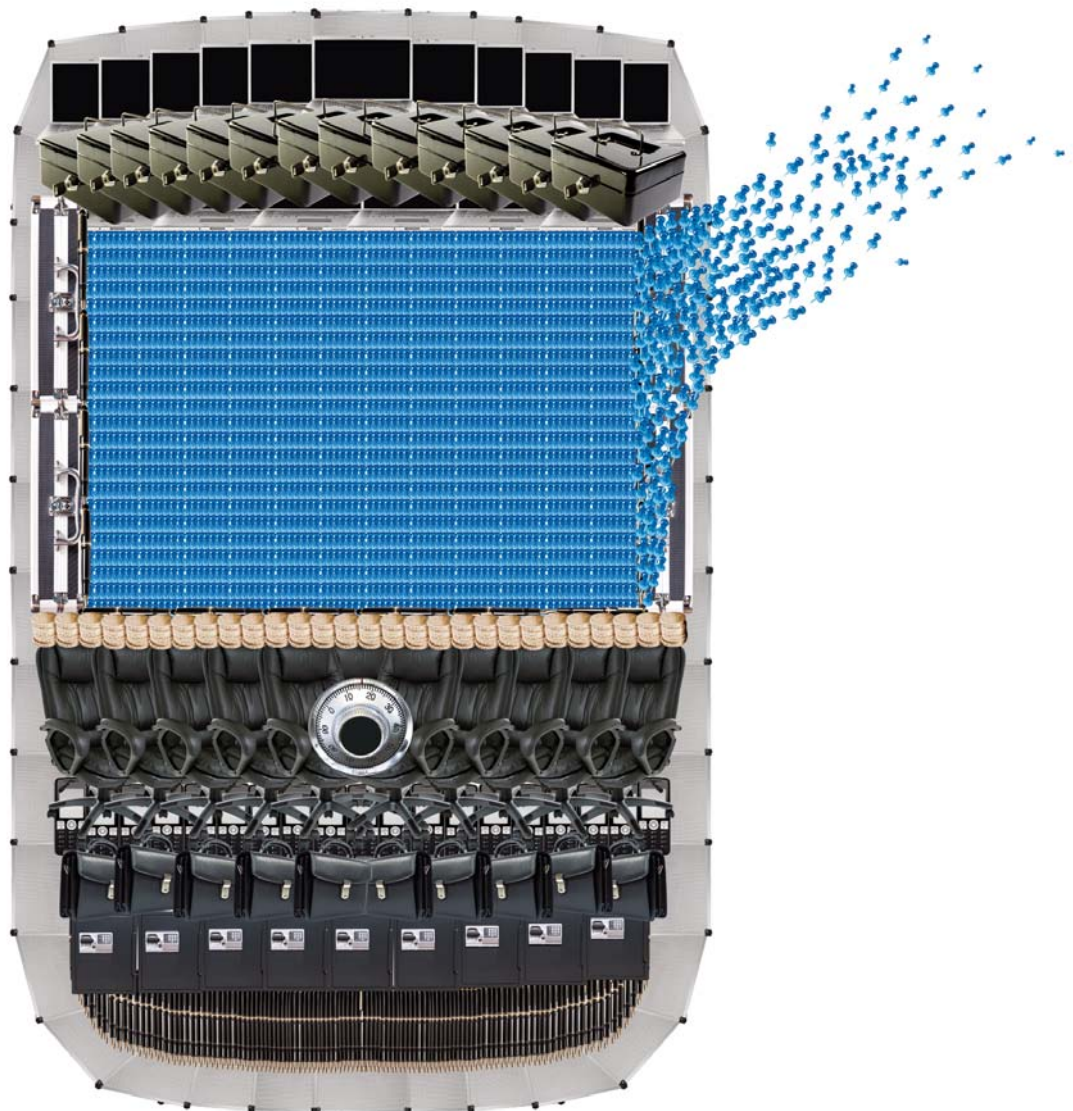


## SPECIMEN MARK SCHEME

### UNIT 2 - BUSINESS ADMINISTRATION





**Level 1 Diploma Principal Learning**

**Business, Administration and Finance BAF1U2**

**Unit 2**

**Business administration**

**Specimen Mark Scheme**

Mark schemes are prepared by the Principal Examiner and considered, together with the relevant questions, by a panel of subject teachers. This mark scheme includes any amendments made at the standardisation meeting attended by all examiners and is the scheme which was used by them in this examination. The standardisation meeting ensures that the mark scheme covers the candidates' responses to questions and that every examiner understands and applies it in the same correct way. As preparation for the standardisation meeting each examiner analyses a number of candidates' scripts: alternative answers not already covered by the mark scheme are discussed at the meeting and legislated for. If, after this meeting, examiners encounter unusual answers which have not been discussed at the meeting they are required to refer these to the Principal Examiner.

It must be stressed that a mark scheme is a working document, in many cases further developed and expanded on the basis of candidates' reactions to a particular paper. Assumptions about future mark schemes on the basis of one year's document should be avoided; whilst the guiding principles of assessment remain constant, details will change, depending on the content of a particular examination paper.

Further copies of this Mark Scheme are available to download from [www.diplomainfo.org.uk](http://www.diplomainfo.org.uk)

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**Total for this paper: 48 marks**

**Task One**

- (a) Open the file **TO DO LIST**.
- (b) Complete the form to show Emma:
  - (i) which order you think that the tasks should be completed
  - (ii) how long each task will take
  - (iii) your reasons why. (4 marks)
- (c) Insert your name and candidate number into the header of the document.
- (d) Save the file and print it.

- Order is appropriate: Book return train ticket – 2, Contact Aerial Extreme – 3 (1 mark).
- Timing is appropriate: 15–30 minutes each (1 mark).
- Each reason is appropriate (2 x 1 mark).

**Task Two**

- (a) Open the file **GUIDANCE**.
- (b) Use the file to make a list of:
  - (i) **three** items of safe working practices in the office
  - (ii) **two** instructions on how to report hazards and accidents. (5 marks)
- (c) Insert your name and candidate number into the header of the document.
- (d) Save the file as **GUIDANCE1** and print it.

- Provides guidance for safe working practices (3 x 1 mark).
- Gives instructions on how to report hazards and accidents (2 x 1 mark).

**Task Two**

- (e) Using your file **GUIDANCE1**, create a poster to be displayed in the office to make staff aware of safe working practices.  
Make sure that:
  - the poster is eye-catching and is clear so it can be read from a distance of two metres
  - contains the information from **Task 2(a)**. (8 marks)
- (f) Insert your name and candidate number into the header of the document.
- (g) Save the file as **POSTER** and print it.

- Appropriate heading and heading is largest item (1 mark).
- 3 items of guidance for safe working practices (1 mark).
- 2 instructions on how to report hazards and accidents (1 mark).
- Appropriate font(s) chosen (not Times New Roman – usually default), (max 2 used) (1 mark).
- Items - Font size appropriate – can be read from a distance (1 mark).
- Structured design – uses centre alignment or columns or other suitable style (1 mark).
- Design uses whitespace effectively – not cramped (2 marks).

### Task Three

- (a) Open the file **HEALTH AND SAFETY FORM**.
- (b) Complete this form by adding:
  - (i) the risk which may be caused by the inadequate lighting
  - (ii) recommendations for the actions that should be taken for the liquid near the electrical appliances and the slippery floor. *(5 marks)*
- (c) Insert your name and candidate number into the header of the document.
- (d) Save the file as **RISKS** and print it.

- (i) Correctly identified the risk associated with inadequate lighting in reception area (1 mark).
- (ii) Recommended appropriate action(s) to remove hazard (1) and avoid risks (1) associated with liquid near electrical appliances or cables in the main office (2 marks).

Recommended appropriate action(s) to remove hazard (1) and avoid risks (1) associated with the slippery floor in the reception area (2 marks).

### Task Four

- (a) Open the file **EMAIL**.
- (b) Use the file to write an email to Gulam as requested by Emma in her memorandum (**Item D**). Remember to copy in Emma Newman in your email. *(8 marks)*
- (c) Insert your name and candidate number into the header of the document.
- (d) Save the file and print it.

- Gulam's address included accurately (1 mark).
- Emma's address included accurately (1) as cc (1) (2 marks).
- Start at 10.30 am (1 mark).
- Importance of administrative assistant – to ENActing, to colleagues, to clients, efficiency, specialist tasks (3 marks).
- Fitness for purpose – sentences, tone/language appropriate (not colloquial) (1 mark).

**Task Five**

- (a) Open the file **ELECTRONIC BOOKING FORM**.
- (b) Using **Item E**, fill in the electronic booking form with the required details to allow Gabrielle to attend the stunt action workshop. Some details have been completed for you. (5 marks)
- (c) Insert your name and candidate number into the header of the document.
- (d) Save the file as **BOOKING FORM** and print it.

- Date entered in DD/MM/YYYY format (1 mark).
- Address information reproduced from the email in the booking form (1), house number and postcode accurate (1) (2 marks).
- Format of characters consistent throughout (1 mark).
- Correct use of case (max 2 errors) (1 mark).

**Task Five**

- (e) Open the file **LETTERHEAD**.
- (f) Using the letter-headed paper, write a short letter to Gabrielle.
  - (i) set out the letter correctly
  - (ii) give details of the workshop.

*(Some marks will be awarded for using a business letter style and some will be awarded for the information that you include.)* (13 marks)
- (c) Insert your name and candidate number into the header of the document.
- (d) Save the file as **LETTER** and print it.

**Letter structure and format**

- Included appropriate salutation (1) and complementary close (1) (2 marks).
- Included date (1) and inside address (1) (2 marks).
- Layout is consistent – eg line spaces, left justified (1 mark).

**Content**

- Communicated all the necessary information – name of event (1), date of event (1), time of event (1) and location (1) (4 marks).
- Used initiative to reorder information in a logical way (1) (1 mark).

**Fitness for Purpose**

- Produced a letter that is suitable for Gabrielle – content is in paragraphs (1 mark).
- Used appropriate language in the paragraphs (1 mark).
- Communication is accurate and fit for purpose (1 mark).