

**OCR**

Oxford Cambridge and RSA

**Level 3 Cambridge Technical in Business****05834/05835/05836/05837/05878****Unit 2: Working in business****Wednesday 10 January 2018 – Morning****Time allowed: 1 hour 30 minutes****You may use:**

- a calculator

First Name						Last Name				
Centre Number						Candidate Number				
Date of Birth	D	D	M	M	Y	Y	Y	Y		

**INSTRUCTIONS**

- Use black ink.
- Complete the boxes above with your name, centre number, candidate number and date of birth.
- Answer **all** the questions.
- Write your answer to each question in the space provided.
- Additional answer paper may be used if required but you must clearly show your candidate number, centre number and question number(s).

**INFORMATION**

- The total mark for this paper is **60**.
- The marks for each question are shown in brackets [ ].
- This document consists of **12** pages.

FOR EXAMINER USE ONLY	
Question No	Mark
1	/24
2	/6
3	/10
4	/20
<b>Total</b>	<b>/60</b>

Answer **all** questions.

**Text 1**

*Frankley Beeches School* is situated in a multicultural community in the north of England. It is a single-sex school for girls from the ages of 11 through to 16 years old.

*Frankley Beeches School* excels in Maths and Computing. Its most recent achievement includes being in the top 20% nationally for progress made by pupils between their key stage 2 results at primary school and their key stage 4 (e.g. GCSE) results.

The Headteacher, Mrs Hannah Reed, believes that working closely with parents is the key to the success of the school. Effective communication between the school and the parents has kept absenteeism low, maintained good pupil behaviour and maximised collaboration between teachers and parents. The school uses a range of different methods such as letters, telephone calls, email and text messages to communicate with parents. In addition, parents' evenings are held once a term for each year group in the school hall.

**1 Refer to Text 1.**

- (a) Identify **one** internal and **one** external stakeholder group of *Frankley Beeches School*.

Internal.....

External .....

[2]

- (b) For each of the stakeholder groups you have identified in **1(a)**, explain **one** different objective that they might have.

Internal stakeholder .....

.....

.....

.....

External stakeholder .....

.....

.....

.....

[4]

(c) Identify and explain **three** reasons why *Frankley Beeches School* holds face-to-face meetings for parents' evenings rather than using video conferencing.

Reason 1 .....

.....  
.....  
.....

Reason 2 .....

.....  
.....  
.....

Reason 3 .....

.....  
.....  
.....

[6]

- (d) Compose a letter informing parents of a parents' evening for Years 7, 8 and 9 pupils. The parents' evening is to be held on 2 March 2018 from 3pm to 6pm.

In your letter:

- state the purpose of the letter
- inform parents of the date, time and venue of the parents' evening
- request parents to confirm whether they will attend by completing and returning the reply slip
- on the **reply slip** include spaces for parents to indicate the name and year group of their child
- on the **reply slip** include a check box for parents to tick to confirm attendance
- on the **reply slip** include a simple table for parents to indicate their preferred time slot of either 3pm to 4pm, 4pm to 5pm or 5pm to 6pm.

You will be assessed on the content, tone and layout used in your letter.

Use the letterhead on the **opposite page** to write your letter. You **may** use the space below to draft your letter. You will **not** receive marks for the draft.

[12]

You may use this box for drafting your letter.

# Frankley Beeches School

Frankley Beeches Close, Firling FB2 9IK  
Headteacher: Mrs Hannah Reed BSc

Reply slip

**Text 2**

*Frankley Beeches School* follows a strict protocol to maintain confidentiality of pupil data. Pupil records are checked at least once at the beginning of every academic year. Sensitive information about any pupil is kept securely in a locked filing cabinet and separate from their general school record. Teachers can only gain access to a pupil's sensitive information through the Deputy Headteacher, Mr Tim Lowe.

**2 Refer to Text 2.**

- (a) Identify and explain the legislation that might prompt *Frankley Beeches School* to check pupil records at least once every academic year.

.....  
.....  
.....  
.....[2]

- (b) Explain **two** reasons why it is important for *Frankley Beeches School* to maintain the confidentiality of pupils' sensitive information.

Reason 1 .....  
.....  
.....  
.....  
Reason 2 .....  
.....  
.....  
.....[4]

**Text 3**

Suntex Stationery Ltd is a major supplier of stationery to *Frankley Beeches School*. The school's orders are usually placed online. In December, the school returned the following items to Suntex Stationery Ltd:

10 tubes of superglue @ £4.50 each  
 5 metal filing boxes @ £20.00 each

**3 Refer to Text 3.**

(a) Using the information in **Text 3**, complete the unshaded boxes in the credit note.

Suntex Stationery Ltd			
Sunteck Industrial Park Sunteck Road Hollingford HR2 3YH			
Credit Note			
<b>Customer:</b> Frankley Beeches School		Date: 8 January 2018 Credit Note no: FBRN751	
<b>Customer account: FB453</b>			
Quantity	Description	Unit price	Total
		<b>Sub total</b>	
		<b>VAT @ 20%</b>	
		<b>Total credit</b>	

[6]

(b) Every month *Frankley Beeches School* receives a statement of account from Suntex Stationery Ltd.

Other than customer details, identify **two** pieces of information that a statement of account may contain.

1.....

2.....

[2]

(c) Identify **two** appropriate methods of payment *Frankley Beeches School* could use to pay Suntex Stationery Ltd.

Method 1.....

Method 2.....

[2]

**THIS PAGE HAS BEEN LEFT INTENTIONALLY BLANK**

**Text 4**

*Frankley Beeches School* is looking for a temporary, full-time Maths teacher to cover a period of maternity leave in the summer term. The school secretary has been asked to draft a job advertisement for this appointment. The following job advertisement has been received by Mrs Hannah Reed for her approval.

**Frankley Beeches School****Job title: Frankley Beeches School****Location: England****Job type: Full-time****Post date: 1 February 2018**

We are looking for an experienced teacher who a leader in in their field.

**Key tasks:**

- 1 Teach agreed subjects, including the preparation of teaching materials as necessary.
- 2 Prepare specific learning programmes to meet the special educational needs of groups and individuals.
- 3 Assess and record pupil progress.

**Qualification:** Degree in Maths

If you interested, please apply ASAP.

4 Refer to Text 4.

(a) Identify **eight** improvements that could be made to the job advertisement to ensure that it is fit for its intended purpose and audience.

1.....  
.....  
2.....  
.....  
3.....  
.....  
4.....  
.....  
5.....  
.....  
6.....  
.....  
7.....  
.....  
8.....  
.....

[8]

(b) Evaluate likely impacts on *Frankley Beeches School* of failing to recruit a Maths teacher **in time** to cover the period of maternity leave in the summer term.

[12]

.....  
.....  
.....  
.....  
.....  
.....  
.....

