Business Level 3 (Advanced) **Sample 1** **Key and Mark Scheme**

Part 1 (20 marks)
Email should include the following key points mentioned in the listening script and should be in the style and register of an internal business email:

To: Stan Briggs	**1**
Subject: Staffing problem OR *similar*	**1**
Problems are:	
High proportion of sickness absence due to stress or unhappiness at work	**2**
60% of leavers said they were leaving because of the pace of work and lack of rest periods.	**2**
Solutions are:	
To recruit 20 more staff	**2**
To mandate a 40 minute lunch break away from the work place to be effective in two months' time	**2**
Candidate should make a statement that includes the following information: Management will give a prepared presentation to staff about these two changes on 22nd of the month ***OR*** *words to this effect*	**2**
Plus	
Style and register (including an appropriate sign off)	**4**
Use of English(grammar/sentence construction)	**4**

Part 2 (20 marks)

Email should include the following points mentioned in the article and should be in the style and register of an internal business email:

To: Doug Bantry ½

Subject: Battery Technology *OR similar* ½

The email should contain all the following information for 3 marks:

Battery technology is already being used: **3**

- in the automotive industry / in electric vehicles / electric cars.
- in small appliances, such as mobile phones.
- in the storage of electricity supplied by grid systems.

*The email should contain **at least one** of the advantages **and at least one** of the disadvantages for 2 of the four marks:*

(a) Advantages of Battery Technology: **4**

- The batteries are re-chargeable and therefore reusable thousands of times
- Lithium batteries are more environmentally friendly than batteries which use heavier metals.

(b) Disadvantages of Battery Technology:

- Battery Technology uses lithium which is relatively rare / finite commodity.
- Battery technology uses lithium which is expensive.

The email should contain the following information for 4 marks:

In the future: **4**

- Other elements / sodium and magnesium / may be used to provide the energy in batteries.
- Battery Technology will be cheaper.
- There will be more EVs (as China and India demand more personal vehicles)
- More stored electricity from Battery Technology could be supplied through grid systems.

Plus

Style and register (including an appropriate sign off) **4**

Use of English (grammar and sentence construction) **4**

Part 3 (20 marks)

Email should contain the following information and should be in the style and register of an email to a potential customer:

To: Alexander O'Neill	**1/2**
Subject: Electrical Equipment Testing (contract) *OR similar*	**1/2**
First, a thank you for the enquiry	**1**
Confirmation that a contract can be set up to test the electrical equipment on a quarterly basis **OR** candidate can opt to say that this cannot be done, with regret. *NB: if candidate says that the contract cannot be done, they cannot gain the 6 marks on offer for the information required to give an estimate of cost…even if they go on to give that information.*	**2**
Either: logical information that would be required in order to give an estimate of the annual cost of the contract. *OR:* the candidate could suggest that they arrange a visit to the salon to gain the information required in order to give an estimate of the annual cost of the contract.	**4**
A reasonable estimate of the cost of an annual contract.	**2**
Plus	
Style and register (should include appropriate sign off)	**5**
Use of English (grammar/sentence construction)	**5**

Part 4 (20 marks - 2 marks each)

Award 2, 1 or 0 zero points for content plus fluency plus grammar for each response

1B Can you take the details over the phone / now please?

2B *Candidate chooses a department name e.g. sales; marketing; finance; admin; pensions; PR; accounts; etc. NB: a company name will not suffice here.*

3B *Candidate should state a reasonable number to represent a quantity of shelves e.g. 6*

4B In our / the store room.

5B *Candidate should give a name and a number which represents an internal extension (3, 4 or five digits only)*

6B *Candidate chooses a time of day. NB: a day of the week is not correct here.*

7B *Candidate should give a reference, either a name, description or number that could relate to a building.*

8B Oh dear / Oh no. Who do I have to contact? *Or similar*

9B Yes, I do.

10B Goodbye.

Part 5 (20 marks)

The summary should contain most of the following points. This sample summary is made up of 90 words. NB: the heading / title of the summary is <u>not</u> part of the word count.

Implications of staff working from home

Employer needs to –

1. Provide / maintain equipment needed by the home worker.
2. Ensure worker has a safe working environment at home.
3. Set up formal systems to keep communications open - clear procedures, contacts list, two-way feedback sessions.
4. Make sure workers are monitored and developed.
5. Monitor morale of home workers. It can diminish when workers are isolated.

Employees need to -

1. Advise their insurance provider they are working from home.
2. Demonstrate skills – time management, self-discipline, good communication.
3. Manage their work / life balance.