

New  
Specification



General Certificate of Secondary Education  
2018

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# Learning for Life and Work: Modular

Unit 3

Employability

[GLF31]

FRIDAY 11 MAY, MORNING

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**MARK  
SCHEME**

## General Marking Instructions

### **Introduction**

Mark schemes are intended to ensure that the GCSE examinations are marked consistently and fairly. The mark schemes provide markers with an indication of the nature and range of candidates' responses likely to be worthy of credit. They also set out the criteria which they should apply in allocating marks to candidates' responses.

### **Assessment objectives**

Below are the assessment objectives for GCSE Learning for Life and Work.

Candidates must:

- AO1** recall, select and communicate their knowledge and understanding of Learning for Life and Work;
- AO2** apply skills, knowledge and understanding of Learning for Life and Work; and
- AO3** analyse and evaluate information, sources and evidence, make reasoned judgements and present conclusions related to Learning for Life and Work.

### **Quality of candidates' responses**

In marking the examination papers, examiners should be looking for a quality of response reflecting the level of maturity which may reasonably be expected of a 16-year-old which is the age at which the majority of candidates sit their GCSE examinations.

### **Flexibility in marking**

Mark schemes are not intended to be totally prescriptive. No mark scheme can cover all the responses which candidates may produce. In the event of unanticipated answers, examiners are expected to use their professional judgement to assess the validity of answers. If an answer is particularly problematic, then examiners should seek the guidance of the Supervising Examiner.

### **Positive marking**

Examiners are encouraged to be positive in their marking, giving appropriate credit for what candidates know, understand and can do rather than penalising candidates for errors or omissions. Examiners should make use of the whole of the available mark range for any particular question and be prepared to award full marks for a response which is as good as might reasonably be expected of a 16-year-old GCSE candidate.

### **Awarding zero marks**

Marks should only be awarded for valid responses and no marks should be awarded for an answer which is completely incorrect or inappropriate.

### **Types of mark schemes**

Mark schemes for tasks or questions which require candidates to respond in extended written form are marked on the basis of levels of response which take account of the quality of written communication. Other questions which require only short answers are marked on a point for point basis with marks awarded for each valid piece of information provided.

**Levels of response**

Tasks and questions requiring candidates to respond in extended writing are marked in terms of levels of response. In deciding which level of response to award, examiners should look for the 'best fit' bearing in mind that weakness in one area may be compensated for by strength in another. In deciding which mark within a particular level to award to any response, examiners are expected to use their professional judgement. The following guidance is provided to assist examiners.

- **Threshold performance:** Response which just merits inclusion in the level and should be awarded a mark at or near the bottom of the range.
- **Intermediate performance:** Response which clearly merits inclusion in the level and should be awarded a mark at or near the middle of the range.
- **High performance:** Response which fully satisfies the level description and should be awarded a mark at or near the top of the range.

**Quality of written communication**

Quality of written communication is taken into account in assessing candidates' responses to all tasks and questions that require them to respond in extended written form. These tasks and questions are marked on the basis of levels of response. The description for each level of response includes reference to the quality of written communication.

For conciseness, quality of written communication is distinguished within levels of response as follows:

Level 1: Quality of written communication is basic.

Level 2: Quality of written communication is competent.

Level 3: Quality of written communication is highly competent.

In interpreting these level descriptions, examiners should refer to the more detailed guidance provided below:

**Level 1 (Basic):** The candidate makes only a limited selection and use of an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

**Level 2 (Competent):** The candidate makes a reasonable selection and use of an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning clear.

**Level 3 (Highly Competent):** The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is widespread and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a sufficiently high standard to make meaning clear.

1 (a) Name **one** source of finance available to an entrepreneur. (AO1)

Answers may include **one** of the following sources:

- personal savings
- sale of an asset
- overdraft
- bank loan
- sponsorship
- investors
- redundancy payment
- government assistance

All other valid answers will be credited

(1 × [1])

[1]

(b) Write down **one** way an employer can comply with equality employment legislation.

Answers may include **one** of the following ways:

- pay everyone fairly.
- protection from discrimination.
- ensure all employees are treated equally.
- promote inclusion.
- promote respect and dignity.
- ensure equality employment policies cover equality legislation.

All other valid answers will be credited

(1 × [1])

[1]

(c) Explain **one** reason why a job applicant would participate in a mock interview. (AO1, AO2)

Answers may include **one** of the following points:

- it will enable the applicant to practice their answers to the potential questions that the interviewer may ask and thus have themselves well prepared for these questions.
- it may help to make the applicant feel less nervous when they go into the real interview as they will be able to feel more at ease with the practice of sitting down before a panel.
- it will enable the applicant to think about their dress code so that they can experiment with various attire and dress appropriately for the real interview.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to why a job applicant would participate in a mock interview

(1 × [2])

[2]

AVAILABLE  
MARKS

- (d) Describe **one** reason why terms and conditions of employment are important in an employment contract. (AO1, AO2)

Answers may include **one** of the following points:

- the employee will be fully aware of all their rights and responsibilities so it gives them a sense of security in their job.
- the employer is legally bound to ensure that all terms and conditions detailed in the Contract of Employment are adhered to and honoured in order that the employee cannot be exploited.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate description with clear reference to **one** reason why terms and conditions of employment are important in an employment contract

(1 × [2]) [2]

- (e) Explain **two** ways an employee could breach the workplace code of conduct. (AO1, AO2)

Answers may include **two** of the following points:

- employee demonstrates irresponsible behaviour in their attitude towards other employees.
- an employee wearing inappropriate dress which is not in keeping with the dress code of the business.
- employees have used social media to post unprofessional opinions about their workplace.
- mobile phones being used for personal calls in the workplace, especially during meetings or when dealing with clients.
- sharing information with others which should have been kept confidential.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** way an employee could breach the workplace code of conduct

(2 × [2]) [4]

AVAILABLE  
MARKS

10

2 (a) Write down what the “S” stands for in SMART targets. (AO1)

Answer should state:

- Specific [1]

(b) Write down **one** health and safety measure an employee would expect in the workplace. (AO1)

Answers may include **one** of the following points:

- emergency exits
- fire drills
- health and safety training
- protective clothing/goggles/ear muffs
- safety equipment
- health and safety officer
- proper toilet/washing facilities
- well ventilated/well-lit workplace
- proper canteen facilities

All other valid answers will be credited

(1 × [1]) [1]

(c) Describe **one** consequence of an employer not meeting their responsibilities in the workplace. (AO1, AO2)

Answers may include **one** of the following points:

- employees can go to their trade union and complain about their employer and the trade union will work on the employee’s behalf to try to resolve issues.
- employees can withdraw their goodwill or refuse to work by going on strike. This will affect the rate of production and cause the employer to lose money.
- the employee can bring legal action against their employer and this can result in court proceedings, causing the employer to pay out a substantial amount of money.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate description with clear reference to **one** consequence of an employer not meeting their responsibilities in the workplace

(1 × [2]) [2]

AVAILABLE  
MARKS

- (d) Describe **one** way an employee can show that they are honest in the workplace. (AO1, AO2)

Answers may include **one** of the following points:

- an employee can do an honest day's work for an honest day's pay. This will lead to good productivity in the workplace.
- the employee will not engage in stealing goods or money from their employer. This means that the employer will place a lot of trust in the employee and may give them more responsibility.
- the employee should always be punctual to work and not take time out that is unnecessary. This will mean that time will not be lost and so therefore tasks will be completed within deadlines.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate description with clear reference to **one** way an employee can show that they are honest in the workplace

(1 × [2])

[2]

- (e) Explain **two** benefits to a business of being socially responsible. (AO1, AO2)

Answers may include **two** of the following points:

- consumers may be more likely to purchase goods/services from businesses that are environmentally friendly so this will result in more sales for a business and hence more profit.
- a business which has a corporate social responsibility policy may attract more employees and this can produce more work and increase employees' self-esteem.
- a business's reputation can be enhanced with a positive approach to social responsibility and this can lead to the business becoming well-known resulting in better community relations.
- a business can save money on paper, electricity and energy efficient sources of production and this can result in more profit for the business.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** benefit to a business of being socially responsible

(2 × [2])

[4]

10

AVAILABLE  
MARKS

3 (a) Write down **one** example of a changing employment pattern. (AO1)

Answers may refer to **one** of the following points:

- more women in work
- growth in the number of workers employed in the public sector
- growth in service industries, e.g. IT
- decline in manufacturing industries
- working from home
- job sharing

All other valid answers will be credited

(1 × [1])

[1]

(b) Write down **one** way in which a business can support its local community. (AO1)

Answers may include **one** of the following points:

- fundraising
- sponsoring local teams and projects
- voucher schemes
- scholarship programmes
- work experience placements
- encouraging the use of local products

All other valid answers will be credited

(1 × [1])

[1]

(c) Explain **one** reason why communication skills are important for a successful career. (AO1, AO2)

Answers may include **one** of the following points:

- employees may be the first form of contact in the workplace so they need to create a good impression in order that customers will return and employees can ensure job security.
- information may be wrongly interpreted if communication is not clear, resulting in work not being done properly or deadlines not reached. This could result in employers not being happy with employees' work and lead to stressful relationships at work.

All other valid answers will be credited.

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** reason why communication skills are important for a successful career

(1 × [2])

[2]

AVAILABLE  
MARKS

(d) Explain **one** benefit of making an informed career choice. (AO1, AO2)

Answers may include **one** of the following benefits:

- a person can obtain great job satisfaction if they are happy with their chosen career, resulting in more work being produced for the employer.
- a person can continuously develop their skills as they are content with learning options available to them and so become more motivated.
- a person will become less stressed in their work as they will feel they have weighed up all their options and so can continue to follow their chosen career path that has job opportunities.

All other valid answers will be credited.

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** benefit of making an informed career choice

(1 × [2])

[2]

(e) Explain **two** risks involved in self-employment. (AO1, AO2).

Answers may include **two** of the following risks:

- the self-employed person may be rather young and inexperienced to take on the responsibility of all that a business entails and thus the business may never get off the ground.
- the owner of the business may not be expert in all areas of the business and so they may lose the finance they initially invested.
- there may be difficulty with cash flow in the business which could affect the owner's personal finances.
- income from self-employment may be very erratic, therefore there may be times in the year when a loss can occur instead of a profit.
- self-employment can involve very long working hours and so a person may find they have little time for their family and miss out on social occasions.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** risk involved in self-employment

(2 × [2])

[4]

AVAILABLE  
MARKS

10

- 4 (a) Explain **two** positive ways immigration can impact on the Northern Ireland economy. (AO1, AO2)

Answers may include **two** of the following points:

- many immigrants bring vital specialist skills to the economy, so therefore skills shortages can be filled more quickly, e.g. doctors.
- immigrants from countries such as Poland and Portugal are employed in food processing factories across Northern Ireland, which leads to higher production and hence more profits for these businesses.
- immigrants are spending their wages/salaries in Northern Ireland, therefore increasing consumer spending in the country.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** positive way immigration can impact on the Northern Ireland economy

(2 × [2])

[4]

- (b) Explain **two** ways the growth of new technologies has affected jobs in Northern Ireland. (AO1, AO2)

Answers may include **two** of the following points:

- factory jobs are becoming less popular as new and emerging technology is replacing people with machines, so therefore jobs can be performed much more quickly and efficiently which will lead to more sales.
- self-service checkouts in supermarkets are becoming more popular with the introduction of scanning machines, so therefore people who worked as supermarket cashiers are now supervising customers at checkouts.
- fewer jobs are needed in travel agencies and insurance offices as customers shop for holidays and insurance deals using their own technological devices. These roles are replaced by workers in travelsupermarket and moneysupermarket online agencies.
- computers can monitor stock levels in many businesses, so therefore manual stock-taking jobs are no longer required.
- new opportunities, e.g. web design, app development, social media.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** way the growth of new technologies has affected jobs in Northern Ireland

(2 × [2])

[4]

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**5 Read the information carefully in Source A to answer part (a) of the question below.**

- (a) Using the information in the Source and your own knowledge analyse the impact of staff training. (AO1, AO2, AO3)

Answers may include **any** of the following points:

- training is an investment employers make in their workforce resulting in a more motivated workforce. Motivation levels within the workplace have a direct impact on employee productivity in that the business will have a highly productive staff culminating in higher job satisfaction.
- when companies offer training and education to their employees, they indicate that they value their people and the contributions they make. The development of new skills gives employees a sense of empowerment in the workplace. Aligning an employee's values with the goals of the organisation will foster loyalty and a bond between employer and employee, thus encouraging staff retention.
- businesses may have a greater return on investment as better trained employees will work faster and thus increase sales. This in turn will have a direct positive impact on the organisation's profit levels in that initial investment in training is recouped through efficiency gains or an increase in revenue.
- businesses need to be competitive and, in order to remain in fair competition in the market, a business needs to have skilled and trained workers who are familiar with both the changes in technology and the changing tastes of the consumers. Training personnel in these new areas will obviously improve the company's strength in market

presence.

- training can decrease the possibility of accidents in the workplace, saving companies from costly legal battles with employees and lifelong support for their families. Prioritising the safety of employees can keep them from leaving the job because of work-related illness. This enhanced focus on training will eventually lead to better work output and quality, ultimately increasing productivity and, consequently, the company's profits in the long run.
- training can help improve the health and well-being of employees. Training can make employees feel valued and part of a team. This can help their self-esteem.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

### Level 1 ([1]–[2])

#### Overall impression – basic analysis

- Shows basic knowledge and understanding of the impact of staff training.
- Analysis: identifies at least one relevant point from the source and may provide a limited interpretation on the impact of staff training.
- Quality of written communication is basic.

### Level 2 ([3]–[4])

#### Overall impression: competent analysis

- Shows good knowledge and understanding of the impact of staff training.
- Analysis: identifies and comments on at least two relevant points from the source and analyses the impact of staff training.
- Quality of written communication is competent.

### Level 3 ([5]–[6])

#### Overall impression: highly competent analysis

- Shows excellent knowledge and understanding of the impact of staff training and applies this effectively in response to the question.
- Analysis: identifies and comments on at least two relevant points from the source and analyses the impact of staff training.
- Quality of written communication is highly competent. [6]

Many entrepreneurs may decide to carry out research before they start up a new business.

- (b)** Discuss why an entrepreneur should carry out research before starting up a business. (AO1, AO2, AO3)

Answers may include **any** of the following points:

- to ensure the product or service will sell so they know if there is a demand for their product or service that could lead to a business with a strong customer base.
- to ensure they understand what the competition is so they will be aware of other products or services that they are competing with. This will enable them to price competitively in order to gain market share.
- to ensure that they are aware what funding options are available to

them so that they have enough finance to cope with the initial costs of setting up the business.

- to ensure that raw materials are readily available to provide the product or service in order that they can be mass produced if there is a huge demand so that they can make a profit.
- to find out how they are going to market and promote the product or service in order to meet customers' needs and make the product or service appear better than the competition.
- to ensure that they have the most appropriate sales outlets for the product or service, with the most appropriate channel of distribution as well as the most appropriate method of transport for the product.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

### Level 1 ([1]–[2])

#### Overall impression – basic discussion

- Shows basic knowledge and understanding about why an entrepreneur should carry out research before starting up a business.
- Discussion: makes reference to at least one relevant point and may provide limited detail about why an entrepreneur should carry out research before starting up a business.
- Quality of written communication is basic.

### Level 2 ([3]–[4])

#### Overall impression: competent discussion

- Shows good knowledge and understanding about why an entrepreneur should carry out research before starting up a business and applies this to the question.
- Discussion: makes reference to two relevant points and provides adequate discussion about why an entrepreneur should carry out research before starting up a business.
- Quality of written communication is competent.

### Level 3 ([5]–[6])

#### Overall impression: highly competent discussion

- Shows excellent knowledge and understanding about why an entrepreneur should carry out research before starting up a business and applies this effectively to the question.
- Discussion: makes reference to at least two relevant points and provides thorough discussion about why an entrepreneur should carry out research before starting up a business.
- Quality of written communication is highly competent. [6]

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Employees may experience stress in the workplace.

**6** Evaluate ways employees can deal with work-related stress.

Answers may include **any** of the following points:

- plan your work schedule so that you are not taking on jobs that you cannot cope with.
- ensure that you have all the required skills, knowledge and resources that you need in order to complete jobs.
- discuss problems with your employer in order that they understand the stress you are under.
- request additional training if you feel you do not have the skills or knowledge at hand in order to carry out jobs efficiently.
- speak to a work colleague or line manager in order that you can share your thoughts and feelings with them.
- learn to relax when you go home from work so that you can wind down and spend time on something leisurely.
- make an appointment to speak with your doctor in order that you can explain the causes of work-related stress and possibly obtain medication that may alleviate your stress.
- investigate the possibility of seeking counselling in order that you can speak with a professional person in confidence.
- take some time off work so that you can forget about the workplace in order to build yourself up again and have a fresh outlook when you return.
- stick to a well-balanced diet and avoid foods and drinks that have a high sugar content, including alcohol.
- join an exercise class in a gym or walk/cycle when possible, so that your body is kept fit and active.
- do not use alcohol to cope with stress as you could become dependent on it which could in turn lead to alcoholism.
- do not rely on smoking cigarettes as the active ingredient in cigarettes is nicotine, which actually causes anxiety and tension.
- refrain from binge eating, especially if it's unhealthy foods, as this can cause high blood pressure and therefore stressful situations can become even more stressful.
- ignoring stress at work will not remedy the situation as it will prove to be counterproductive and will continue to get worse as time goes on.
- do not take time off work to lie around the house without any incentive to get out of bed as this can lead to depression.
- avoid consuming too much caffeine as this is a drug and could lead to caffeine addiction, thereby causing sleepless nights.
- overdosing on medication will leave you listless and will not be a long-term remedy.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

**Level 1 ([1]–[4])**

**Overall impression – basic evaluation**

- Shows basic knowledge and understanding about ways employees can deal with work-related stress.
- Evaluation: identifies and comments on at least one relevant point on ways employees can deal with work-related stress.

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- Conclusion: may be missing or inadequate about ways employees can deal with work-related stress.
- Quality of written communication is basic.

**Level 2 ([5]–[7])****Overall impression: competent evaluation**

- Shows good knowledge and understanding about ways employees can deal with work-related stress and applies this to the question.
- Evaluation: identifies and comments on at least two relevant points on ways employees can deal with work-related stress.
- Conclusion: draws a relevant conclusion related to their evaluation on ways employees can deal with work-related stress.
- Quality of written communication is competent.

**Level 3 ([8]–[10])****Overall impression: highly competent evaluation**

- Shows excellent knowledge and understanding about ways employees can deal with work-related stress and applies this effectively in response to the question.
- Evaluation: identifies and comments in detail on at least two relevant points on ways employees can deal with work-related stress.
- Conclusion: draws a detailed conclusion related to their evaluation on ways employees can deal with work-related stress.
- Quality of written communication is highly competent. [10]

**Total****AVAILABLE  
MARKS**

10

**60**