



General Certificate of Secondary Education  
2019

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## Learning for Life and Work

Unit 3  
Employability

[GLF31]

FRIDAY 10 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** example of a workplace policy. (AO1)

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

- health and safety
- child protection
- acceptable behaviour
- safeguarding
- confidentiality
- dress code
- mobile phone

All other valid answers will be credited

(1 × [1])

[1]

(b) Write down **one** technological item used in the workplace. (AO1)

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

- computer
- iPad
- mobile phone

All other valid answers will be credited

(1 × [1])

[1]

(c) Explain **one** way work experience placements can demonstrate social responsibility in a business. (AO1, AO2)

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

- the profile of the business can be raised in the community and thus the reputation of the business is enhanced
- investing in young people brings commitment and loyalty, which means they are more likely to seek a job in the business which can help to maintain productivity and reduce recruitment cost
- young people often bring fresh ideas and innovative approaches which may open up new markets for the business
- it can increase the knowledge of modern learning processes for the business as well as an understanding of current educational qualifications

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 ways in which work experience placements can demonstrate social responsibility in a business

(1 × [2])

[2]

AVAILABLE  
MARKS

- (d) Describe **one** reason why new and developing businesses would seek assistance from a support agency. (AO1, AO2)

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

- they can provide support in the form of grants or loans to assist the business with financial funding
- they will be in a position to offer advice and support regarding the initial setting up of the business
- they can provide training seminars and workshops on advertising and marketing in order to assist with networking opportunities
- they can provide Business Clinics where entrepreneurs can discuss problems that they may encounter in the setting up of their business

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 new and developing businesses would seek assistance from a support agency

(1 × [2])

[2]

- (e) Explain **two** drawbacks to an employee of being a member of a trade union. (AO1, AO2)

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

- the cost of membership may be rather high and the employee may feel that they may not be getting value for money
- trade unions may call their members out on strike which could lead to a loss of earnings or break in service for the employee
- decisions made on behalf of the members are binding on all members whether or not they personally agree with these decisions
- returning to work after being out on strike may cause stress to the employee as they may have a lot of extra work to catch up on

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** drawback to an employee of being a member of a trade union

(2 × [2])

[4]

10

AVAILABLE  
MARKS

2 (a) Write down **one** part of a contract of employment. (AO1)

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

- name of employer
- name of employee
- job title
- description of job
- hours of work
- rates of pay
- method of payment
- details of pension scheme
- holiday entitlement
- period of notice to be given
- details of grievance and disciplinary procedures
- sickness, injury and maternity pay entitlement
- arrangements for payment of commission, bonuses or overtime
- date
- signature

All other valid answers will be credited

(1 × [1])

[1]

(b) Name **one** type of discrimination which may occur in the workplace. (AO1)

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

- gender
- race
- disability
- religion

All other valid answers will be credited

(1 × [1])

[1]

(c) Describe **one** reason why a business would place importance on recycling waste when addressing environmental issues. (AO1, AO2)

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

- recycling can work out cheaper for the business and save them money in the long run, thus adding to their profit
- it will attract more customers which means more sales as they will want to be seen as environmentally friendly
- it will enhance their corporate image as they will have an awareness of their carbon footprint and so employees will be attracted to apply for jobs in the business

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 a business would place importance on recycling waste when addressing environmental issues.

(1 × [2])

[2]

AVAILABLE  
MARKS

- (d) Explain **one** reason why employers use application forms to assess candidates' suitability for a job. (AO1, AO2)

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

- they have the advantage in that the applicant is providing the exact information that the employer is seeking, so making it easier for the employer to compare applicants
- the presentation of the application form regarding handwriting or word processing will enable the employer to judge the level of the applicant's communication skills

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 employers use application forms to assess candidates' suitability for a job

(1 × [2]) [2]

- (e) Explain **two** ways skills shortages in the workforce can impact on businesses. (AO1, AO2)

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

- businesses may lose trade because their employees may be unable to carry out certain skilled work and this may reduce their sales and hence their profits
- as a result of shortage in certain skills, businesses may need to outsource some of their work to other countries where the workforce has these skills. This will mean extra outlay of funds for the business and can be very time consuming
- businesses may find they have to shut down as they are in competition with other businesses who do not have skills shortages

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 skills shortages in the workplace can impact on businesses.

(2 × [2]) [4]

AVAILABLE  
MARKS

10

- 3 (a) Write down **one** word to describe people from Northern Ireland who go to another country to work. (AO1)

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

- emigrants/emigration
- migrants/migration

All other valid answers will be credited

(1 × [1])

[1]

- (b) Write down **one** external influence on a young person's attitude towards their education. (AO1)

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

- school/teachers/classroom assistants/fellow students
- significant adults/family members/friends/neighbours
- media/films/TV series/magazines/social media
- role models/TV stars/sports personalities/musicians
- peer pressure

All other valid answers will be credited

(1 × [1])

[1]

- (c) Explain **one** reason why sharing good practice is important for developing positive working relationships. (AO1, AO2)

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

- colleagues can learn from each other on how best to perform various tasks and this can lead to motivation amongst workers and a happier working environment
- sharing good practice will involve good communication amongst employees which can strengthen staff morale and lead to a strong sense of teamwork amongst the workers

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 sharing good practice is important for developing positive working relationships

(1 × [2])

[2]

AVAILABLE  
MARKS

- (d) Explain **one** disadvantage to an entrepreneur of using questionnaires when researching the need for a product. (AO1, AO2)

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

- some people resent being stopped in order to answer questions and thus may give false answers
- sometimes people may misunderstand the questions and give misleading responses which makes the results less accurate
- the area where the questionnaire is being carried out may not prove to be an accurate cross-section of the target market and thus results may not be as expected

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** disadvantage to an entrepreneur of using questionnaires when researching the need for a product

(1 × [2])

[2]

- (e) Explain **two** reasons why a young person would research a job before applying. (AO1, AO2)

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

- the applicant will need to know where the job is located as it may involve too much travel and therefore cost too much in travel expenses
- they will research the amount of money they will earn in the job, with the possibility of a bonus or commission as they will need to ensure that it will be worth their while in applying for it
- they will research the holiday entitlements as they may wish to take time off during school holidays to save money on babysitting or creches
- they will want to know if there are any perks with the job as these extras may make the job more enticing
- they will want to ensure that the employer is demonstrating social responsibility as they may not want to work for someone who does not address environmental issues
- research on background knowledge of the business may help a young person when completing their application form or when answering interview questions if called for an 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 **one** reason why a young person would research a job before applying.

(2 × [2])

[4]

10

4 (a) Explain **two** responsibilities an employer has to their employees. (AO1, AO2)AVAILABLE  
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Answers may include **two** of the following points:

- an employer must protect employees from discrimination by following all legislation pertaining to the workplace. There must be equality in the workplace in terms of race, gender, sexual orientation, political opinion and disability
- an employer must be realistic about the employee's work-life balance. This means they must allow time off for compassionate leave and entitlement to holidays
- the employer must ensure that opportunities are available to the employee in order to further their career and have a chance of promotion so that they can command a better salary and hence a better standard of living
- an employer must ensure that the workplace is safe for the employee to work in as well as ensuring that they provide a healthy environment. This will lead to better job satisfaction for the employee and hence they will become more motivated which will benefit the business in the long run
- an employer must provide their employees with a contract of employment. This will ensure that they pay their employees a fair wage/ salary for the work they undertake and not exploit them and possibly having to do work without payment

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** responsibility an employer has to their employees.

(2 × [2])

[4]

(b) Explain **two** factors an entrepreneur may research when deciding the price of a product. (AO1, AO2)

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

- competition will play a large part as the price charged for a product or service needs to be slightly lower than that of the competitors
- the demand for certain items at particular times of the year will have an impact on the price as at times where there is greatest demand, the price will be at its highest
- the price charged by the business has to be set at a level which not only covers the total costs of producing the goods but also making a 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** factor that an entrepreneur may research when deciding the price of a product.

(2 × [2])

[4]

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**Source A: The Interview Process**

Extract removed due to copyright.

**AVAILABLE  
MARKS****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 why job applicants may not be placed on a shortlist to attend an interview. (AO1, AO2, AO3)

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

- 69% of recruiters will search you on Facebook or LinkedIn. It may be the case that you have posted something that may encourage a manager to reject your application. As a result of this, it is important that you do not share anything on social media that you think would jeopardise your chances of being successful with a job application. If you choose to share content publicly on social media, make sure it's working to your advantage. Take down anything that could potentially be viewed by an employer as unprofessional and share content that highlights your accomplishments and qualifications in a positive way. Companies browse your social media profiles to evaluate your character and personality – and some even base their hiring decision on what they find
- 76% of hiring managers automatically reject CVs that include pictures of job applicants. It is essential that you concentrate on the experience that you have had in the past as this will show evidence of your skills and qualities that might be advantageous to the post applied for. Let your experience do the talking
- a prospective employer may carry out a close scrutiny of your email

address. They do not like email addresses that are unprofessional as this can portray the job applicant in an unprofessional light. Unprofessional email addresses ruin the credibility of an applicant. They should have a proper email address. So, with professionalism in mind, don't let your email address make a negative impression with an inappropriate email address

- a job applicant may have forwarded a CV which is too long. A CV that has a number of pages which may be irrelevant may be simply ignored by the employer. This means that the applicant should modify their CV to suit the position that they are applying for, so on this account it is important to read the job description
- good communication skills can help you land an interview. Being able to communicate in written form goes a long way in the application process. Let your future employer know what you've already accomplished in the field and the unique skillset you'll bring to their company. Correct spelling, structure and clear expression are the most basic and most important prerequisite of any application forms or CVs. If an applicant cannot express themselves within a written application form or CV, that they have had an unlimited amount of time to produce, it implies that they don't check their work or care about the work they do - not great characteristics for an employee
- many companies do a background check before hiring an applicant so ensure that you do not fabricate information. Don't try to use that 'Best Employee Award' that you never won. Be entirely honest when completing your application form and CV. Businesses will carefully sieve through each CV, ensuring that each applicant has achieved what is stated and that employment history checks out before they even consider hiring or even interviewing each person.

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 why job applicants may not be placed on a shortlist to attend an interview.
- Analysis: identifies at least one relevant point from the source and may provide a limited interpretation on why job applicants may not be placed on a shortlist to attend an interview.
- Quality of written communication is basic.

### Level 2 ([3]–[4])

#### Overall impression: competent analysis

- Shows good knowledge and understanding of why job applicants may not be placed on a shortlist to attend an interview.
- Analysis: identifies and comments on at least two relevant points from the source and analyses why job applicants may not be placed on a shortlist to attend an interview.
- Quality of written communication is competent.

### Level 3 ([5]–[6])

#### Overall impression: highly competent analysis

- Shows excellent knowledge and understanding of why job applicants may not be placed on a shortlist to attend an interview and applies this effectively in response to the question.
- Analysis: identifies and comments on at least three relevant points from

the source and analyses effectively in detail why job applicants may not be placed on a shortlist to attend an interview.

- Quality of written communication is highly competent. [6]

Skills, qualities and attitudes are required for a successful career.

- (b) Discuss why employers place importance on skills, qualities and attitudes in the recruitment and selection process. (AO1, AO2, AO3)

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

- employers will want to recruit staff with good interpersonal skills which may be used when dealing with their customers so that they will return to the business
- employees will be expected to act in the best interests of the business by showing loyalty and commitment at all times
- the employer will want their employees to be enthusiastic in their work and work well with their colleagues in order to meet deadlines and thus increase profit for the business
- employees will be expected to portray a good standard of communication, problem solving and competence in ICT, in order to perform various tasks in the workplace
- employers will want to internally promote staff with good interpersonal skills as this is good for the company's morale and retention of employees

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 employers place importance on skills, qualities and attitudes in the recruitment and selection process.
- Discussion: makes reference to at least one relevant point and may provide limited detail about why employers place importance on skills, qualities and attitudes in the recruitment and selection process.
- Quality of written communication is basic.

### Level 2 ([3]–[4])

#### Overall impression: competent discussion

- Shows good knowledge and understanding about why employers place importance on skills, qualities and attitudes in the recruitment and selection process and applies this to the question.
- Discussion: makes reference to two relevant points and provides adequate discussion about why employers place importance on skills, qualities and attitudes in the recruitment and selection process.
- Quality of written communication is competent.

### Level 3 ([5]–[6])

#### Overall impression: highly competent discussion

- Shows excellent knowledge and understanding about why employers place importance on skills, qualities and attitudes in the recruitment and selection process and applies this effectively to the question.

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- Discussion: makes reference to at least three relevant points and provides thorough discussion about why employers place importance on skills, qualities and attitudes in the recruitment and selection process.
- Quality of written communication is highly competent. [6]

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Lifelong learning is important for both the individual and the employer.

- 6 Evaluate the importance of lifelong learning in achieving personal and professional potential.

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

- it allows an employee to meet the needs of an ever-changing employment market by acquiring new skills in order to increase a person's knowledge of various jobs and become more employable. This allows employees to be equipped with skills that match the needs of the business as well as giving a competitive edge by ensuring workers have up-to-date skills they require to be innovative
- gaining further learning may assist a person to develop their existing skills in order to become more motivated and therefore enjoy greater job satisfaction. Motivated staff are more likely to remain with the company for the long-haul minimising the loss of organisational knowledge and experience
- a person's self-esteem can be raised and this can help them feel a greater sense of loyalty to their job and become more productive in the workplace. A well-trained and well-educated workforce helps companies to achieve long-term viability and profitability
- offering staff the chance to learn and develop their skills and preparing them for a better job or promotional opportunity in the future can be a great way to nurture staff talent. This will let staff know how much you value them and that you see a bright future for them with your company.
- with further learning a person may be given the opportunity to obtain more qualifications and thus improve their chances of promotion and hence command a higher salary. This can have an effect on how people around you perceive you as it can enhance your self-image and have a positive impact on your life
- gaining further learning may prove to be expensive for a person as training courses cost money. As a result of this, an employee may find that course fees as well as travel expenses may prove rather worthless in relation to the actual training that they are receiving. This could mean that the business is not really benefitting from the learning that their staff are undergoing
- a person may miss out on social commitments and family time may suffer as a result of further learning at training courses in the evenings and possibly at weekends. As a result of this, the employee may become stressed so much that it could lead to the possibility of family arguments and breakups. This could impact on the employee's performance at work and inevitably lead to less production from the employee as they may become so stressed that they may need to take time out from work
- lifelong learning may be time consuming and divert a person's energy away from the workplace which may impact on deadlines not being reached. This in turn will have an impact on the firm's productivity and hence their profits
- qualifications gained through further learning may not necessarily lead to any further enhancement for a person. As a result of this, they may suffer low self-esteem and become disillusioned with it all and perhaps abandon the training before completion. Obviously the business will lose out if this happens as the employee may become de-motivated and put less energy into their work resulting in under-production for the business

All other valid answers will be credited

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

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**Level 1 ([1]–[4])****Overall impression: basic evaluation**

- Shows basic knowledge and understanding about the importance of lifelong learning in achieving personal and professional potential.
- Evaluation: identifies and comments on at least one relevant point on the importance of lifelong learning in achieving personal and professional potential.
- Conclusion: may be missing or inadequate about the importance of lifelong learning in achieving personal and professional potential.
- Quality of written communication is basic.

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

- Shows good knowledge and understanding about the importance of lifelong learning in achieving personal and professional potential.
- Evaluation: identifies and comments on at least two relevant points on the importance of lifelong learning in achieving personal and professional potential.
- Conclusion: draws a relevant conclusion related to their evaluation on the importance of lifelong learning in achieving personal and professional potential.
- Quality of written communication is competent.

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

- Shows excellent knowledge and understanding about the importance of lifelong learning in achieving personal and professional potential.
- Evaluation: identifies and comments in detail on at least two relevant points on the importance of lifelong learning in achieving personal and professional potential.
- Conclusion: draws a detailed conclusion related to their evaluation on the importance of lifelong learning in achieving personal and professional potential.
- Quality of written communication is highly competent. [10]

Total

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MARKS

10

**60**