

GCSE



CCEA GCSE
Exemplifying Examination
Performance

Learning for Life and Work

This is an exemplification of candidates' performance in GCSE examinations (Summer 2019) to support the teaching and learning of the Learning for Life and Work specification.



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EXEMPLIFYING EXAMINATION PERFORMANCE

GCSE Learning for Life and Work

Introduction

These materials illustrate aspects of performance from the 2019 summer GCSE examination series of CCEA's revised GCSE Specification in 2017.

Students' grade A responses are reproduced verbatim and accompanied by commentaries written by senior examiners. The commentaries draw attention to the strengths of the students' responses and indicate, where appropriate, deficiencies and how improvements could be made.

It is intended that the materials should provide a benchmark of candidate performance and help teachers and students to raise standards.

For further details of our support package, please visit our website at www.ccea.org.uk

Best wishes



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GCSE: Learning for Life and Work

Unit 1: Local and Global Citizenship

Grade: A Exemplar

Answer **all** questions

Q1a Name **one** Non-Governmental Organisation (NGO) that deals with environmental issues. [1]

Student's response

WWF

Examiner's comments

1 mark – WWF- valid response

Q1b Write down **one** factor that limits the impact of the work of a Non-Governmental Organisation (NGO). [1]

Student's response

Lack of volunteers

Examiner's comments

1 mark – valid response.

Q1c Explain **one** reason why the work of Non-Governmental Organisations (NGOs) is important to society. [2]

Student's response

NGO's help to provide aid such as food clothes and water to countries who have been affected by war this is important as it helps rebuild the lives of people and society after conflict

Examiner's comments

2 marks – the candidate gave an accurate explanation with clear reference to one reason why the work of NGO's is important to society. The candidate explained an example of NGO's providing aid to countries affected by war to help them rebuild society.

Q1d Describe **one** social inequality issue. [2]

Student's response

Uneven distribution of wealth – If someone is born into a poor family the cycle of this is inevitable to carry on

Examiner's comments

1 mark – the candidate's first statement about social equality suggested that social inequality was related to an, *uneven distribution of wealth*, and being poor. For the second mark the candidate needed to make a clear link between the first and second statements by clearly explaining the idea of being poor/poverty e.g. there is an uneven distribution of wealth which contributes to poverty. People living in poverty have less money and access to resources/goods than others.

Q1e Explain **two** ways a Non-Governmental Organisation (NGO) can gain support for its cause. [4]

Student's response

1. *Fundraising – by doing sponsorships an NGO can raise money which is vital for its work.*
2. *Media - NGO's gain advertise their cause by using the media in order to state their mission and gain public support*

Examiner's comments

1. 2 marks – the candidate provided an accurate explanation of how NGO fundraising events raised money to support their work.

2. 1 mark – the candidate stated, using media to advertise the NGO's cause. For the second mark the candidate needed to further explain how this would gain public support e.g. makes people more aware of its cause, may influence people to support its cause.

Q2a Write down what it means to be prejudiced. [1]

Student's response

Prejudice is a preconceived opinion that is not based on experience or fact.

Examiner's comments

1 mark – the candidate provided an accurate meaning for being prejudiced as a *preconceived opinion not based on experience*.

Q2b Name **one** Northern Ireland Government Department. [1]

Student's response

Department of Education

Examiner's comments

1 mark – the candidate correctly named one Northern Ireland government department; *Department of Education*.

Q2c Describe the structure of the Northern Ireland Assembly. [2]

Student's response

The NI Assembly consist of an Executive which intails a First minister and a Deputy First Minister. There are also 90 elected members called MLA's.

Examiner's comments

2 marks – the candidate gave an accurate description of the structure of the Northern Ireland Assembly.

Q2d Explain **one** type of discrimination. [2]

Student's response

Racism – the act of treating someone unfairly based on the grounds of ethnicity or the colour of their skin.

Examiner's comments

2 marks – the candidate gave an accurate explanation of one type of discrimination.

Q2e Explain **two** ways the Northern Ireland Human Rights Commission (NIHRC) safeguards and promotes human rights. [4]

Student's response

1. *Legislation – this organisation works to ensure that the Government and policy makers safeguard Human rights when making new legislation or policies.*
2. *Advice employers on how to comply with human rights and promote equality in the workplace.*

Examiner's comments

4 marks – the candidate accurately explained two ways the Northern Ireland Human Rights Commission safeguarded and promoted human rights:

1. 2 marks - the candidate referred to government and policy makers safeguarding human rights by creating new legislation and including human rights in policy.
2. 2 marks - the NIHRC provided advice to employers on complying with human rights in workplace.

Q3a Write down the meaning of cultural diversity. [1]

Student's response

Different cultures living together in society

Examiner's comments

1 mark – the candidate provided an accurate meaning for cultural diversity as, *different cultures living together in a society*.

Q3b Name **one** service the government can provide to help immigrants. [1]

Student's response

Accommodation through funding NI Direct

Examiner's comments

1 mark – the candidate correctly named *accommodation* as one service the government can provide for immigrants.

Q3c Explain **one** benefit of immigration to society. [2]

Student's response

Immigration allows people to have tolerance and a better understanding of those who are different to them.

Examiner's comments

1 mark – the candidate stated, immigration allowed people to have tolerance and understanding. For the second mark the candidate needed to further explain their answer e.g. people meet and learn about others from different cultures.

Q3d Explain **one** challenge of immigration to society. [2]

Student's response

Language barriers – people who migrate to another country (NI) usually don't speak English or it may not be their first language therefore communication is a challenge they may face.

Examiner's comments

0 marks – the candidate's response referred to the challenge facing immigrants of language rather than the challenge of immigration to society.

Q3e Explain **two** ways a workplace can promote inclusion. [4]

Student's response

- 1. Comply with equality legislation – A workplace can promote inclusion by not discriminating against those who are of different race, religion or politics.
Creating a diverse workforce*
- 2. Disability access – workplace can renovate to ensure wheelchair users have access to ramps so they can get around the building*

Examiner's comments

2 x 2 marks - the candidate provided two accurate explanations of ways the work place can promote inclusion.

- 1. ...complying with legislation and not discriminating against those of different race, religion.*
- 2. ...wheel chair access, provision of facilities for those with disabilities.*

Q4a Explain **two** ways the Code of Conduct helps to ensure that MLAs act responsibly. [4]

Student's response

1. *It ensures the respect of others – An MLA is part of the government therefore they must comply with Section 75 of the NI agreement of 1998. This ensures the promotion of Good relations.*
2. *MLA's must also secure the information relating to others. This means they must not share any confidential details with anyone outside the workplace.*

Examiner's comments

1. 2 mark - the candidate referred to respecting others by promoting equality and good relations.
2. 1 mark – for reference to ensuring confidentiality and may relate to not using information for personal gain. However, the response is general and applies to all public bodies and not specific to the Code of Conduct.

Q4b Explain **two** ways the Good Friday (Belfast) Agreement contributed to creating a more peaceful society. [4]

Student's response

1. *The Good Friday Agreement contains a powersharing Gov – this means that the NI assembly must be represented both by nationalist and unionist parties.*
2. *Principal of Consent – Acknowledges that the constitutional position of NI would be determined only by the people of NI. This meant that NI would remain part of the United Kingdom unless the majority of citizens voted otherwise.*

Examiner's comments

- 2 x 2 marks - the candidate provided two accurate explanations of ways the Good Friday/Belfast Agreement contributed to creating a more peaceful society.
1. 2 marks – the candidate accurately explained power sharing between Nationalist and Unionist political parties.
 2. 2 marks – the candidate accurately explained the principle of consent.

Q5

Source A: The Impact of Conflict on Syrian Society

The conflict began in Syria in 2011 and escalated into a civil war between those who support President Assad's government and pro-democracy supporters who oppose it. A report by the World Bank Group (2017) highlights the impact of the conflict on Syrian society:

- in 2010 the population of Syria was around 20.7 million; by November 2016 it was 18.8 million
- the estimated number of deaths was around 400,000
- there were around 5.0 million Syrian refugees
- over half the population were forced to leave their homes
- about one third of Syria's housing and half of its medical and education facilities have been destroyed
- there is a shortage of teachers, doctors and nurses
- youth unemployment was 78%
- it was estimated that about 6 in 10 Syrians are living in poverty

Source: Adapted from The Economics and Social Consequences of Conflict in Syria. The World Bank Group (2017)

Read the information carefully in Source A to answer part (a) of the question below.

Q5a Using the information in the Source and your own knowledge analyse the impact of conflict on Syrian society. [6]

Student's response

Conflict in Syria has led to a mass decrease in the countrys population; from 20.7 million to 18.8 million. This is mainly due to the deaths or refugee's of family members/friends of the Syrian people. This has an imense impact on society as there will be a shortage of skilled workers to keep the economy going for those – still living there. The war has also caused a mass economic and social devastation as over half of the citizens are living in poverty (6 in 10). This economic disparity means that a lot of NGO help will be needed to rebuild the homes, lives and society of those who are trapped in the conflict.

Examiner's comments

Level 2, 4 marks – the candidate showed good knowledge and understanding about the impact on Syrian society. The candidate identified and commented on three points from the source; (1.) reduced population which (2.) leads to a shortage of skilled workers and to (3.) war devastating the economy and society causing poverty. The response demonstrated a level of analysis in the interpretation of how the points were inter-related and impacted on society.

QWC - the candidate made use of appropriate form, style of writing and vocabulary with clarity and coherence. Spelling, punctuation and grammar was accurate.

For 6 marks the response required more detailed analysis. The candidate could have explained their points in more detail e.g. The war caused the deaths of many people and refugees to flee the country, including people with specialist skills such as teachers, doctors and nurses. This left a shortage of people with specialist skills which are vital to society and the economy.

While the candidate made a link between devastation of the economy with poverty. They could have developed their response by explaining how the economy was devastated e.g. infrastructure, businesses and industry were destroyed during the war. This resulted in people losing their jobs and source of income. This increased the level of poverty because more people could not afford the basic essentials to live.

A young person's cultural identity often contributes to their sense of belonging to a particular community and is influenced by a range of factors.

Q5b Discuss the influences on a young person's cultural identity. [6]

Student's response

A young persons cultural identity can be influenced by their family. This means they perhaps share the same beliefs, morals and attitudes as their parents or relatives. Religion is also another factor which influences a young persons cultural identity. As it is often linked with politcs a young person may hold prejudices against other religions.

Examiner's comments

Level 2, 4 marks – the candidate showed good knowledge and understanding about the influences on a young person's cultural identity. The candidate made reference to two relevant points, family and religion and adequately discussed their influences on a young person's cultural identity.

QWC - the candidate made use of appropriate form, style of writing and vocabulary with clarity and coherence. Spelling, punctuation and grammar was mostly accurate.

A Level 3 response would have required the candidate to provide a more detailed discussion of these two points or to have included an adequate discussion of a third point.

Human Rights are an important feature of all democratic societies.

Q6 Evaluate the role of human rights in supporting democracy. [10]

Student's response

Human rights are rights and freedoms everyone is morally entitled too. They ensure things like social participation. Everyone has the right to vote in elections if eligible as key decisions like that can affect one. However those in prison do not have the rights to vote in elections therefore this can be seen as an infringement of human rights, as decisions made could potentially affect them and they did not get a say. Article 19 of the UDHR states that everyone has the right to freedom of expression. In a democratic state this allows individuals and the press to freely express their views whether in favour or against a political party or the practise of legislation / policy. However this freedom can be abused if people use it as a means to promote hatred or participate in any form of discrimination, such as racism or sectarianism through physical or verbal abuse. In conclusion human rights play a key role in supporting democracy as they ensure people have the rights to uphold social responsibility by taking part in democratic procesess such as voting in elections, freedom of expression and lobbying.

Examiner's comments

Level 3, 9 marks – the candidate showed excellent knowledge and understanding about the role of human rights in supporting democracy and accurately applied this to the question. They identified and commented in detail on a range of points about human rights. They related their evaluation to supporting democracy. The candidate's points included human rights as an entitlement for all, social participation, voting in elections, prisoners not having the right to vote, freedom of expression and abuse of freedom of expression. The candidate drew a detailed conclusion related to their evaluation.

QWC - The candidate successfully selected and used the most appropriate form, style of writing and vocabulary. Spelling, punctuation and grammar was of a high standard. Their response was well organised. The candidate presented their points in short, structured sentences in a logical progression and used specialist vocabulary in a coherent way which made the meaning clear.

GCSE: Learning for Life and Work

Unit 2: Personal Development

Grade: A Exemplar

Answer **all** questions

Q1a Name **one** consequence of risk-taking behaviour. [1]

Student's response

Criminal record

Examiner's comments

'Criminal record' was accepted for one mark on the consequence of risk-taking behaviour.

Q1b Write down **one** reason why young people take illegal drugs. [1]

Student's response

They're cheap / Low cost

Examiner's comments

'Cheap/low cost' was accepted for one mark as a suitable alternative and is a reason why young people take drugs.

Q1c Explain **one** economic impact of becoming a parent. [2]

Student's response

Parents may need to get money off family, friends or benefits. If they get benefits this has an effect on the economy's money and there is less money for things like NHS and schools.

Examiner's comments

The economic impact is stated 'may need to get money off family and friends.' The second part of the answer is not related to the impact of becoming a parent but focusses on the wider context. Therefore, one mark awarded.

Q1d Describe **one** way communication may help to maintain a respectful relationship. [2]

Student's response

You can explain to your partner how you feel and listen to how they feel and work through problems together. Lack of communication may lead to an unhealthy relationship. Couples counselling is a good way to communicate, if it gets to that point.

Examiner's comments

The way was accurately described for two marks as the communication between the partner was linked to feelings and discussing problems together.

Q1e Explain **two** ways a person could help to protect themselves from investment scams. [4]

Student's response

- 1. Research the investment company to find out if they are professional and trustworthy or not. Ensure they are verified and this can prevent you from getting scammed.*
- 2. Go to a bank to invest. Investing in a bank that you have been to before is a lot more safer than taking a risk and losing your money.*

Examiner's comments

Research and verification were accepted as one way accurately explained to protect against investment scams for two marks. The second way focuses on investing in a bank rather than protection of investment scams and no marks were awarded for the second way to protect a person from investment scams.

Q2a Write down **one** disadvantage of renting a house. [1]

Student's response

Can't modify the house

Examiner's comments

'Can't modify the house' was accepted for one mark on the disadvantage of renting a house.

Q2b Write down **one** strategy to deal with cyberbullying. [1]

Student's response

tell someone e.g. parent or teacher.

Examiner's comments

The candidate's response of 'tell someone' was an accepted strategy for one mark on how to deal with cyber bullying.

Q2c Describe **one** effect of young people having unprotected sex. [2]

Student's response

Risk of pregnancy comes along with having unprotected sex. This can lead the young person to feel anxious and nervous. If they are pregnant it will have a massive effect on their young lives

Examiner's comments

'The risk of pregnancy' was accurately described as the effect of unprotected sex and was awarded two marks.

Q2d Describe **one** strategy a young person may use to deal with frustration. [2]

Student's response

Talking to someone. This can help the young person get rid of the frustration or feel calmer. They could talk to a friend, councillor, teacher, ect. This will help them let out their emotions and get help to deal with them.

Examiner's comments

'Talking to someone' was accurately described to deal with frustration and was awarded two marks.

Q2e Explain **two** opportunities for a foster carer supporting young children. [4]

Student's response

- 1. They may have a sense of achievement, knowing that they have supported vulnerable young children. Fostering can be very rewarding and you can feel very proud of yourself.*
- 2. They may be able to create a close bond with the child/children, which is a very good feeling. They may even feel that the child is one of their own, which is a very special thing.*

Examiner's comments

The first opportunity is accurately explained relating to a sense of achievement for the foster parent for two marks. The second opportunity is similar to the first opportunity relating to a sense of achievement and having a good feeling. Therefore, no marks were awarded for the second opportunity.

Q3a Write down **one** consequence of poor budgeting. [1]

Student's response

Feel stressed

Examiner's comments

'Stress' was accepted for one mark as a consequence of poor budgeting.

Q3b Write down **one** way a parent may develop a child's morals and values. [1]

Student's response

Teach them manners.

Examiner's comments

'Teach them manners' were accepted for one mark on a way to develop a child's morals and values.

Q3c Explain **one** physical effect an unhealthy relationship can have on a person. [2]

Student's response

Physical injuries can be an effect of an unhealthy relationship, if one person is getting abused. For example bruises, cuts and broken bones. These are signs of abuse and can lead to much bigger problems if the victim doesn't get help.

Examiner's comments

Physical effects of injuries and bruises which may lead to bigger problems is accurately explained for two marks.

Q3d Explain **one** way a young person may manage change in a positive way. [2]

Student's response

They could think about it and think about the effects of the change, or weigh up the positives and negatives. This can help them see it is not that scary and help them be more positive about the outcomes.

Examiner's comments

Self-reflection, weighing up positives and negatives was accurately explained how a young person may manage change in a positive way. Therefore, two marks were awarded.

Q3e Explain **two** benefits of moving in with a partner and living together. [4]

Student's response

- 1. Getting to know each other better. Sharing a house with someone you get to know them better. You get to know their routine and habits and feel closer to them as you will be with them a lot more.*
- 2. Sense of maturity. Moving out from for example, your mum and dad's house and moving in with your partner can help you feel more mature. It can also make you feel like your relationship is more serious as this is a big step.*

Examiner's comments

The first benefit relates to the development of the relationship and closeness due to living together. Therefore, the benefit has been accurately explained for two marks. The second benefit refers to maturity for one mark as the benefit has not been accurately explained. An example of maturity such as learning or developing new skills, cooking, DIY would have supported the second mark.

Q4a Explain **two** ways the media may influence risk-taking behaviour. [4]

Student's response

1. *Risk-taking behaviour is openly displayed on the internet, TV and social media for anyone to see. This can influence people to try risk-taking behaviour as the videos could be fake or set up.*
2. *Risk-taking behaviour is also very looked down upon within media, on TV, radio, the internet, etc. There are websites and videos educating people of the consequences of risk-taking behaviour which could discourage people from doing it.*

Examiner's comments

The first way is not accurately explained and was awarded one mark for 'video could be fake or set up.' The first 2 lines focusses on the types of media rather than the influence the media has on risk taking behaviour. Therefore, one mark was awarded.

The second way was accepted as a suitable alternative as the way focussed on the positive ways websites and videos use education to discourage risk taking behaviour. Therefore, two marks were awarded.

Q4b Explain **two** ways legislation may protect consumers when buying goods. [4]

Student's response

1. *Consumer Rights Act makes it illegal for someone to sell faulty goods. Under this piece of legislation if someone buys faulty goods they have the right to get a full refund.*
2. *Also, under the Consumer Rights Act, it is made illegal for products to not be how they are described. They must be honestly described and if they are not described, the customer should again get a full refund.*

Examiner's comments

The first way refers to faulty goods and the right for a refund if goods are faulty. The candidate is not required to name the legislation but has accurately explained for 2 marks. The second way focusses on the description of the product not being accurate and that this is illegal, therefore the customer is entitled to a refund. Therefore, two marks awarded.

Q5

Source A: Work-life Balance

The ability to successfully combine work, family commitments and personal life is important for the well-being of all members of a family.

The more people work, the less time they have to spend on other activities. Evidence suggests that long working hours may affect personal health and well-being. Other causes may include taking work home and an increase in workload.

In the United Kingdom, full-time workers devote 62% of their day on average to personal care (eating, sleeping, etc.) and leisure (socialising with friends and family, hobbies, games, computer and television use, etc.).

Governments can help to address the issue by encouraging supportive and flexible working practices, making it easier for parents to strike a better balance between work and home life.

Source: Adapted from How's Life? 2015, Measuring Well-being, OECD

Read the information carefully in Source A to answer part (a) of the question below.

Q5a Using the information in the Source and your own knowledge, analyse the importance of a work-life balance. [6]

Student's response

Having a bad work-life balance can have many negative effects on an individual, such as change in appetite, lack of sleep, missing out on family events and social gatherings, feeling depressed, feeling isolated, feeling stressed, poor body hygiene, ect. Having a good work-life balance is very important. Evidence suggests that long working hours may affect personal health and well-being, along with taking work home and an increased workload. Having a good work-life balance can help you feel at ease and happier within your job, your relationships and yourself. If you are having trouble coping with the balance try to speak to someone e.g a councillor or your manager.

Examiner's comments

This is a level's response question and is marked out of a total of six marks. The negative effects have been stated on the first four lines of the response which are correct but not developed. The source is repeated referring to long working hours which will impact on personal development. The candidate makes a good point regarding happier with relationships etc. The last couple of lines refers to support of a counsellor if coping with work life balance. The best fit approach for this response is Level 2 (3 marks) as the candidate has identified and commented on at least two relevant points and in some detail. The candidates correctly identified the importance of a balance between work and life on the first four lines but could have developed this response providing more detail rather than simple identification. There was potential for a higher mark to be awarded.

Working long hours in a low-paid job or working part-time for a small income can have an impact on a person's health, well-being and lifestyle.

Q5b Discuss the consequences of low income on a person's health and well-being. [6]

Student's response

Having a low income can have a significant impact on a persons health and well-being: Physically, emotionally and socially. Physical consequences include weight loss as not having enough money for food or weight gain as the cheapest foods are convenience foods. Poor personal hygiene – bad beath, body lice, body odour. Defiency diseases like scurvy. Weak immune system as not the right amount of nutrients. Emotionally as they may feel not good enough, isolated, no sense of achievement, depressed, frustrated. Also, socially as they may not have enough money to go out with friends or they may be too embaressed of their clothes to go out. There are many consequences and overall a low income significantly effects a persons health and well-being.

Examiner's comments

This is a level's response question and is marked out of a total of six marks. The first couple of lines are irrelevant and repeats the question set. The first relevant point is weight loss which has been successfully linked to income. Physical and emotional effects are correct but stated and not developed. The point regarding social impact is relevant but could be developed further. The response included valid points regarding personal hygiene and emotional impact such as isolation. The points are correct and valid but are required to include a level of discussion and detail to push mark higher. How is poor hygiene linked to low income and the consequence of this could have been developed? The best fit approach for this response is Level 2 (3 marks) as the points regarding weight loss and social impact are relevant and provide sufficient detail and adequate discussion on the consequences of low income on a person health and well-being.

There is no need for a conclusion in question 5 (a) or 5 (b).

There are many personal strategies vulnerable people may use to help deal with sexual exploitation.

Q6 Evaluate the personal strategies available to vulnerable young people in dealing with sexual exploitation. [10]

Student's response

Sexual exploitation is a very hard thing, especially for young people. To try and deal with it there are many options. Such as, getting a councillor or therapy to try and emotionally heal. They could talk to a friend or family member as it may be good to open up. Also, a GP could help with treatment or advice. They could join a sports group in attempt to distance themselves. Trying to deal with sexual exploitation is hard but the best option is to ring the police. Strategies can be difficult as the young person may not want to remember it or talk about it as they may feel ashamed, embaressed or it makes them nervous. Strategies available to vureable people in dealing with sexual exploitation are usually very useful and effective. They usually feel better and rellered about the situation. If they contact the police, they may feel that justice has been served. Overall, it is extremely difficult for a young person dealing with sexual exploitation but it is a good idea to use a personal strategy as they will feel alot better about the situation.

Examiner's comments

The evaluation question focuses on the personal strategies available to vulnerable young people in dealing with sexual exploitation. The candidate has identified relevant strategies such as a counsellor, talking to a friend or family member, a GP, joining a club or contacting the police. All of the strategies are valid but have been identified and shows basic knowledge and understanding. Therefore, the best fit for this response would be a level 1 (3 marks). If the candidate selected at least two of the points identified and further developed to explain how the strategy supports vulnerable young people, then level 2 could be achieved. A conclusion has been attempted and is required for each level at the end of question 6.

GCSE: Learning for Life and Work

Unit 3: Employability

Grade: A Exemplar

Answer **all** questions

Q1a Name **one** example of a workplace policy. [1]

Student's response

Appropriate dresswear is an example of a workplace policy.

Examiner's comments

Correct answer as per Mark Scheme - 1 mark

Q1b Write down **one** technological item used in the workplace. [1]

Student's response

Computers are used in the workplace.

Examiner's comments

Correct answer as per Mark Scheme - 1 mark

Q1c Explain **one** way work experience placements can demonstrate social responsibility in a business. [2]

Student's response

Responsible businesses who provide work experience are giving young people insight into work life because they want them to do well.

Examiner's comments

The answer is a basic statement without clear reference to ways in which work experience placements can demonstrate social responsibility in a business – 1 mark.

Q1d Describe **one** reason why new and developing businesses would seek assistance from a support agency. [2]

Student's response

Advice – new businesses would need advice on how to do their best for customers and employees.

Examiner's comments

The answer refers to the fact that new and developing businesses would seek advice but doesn't clarify their answer with a description of why they would seek assistance – 1 mark.

Q1e Explain **two** drawbacks to an employee of being a member of a trade union. [4]

Student's response

- 1. expensive – you have to pay to be apart of a trade union, some people may think it's a waste of money if you don't use it.*
- 2. Pressure – A trade union could organise a strike for its members so they feel pressured to follow because they don't want to upset colleagues.*

Examiner's comments

Accurate explanation provided by the candidate with clear reference to two drawbacks to an employee of being a member of a trade union – 2 marks awarded for each drawback – 2 marks.

Q2a Write down **one** part of a contract of employment. [1]

Student's response

The holidays are a part of the contract.

Examiner's comments

Correct answer as per Mark Scheme – 1 mark.

Q2b Name **one** type of discrimination which may occur in the workplace. [1]

Student's response

A type of discrimination may be sex discrimination.

Examiner's comments

Correct answer as per Mark Scheme relating to gender – 1 mark.

Q2c Describe **one** reason why a business would place importance on recycling waste when addressing environmental issues. [2]

Student's response

Saves money – If a business turns lights off when they aren't needed or closes doors it will save them money on bills.

Examiner's comments

Answer refers to Mark Scheme in that the first part of the answer 'saves money' is a valid answer but the candidate fails to provide an accurate description with clear reference of the reason why a business would place importance on recycling waste when addressing environmental issues – 1 mark.

Q2d Explain **one** reason why employers use application forms to assess candidates' suitability for a job. [2]

Student's response

Sell themselves – An application form allows applicants the opportunity to make themselves sound worthy of the job.

Examiner's comments

The candidate provides an accurate explanation with clear reference to one reason why employers use application forms to assess candidates' suitability for a job – 2 marks.

Q2e Explain **two** ways skills shortages in the workforce can impact on businesses. [4]

Student's response

1. *Low profit – If there are skill shortages in a workplace businesses may not have staff for a specific task therefore losing money.*
2. *Out of business – if the business is really short of skills they may find they have to go out of business completely.*

Examiner's comments

In the first part of this answer the candidate provides an accurate explanation with clear reference to one way skills shortages in the workforce can impact on businesses and therefore achieved 2 marks. However the 2nd part of the answer is a basic statement without any valid explanation of the point, so therefore has been awarded 1 mark – with a total of 3 marks for the complete answer.

Q3a Write down **one** word to describe people from Northern Ireland who go to another country to work. [1]

Student's response

Emigrant describes someone who goes to another country.

Examiner's comments

Correct answer as per Mark Scheme – 1 mark.

Q3b Write down **one** external influence on a young person's attitude towards their education. [1]

Student's response

Their parents may be an external influence.

Examiner's comments

Correct answer as per Mark Scheme – 1 mark.

Q3c Explain **one** reason why sharing good practice is important for developing positive working relationships. [2]

Student's response

Encouragement – positive working relationships are important because it can encourage other employees to do their best and therefore boost self-esteem.

Examiner's comments

Candidate provided an accurate explanation with clear reference to one reason why sharing good practice is important for developing positive working relationships – 2 marks.

Q3d Explain **one** disadvantage to an entrepreneur of using questionnaires when researching the need for a product. [2]

Student's response

not useful – A questionnaire may provide a person with invalid information that isn't suitable to them. (e.g – product can't be sourced in country)

Examiner's comments

The candidate's answer has explained, with clear reference, one disadvantage to an entrepreneur of using questionnaires when researching the need for a product – 2 marks.

Q3e Explain **two** reasons why a young person would research a job before applying. [4]

Student's response

1. *See if they want to work there – A person would need to be interested in the job before applying to do it.*
2. *possible questions – An employer may ask questions about a job to see if a potential employee is keen to be hired.*

Examiner's comments

Accurate explanations have been provided by the candidate with clear reference to two reasons why a young person would research a job before applying. Each of the explanations merit 2 marks each, therefore 4 marks have been awarded.

Q4a Explain **two** responsibilities an employer has to their employees. [4]

Student's response

1. *Provide pay – All employees must be paid equally for doing the same job and this is an employers responsibility.*
2. *provide holidays – All employees have the right to holidays, an employer must arrange this for them.*

Examiner's comments

In the first part of this answer the candidate provides an accurate explanation with clear reference to one responsibility an employer has to their employees and therefore achieved 2 marks. However the 2nd part of the answer is a basic statement without any valid explanation of the point, for example, the employer must be realistic about the employee's work-life balance when providing holidays, so therefore the candidate has been awarded 1 mark – with a total of 3 marks for this question.

Q4b Explain **two** factors an entrepreneur may research when deciding the price of a product. [4]

Student's response

1. *Other retail prices – if other businesses have brought a similar product out they would check to see what they retailed it at.*
2. *Customers opinion – they may research what customers think it is worth and then make a price based on what their willing to pay.*

Examiner's comments

The candidate provides a basic statement for the 1st part of this answer but doesn't explain why they should 'check to see what they retailed it at' and therefore were awarded 1 mark for this answer. The 2nd part of the answer explains with clear reference a factor an entrepreneur may research when deciding the price of a product and thus achieves 2 marks for this answer – with a total of 3 marks for this question.

Q5

Source A: The Interview Process

Ever wondered why your Curriculum Vitae (CV) is not getting shortlisted even after repeated attempts? You might possess those exact skill sets and qualifications, and you may have the right experience, but still you fall short. Why?

Some of the reasons for you being rejected may be as follows:

Online presence: 69% of employers will search you on Facebook or LinkedIn. Have you posted anything there that may encourage a manager to reject you?

Your photo on your CV: 76% of employers automatically reject CVs that include pictures of the applicants. Let your experience do the talking.

Unprofessional email address: Employers do not like email addresses that are unprofessional.

Ensure that your CV is relevant for the job description posted by the employer. It always creates a bad impression when you apply for a position that is not suitable to your qualifications and experience.

Source: Adapted from www.linkedin.com

Read the information carefully in Source A to answer part (a) of the question below.

Q5a 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. [6]

Student's response

As Source A states a potential employee could not have the correct skills for a job therefore making them not stand out. Source A also refers online appearance is very important, on social media you could come across as a completely different person that doesn't seem employable. Finally, also referred to in Source A employer may judge, therefore inappropriate or offensive email names they don't want that reputation for their business and won't hire that person.

Examiner's comments

The candidate shows good knowledge and understanding of why job applicants may not be placed on a shortlist to attend an interview. They identify and comment on at least two points from the source and analyse why job applicants may not be placed on a shortlist to attend an interview. The quality of written communication is competent.

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

Q5b Discuss why employers place importance on skills, qualities and attitudes in the recruitment and selection process. [6]

Student's response

Skills, qualities and attitulle are important in the workplace because employers want the best person possible for their job who is going to improve their business. A second reason why these attributes are valuable is because employers want everyone to be comfortable in work therefore having a positive working environment. Finally employees should be able to communicate with customers therefore they must have the skill to do this or an employer wouldn't want them.

Examiner's comments

In this answer the candidate 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. They make reference to at least two relevant points and provide adequate discussion in their answer which merits a Level 2 response. However in order to access Level 3 marks, the candidate needs to apply their knowledge and understanding in a more effective manner about why employers place importance on skills, qualities and attitudes in the recruitment and selection process as well as providing thorough discussion about why employers place importance on skills qualities and attitudes in the recruitment and selection process. Quality of written communication is competent. 4 marks awarded.

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

Q6 Evaluate the importance of lifelong learning in achieving personal and professional potential. [10]

Student's response

Lifelong learning is learning new skills and knowledge throughout your life beyond school years. An advantage of this would be it makes you more employable as you have the extra qualifications.

A second advantage to lifelong learning is that it could boost your self-esteem because you know extra knowledge than others. A final advantage would be you could have more chances at receiving a higher job which could lead to a better salary and better quality of living.

However, one disadvantage is the expense as you would have to pay for the courses you would be doing so some – people may see it as a waste of money if you don't ever use your extra qualifications.

A second disadvantage to lifelong learning is it takes up a lot of your time if you constantly studying, meaning you won't spend time with friends or family therefore becoming isolated from everyone else.

A final disadvantage to lifelong learning could be you are seen as over qualified therefore an employer may not want you because you're too good for that job.

In conclusion after analysing both sides of the argument I think lifelong learning is a good thing as it opens more doors and opportunities to potential jobs, promotions and higher salary which then means a better quality of living for that person or their family.

Examiner's comments

The candidate shows excellent knowledge and understanding about the importance of lifelong learning in achieving personal and professional potential. In their evaluation, they identify and comment in detail on at least two relevant points, including advantages and disadvantages of lifelong learning. Their conclusion is related to their evaluation on the importance of lifelong learning in achieving personal and professional potential. Whilst the candidate draws a conclusion related to their evaluation, they could have developed the points further in order to achieve a top Level 3 mark. Quality of written communication is highly competent. 9 marks awarded.

