



Level 3 Cambridge Technical in Business

05834/05835/05836/05837/05878

Unit 1: The business environment

INSERT

Tuesday 10 January 2017 – Afternoon

INSTRUCTIONS FOR LEARNERS

- This is a clean copy of the pre-release material which you may have already seen. You should refer to it when answering the examination questions which are printed in a separate booklet.
- You may **not** take your previous copy of the pre-release material into the examination.
- You may **not** take notes into the examination.

INFORMATION FOR LEARNERS

- This document consists of **2** pages. Any blank pages are indicated.

INFORMATION TO EXAMS OFFICER/INVIGILATOR

- Do not send this insert document for marking; it should be retained in the centre of recycled.
- Please contact OCR Copyright should you wish to re-use this document.

Pre-release research brief

You should carry out your own research on the themes given in this research brief. You are advised to research a number of different types of business. Your research will help you prepare for your examination.

Your research is only for your own use. You must not bring your notes into the examination. A clean copy of this research brief will be provided in the examination.

In your research you should consider the following themes:

- Conflict between a business and its local residents.
- The diversity of business aims.
- Why planning is fundamental to successful business expansion.
- The evolving role of customer service in business.
- Factors which affect the internal communications of a business.

The questions in Section B of the examination will require you to draw on the knowledge and understanding which you have gained when researching these themes.

OCR

Oxford Cambridge and RSA

Copyright Information:

OCR is committed to seeking permission to reproduce all third-party content that it uses in its assessment materials. OCR has attempted to identify and contact all copyright holders whose work is used in this paper. To avoid the issue of disclosure of answer-related information to candidates, all copyright acknowledgements are reproduced in the OCR Copyright Acknowledgements Booklet. This is produced for each series of examinations and is freely available to download from our public website (www.ocr.org.uk) after the live examination series.

If OCR has unwittingly failed to correctly acknowledge or clear any third-party content in this assessment material OCR will be happy to correct its mistake at the earliest possible opportunity.

For queries or further information please contact the Copyright Team, First Floor, 9 Hills Road, Cambridge CB2 1GE.

OCR is part of the Cambridge Assessment Group. Cambridge Assessment is the brand name of University of Cambridge Local Examinations Syndicate (UCLES), which is itself a department of the University of Cambridge.