describe yourself as a fast work or a slow consistent and persistent worker?'** this is a job specific question as the interviewing panel can find out more about the persons work ethic and whether they will get the amount of work done that they need to and whether they are willing to get all the work done. As this question is not very job specific it is not the best question to ask but can give the business a very clear insight into what the person is like and what kind of worker they are and whether their working style is the kind of style Norton Crawley & Hollis and the vacancy of office junior is needing. As the question has an indirect answer then it can also give the candidate a chance to talk and the business a chance to see what kind of person they are and gives the candidate time to explain and sell their work ethic to Norton Crawley & Hollis.

A final question that Norton Crawley & Hollis could ask could be one such as **'Why do you feel you are the best perfect for the position at Norton Crawley & Hollis and how do you feel you will benefit our business?'** As this question has two parts to it giving the candidate a chance to speak for a longer amount of time than any other question meaning the business can get a final feel as to why they would be a good candidate and again can have more of an insight into what they are like as a person and whether they are what the business is looking for. It also gives the candidate one last chance to say exactly why they feel they should get it and express more of their personality if they feel they had not had the chance to before in the interviewing process. The reason why I feel this question is a must in an interview is because it is not a closed question the candidate can expand upon their answer, have a chance to ask the interviewing panel any questions they have wanted too

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and have one last moment to tell Norton Crawley & Hollis why they are the best person for the job and why the business needs them as an employee.

I feel the questions asked in an interview must vary; they must be job specific and must be able to give the interviewing panel all the information needed from the candidate within the time of the interview. There must be a variety of job specific questions, a variety of open answer questions and closed answer questions in order for the business to see the person full personality and full potential. The interviewing panel must ask questions that give them all the information they need to know as they cannot keep contacting the candidate asking separate things they forgot to in the interview. All the questions must be specific to that job and able to get the information needed from the candidates such as whether they have the right training, whether they have the right work ethic for the business and whether they are skilled enough for the job or not.

Evaluate how legislation will impact on the selection process for an office junior

Norton Crawley Hollis will have to consider a range of legislation when employing new people. Therefore they have to check the different laws that are in place to protect the interview and abide by these when considering hiring a new person into the business.

First of all the business has to identify the vacancy although not many laws affect this process as it is within the business and a very short process.

After the vacancy is identified then a job description has to be written. Norton Crawley and Hollis have to be extra careful when writing this in order not to go against any of the discrimination acts that are in place and break legislation rules. For example if the business wrote the job description and wrote that they specifically wanted a white person to fulfil the job then this would go against the race discrimination act, this would mean that the business is breaking the law and could be taken to court over a job description. Therefore the business has to make sure that they are abiding by all the legislation laws especially when what they are writing will be advertised.

The same for the person specification, when Norton Crawley and Hollis are writing out the type of person they need to fulfil the job vacancy they must be careful again not to discriminate against people, as before they would have to make sure not to go against the Race Discriminations Act and also other discriminatory acts such as the Sex Discrimination Act, if they wrote and advertised they wanted a man to fulfil the job and a women applies then this is discriminating against a gender and is against legislation laws and this could get the business into a lot of trouble with the law as they are breaking it. Other laws that the business must abide by when writing the person specification are things such as the Disability Discrimination Act and they could be not hiring a man simply because he is in a wheel chair, again the same rules apply as before with the Sex and Race Discrimination Acts, the business is singling out one type of person they want but in a way that does not meet legislation rules and they are not applying them to the business. So when Norton Crawley and Hollis are writing the person specification they must think about all the different laws they could be breaking and make sure they do not.

Next Norton Crawley and Hollis will have to write the job advert in order for it to be advertised. Although they cannot just write an advert and hang it up and put it in newspapers they must check again that they are abiding by legislation laws, for example if they advertised the fact they only wanted an able man to work in their office and anyone in a wheelchair should not apply this is Disability Discrimination and any disable person could take the business to court over this as it is discriminating them on the grounds that they cannot walk. Again with the advertising process they must check that they are abiding by all legislation laws such as the Race Discrimination and Sex Discrimination Act, seen as the advertisement will be within the public eye they must check carefully that they are open to everyone but still give the personal specification correctly without discriminating against anyone when advertising this.

Applications will then be handed out and handed back in again but before they go out Norton Crawley and Hollis will have to make sure that they only ask questions that abide by legislation laws and do not break any. For example if they asked an intrusive question on the application form such

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as; if you are a woman are you planning on starting a family anytime soon? Then this would not only be intrusive but sexual discrimination if it meant that the women would not get the job on the grounds that just because she may be planning on having children they then will not hire her knowing she will want maternity leave and resulting in this she will want maternity pay, this means the company did not hire her because she would want time off work and they would still have to pay her. If the company hired a man over her this would show and the women could take Norton Crawley and Hollis Ltd to court on the grounds they did not give her the job because she was a woman and would want time off work to have children and because a man cannot do this and they hired a man it would be discrimination on the grounds of a gender and therefore breaking the Sex Discrimination Act of 1975.

Next in the application process would be the short listing and this is a major part where Norton Crawley and Hollis have to be careful and check that they are not taking someone out of the shortlist due to a factor such as their race or sex. This means that when short listing if a man in a wheelchair does not get shortlisted over a man who can walk then the business may have discriminated against him on the grounds of his disability. This is not right and the business could be taken to court over it. Other laws that the business could break when choosing who to shortlist from the number of applicants could be the Race Discriminations Act if a woman had ticked the box to say her nationality was Polish and the business picked a British person over her solely because of her race then this would be breaking the Race Discriminations Act and therefore when sorting out who should be shortlisted and who should not be shortlisted Norton Crawley and Hollis must think about all legislation laws and all the ones they could possibly be breaking if they do not pick a certain person, not because they haven't got the skills but because they are a different nationality then they could be taken to court and get fined resulting in a bad name for the business so this is why Norton Crawley and Hollis have to make sure that they do not discriminate against anyone on grounds that do not involve the skills they have for the job.

The interviewing process is one of the major parts of the process of filling a vacancy that Norton Crawley and Hollis have to be careful not to slip up on, if they are in a relaxed environment when interviewing someone they must be careful to stay professional and remember not to ask inappropriate questions. For example if a man was asked what his sexual preference was, men or women? This would be a highly inappropriate question to ask in an interview as the man may not get the job due to the fact he is a homosexual and this would be discriminating against him due to this. This is the same for women. If a woman was in an interview and the interviewing panel said to her 'I see you have an engagement ring on does this mean you are planning on settling down and thinking about having kids?' but then was not given the job because she would need time off to get married and to have children then again it is discriminating on unfair grounds. Norton Crawley and Hollis Ltd would have to be careful only to ask appropriate questions based on the skills that are required for the job a good question would be 'Can you use Microsoft packages as this is a major part of the job?' that question is a job specific one and does not discriminate against anyone but is one all candidates could be asked. When interviewing they must always keep in mind the Employment Rights Act, so they only stick to questions which are necessary and allowed to ask in the interview, if inappropriate questions are laid out to be asked and every single candidate is asked these questions in the interview then that is all of the candidates and a number of people who can be offended by these inappropriate questions and a number of people who could complain about

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the business and take Norton and Crawley Ltd to court for the discrimination or offensive questions asked that could result in the candidate not getting that particular job. Another example of a discriminative question would be 'if you are from Jamaica does this mean you will want a lot of time off to visit your home country in the year?' if the man was then not hired due to the fact he would want time off in order to visit home in the year then this is discrimination and goes against the Race Discrimination Act and therefore against the Employment Rights Act.

Once all of this is done and the candidates have been interviewed Norton Crawley and Hollis Ltd would have to select a candidate that is right for the job, but in order to not go against the Employment Rights Act they must have a clear and reasonable reason as to why they would be hiring the person they have selected over the other candidates. They must be able to explain why they did not get the job without discriminating against them for example they cannot tell a white man they did not hire him simply because he is white. That would go against the Race Discriminations Act and therefore mean that the business is breaking the law and the rights that that man has. When telling the unsuccessful candidates that they have not got the job and when asked as to why they haven't Norton Crawley and Hollis must explain the reasons for them not getting the job in a fair way without breaking the law. They must have clear and good reasoning for not hiring the other people but instead for hiring the candidate they did. They must take all these laws into consideration.

Overall all these laws have to be taken into consideration throughout the whole process of finding someone to fill the vacancy in the business. Laws such as Employment Rights Act, Sex Discrimination Act, Race Discrimination Act, Disability Discrimination Act, Healthy and Safety at Work at Act, Employment Equality Act. Employment Equality Act has to be considered throughout every process in order for there to be a successful find for the new employee without any inconvenience as people have taken Norton Crawley and Hollis Ltd to court for breaking these laws. All of these apply all throughout the process and must be taken into consideration all the way through. If the Norton Crawley and Hollis Ltd do not abide by these laws then they are most definitely going to be breaking a lot of laws and will be taken to court. If Norton Crawley and Hollis Ltd abide by all of these laws then they will have a successful process and will not be taken to court.

GCSE in Applied Business Unit A244: Business and You

Assessing Charlotte's evidence

Task	Comments	Mark
Task 3 (AO1)	Charlotte has given a thorough description of what makes an effective interview process. She has clearly addressed both the employer and the employee perspective for this task on pages 11-16. Full marks for this task have been achieved.	6
Task 3 (AO2)	<p>The questions for interview on pages 17-19 are clearly focused on the chosen job role and Charlotte has given clear and detailed reasons for including them in the interview.</p> <p>It was felt that the evidence achieved Level 3 and 9 marks have been awarded.</p>	9
Task 3 (AO3)	<p>Charlotte has explained how each stage of the recruitment and selection process will be affected by legislation. She has made some judgments about how the laws will impact on the business, mainly that they will be taken to court. She has not then explored the impact of this on the business such as loss of reputation and the impact on the profits of the business due to having to pay fines. She has addressed most of the legislation in the specification, although the Health and Safety at Work Act has not been covered. However, it was felt that the standard of evidence justified the awarding of Level 3 marks.</p> <p>QoWC – the quality of communication demonstrates clarity, coherence and fluency and Charlotte has made effective use of a number of business terms, using them accurately. There are few errors of grammar, punctuation and spelling.</p>	5