

4406-03 Level 3 Advanced Technical Diploma in Coordinating Business Support

2019

Qualification Report

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Introduction

This document has been prepared by the Chief Examiner and Principal Moderator; it is designed to be used as a feedback tool for centres in order to enhance teaching and preparation for assessment. It is advised that this document is referred to when planning delivery and when preparing candidates for City & Guilds Technical assessments.

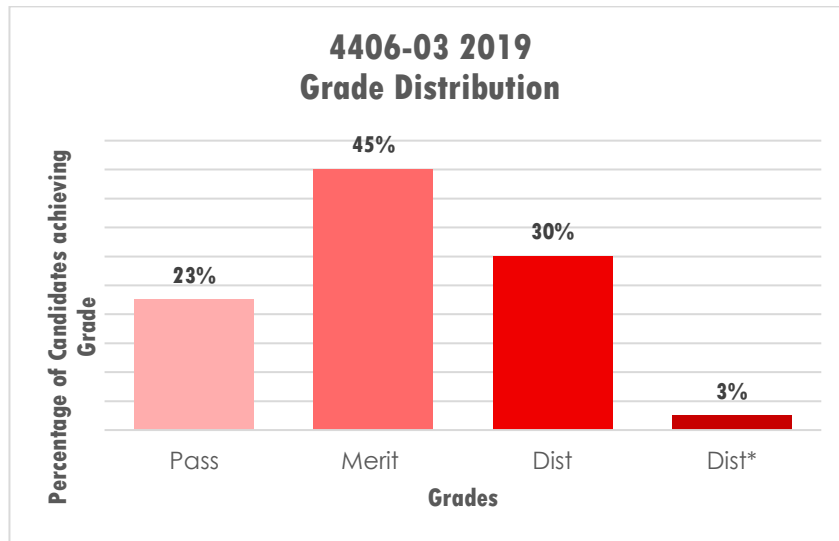
This report provides general commentary on candidate performance in both the synoptic assignment and theory exam. It highlights common themes in relation to the technical aspects explored within the assessment, giving areas of strengths and weakness demonstrated by the cohort of candidates who sat assessments in the 2019 academic year. It will explain aspects which caused difficulty and potentially why the difficulties arose.

The document provides commentary on the following assessments:

- 4406-531 Level 3 Coordinating Business Support – Theory Exam
 - March 2019
 - June 2019
- 4406-032 Level 3 Coordinating Business Support – Synoptic Assignment.

Qualification Grade Distribution

The approximate grade distribution for this qualification is shown below:



Please note City & Guilds will only report qualification grades for candidates who have achieved all of the required assessment components, including Employer Involvement, optional units and any other centre assessed components as indicated within the Qualification Handbook. The grade distribution shown above could include performance from previous years.

Theory Exam

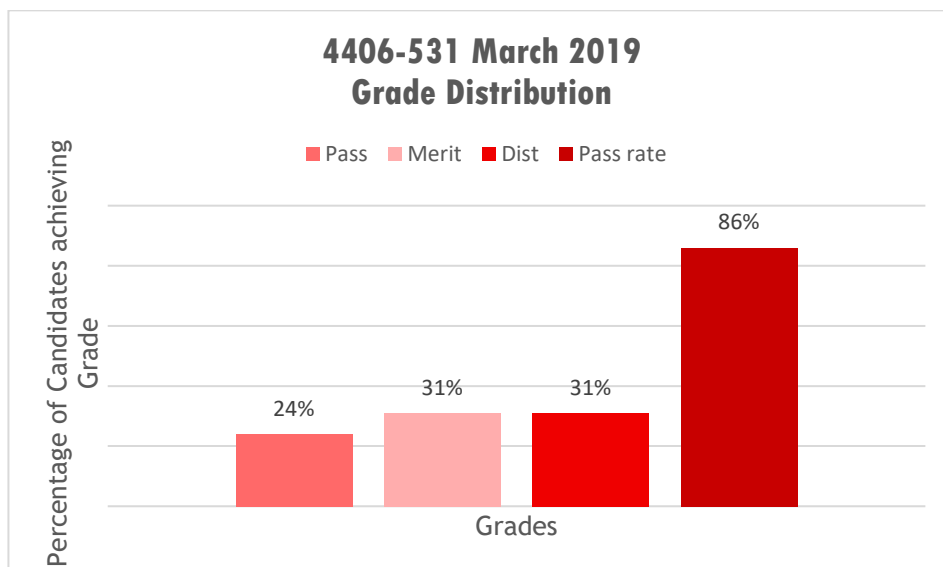
Grade Boundaries

Assessment: 4406-531
Series: March 2019

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Total marks available	80
Pass mark	32
Merit mark	44
Distinction mark	56

The graph below shows the approximate distributions of grades and pass rate for this assessment:

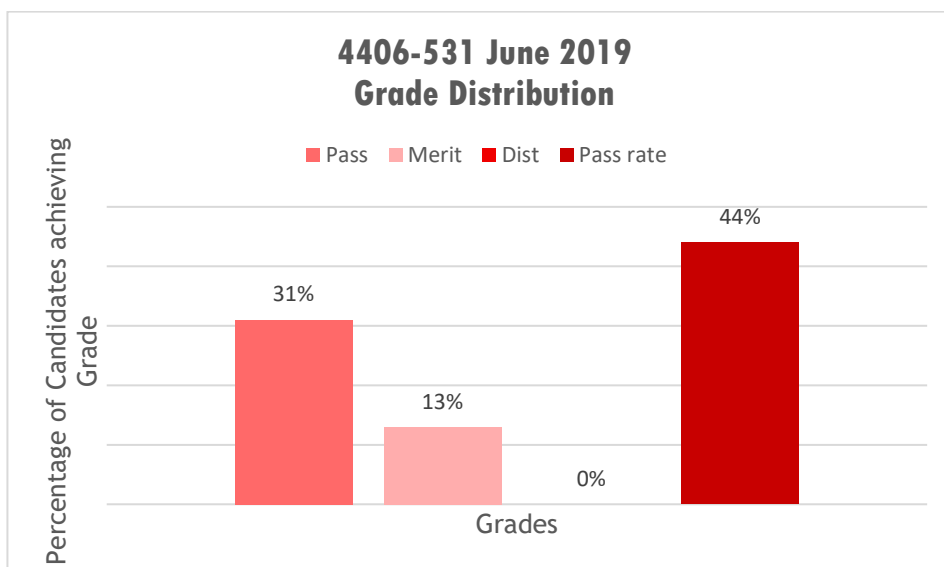


Assessment: 4406-531
Series: June 2019

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Total marks available	80
Pass mark	32
Merit mark	44
Distinction mark	56

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Chief Examiner Commentary

4406-531 Level 3 Coordinating Business Support - Theory exam

Series 1 – March 2019

Generally, candidates' work was much improved on last year. Compared to the last series, candidates attempted to provide answers for a majority of the questions which was clearly reflected in their overall marks. Having carried out a standardisation exercise on the paper, the questions have been agreed as having no issues.

Candidates showed good knowledge across most questions although there were some questions where a number of candidates showed little recognition of the particular topic. For two part questions, where the second part depends on the candidate correctly answering the first part, some gave almost the same answer for both parts showing the question had not been correctly read. A number of candidates also fell short of these marks by giving an incorrect answer to the first part, meaning the second part was also wrong. In general, the responses showed candidates had a good breadth of knowledge. However, to demonstrate more depth of knowledge and understanding, candidates should expand their answers, as often questions were answered in a minimalist way.

The extended response question did show the candidates had an idea of what was required. However, they commonly repeated the Health & Safety issues in the question with general solutions. The fact that it was asked they present the plan to management was missed, and instead, candidates tended to just list or discuss the Health & Safety issues found after the incident - some with answers that were unrealistic for businesses to implement. The way in which the customer should be handled also gave some unrealistic responses. Candidates were often not considering what was cost effective. Overall these points meant higher marks could not be considered.

Looking at the presented answers for this series it continues to be recommended that the following advice is given to candidates who will be resitting or sitting for the first time in June:

- read the questions carefully and thoroughly – it may seem an obvious advisory note, but many candidates only read part of or misread the questions
- remember that the command verb is very important in a question and verbs like 'describe' or 'explain' mean the question must be answered with a description or an explanation
- consider how to address the 'stretch' question, remembering the amount of marks this is worth, ensuring the stem and question are fully read before answering
- answer all questions, as no answer means no marks, while even a short answer could be the difference between pass and fail
- take care with handwriting.

The Chief Examiner continues to strongly advise that tutors go over the syllabus with the candidates and encourage them to read it. All questions set were based with due attention to the guidance/range in that syllabus and there were no questions that were outside this.

Series 2 – June 2019

Generally, candidates' performance did not reach the standard of March 2019 sitting. Compared to the previous series, candidates tended to miss marks as they gave incorrect answers and, at times, failed to read the questions correctly.

Candidates showed little recognition of some particular topics and therefore did not demonstrate the breadth or depth of knowledge required to achieve the marks.

The extended response question is designed to draw on knowledge and understanding from across the qualification. The extended response question showed candidates failed to fully read the question and answer accordingly. Overall, it was poorly answered as candidates displayed a very narrow focus on one aspect of the question. This resulted in candidates struggling to access marks for breadth and depth.

Looking at the presented answers for this series it is recommended that the following advice is given to candidates who will be resitting or sitting the exam next year:

- read the questions carefully and thoroughly – it may seem an obvious advisory note, but many candidates only read part of or misread the questions
- remember that the command verb is very important in a question and verbs like 'describe' or 'explain' mean the question must be answered with a description or an explanation
- consider how to address the 'stretch' question, remembering the amount of marks this is worth
- answer all questions, as no answer means no marks, while even a short answer could be the difference between pass and fail
- improve handwriting.

The Chief Examiner would also strongly advise that tutors go over the syllabus with the candidates and encourage them to read it. All questions set were based with due attention to the guidance/range in that syllabus and there were no questions that were outside this.

Synoptic Assignment

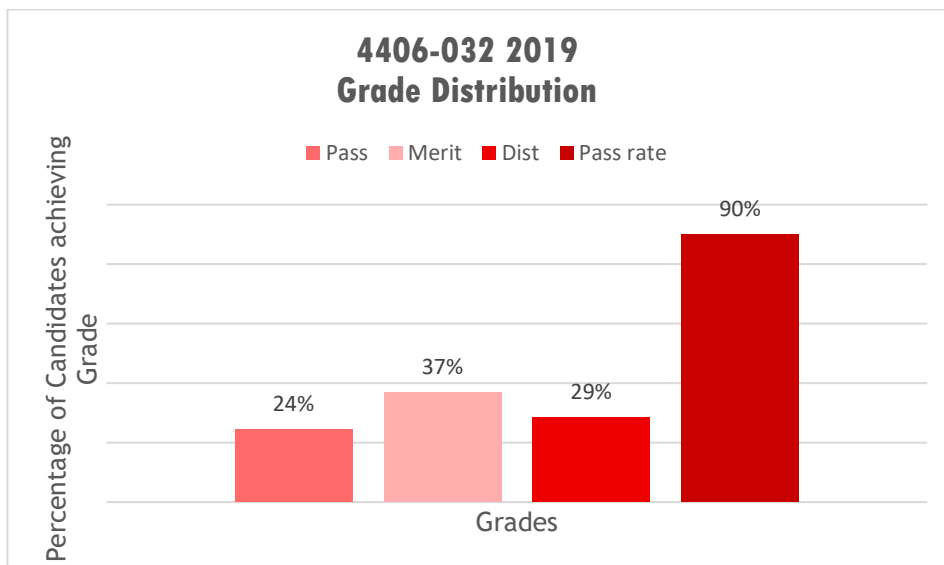
Grade Boundaries

Below identifies the final grade boundaries for this assessment, as agreed by the awarding panel:

Assessment: 4406-032
Series: 2019

Total marks available	60
Pass mark	25
Merit mark	33
Distinction mark	42

The graph below shows the approximate distributions of grades and pass rate for this assessment:



Principal Moderator Commentary

It was found that the centres' marks were within the tolerance boundaries, with most marks being accurate.

AO1 – Recall

Most candidates sampled performed well in this area, they were able to recall key points to support them in developing ideas for the plans.

The recall of how to use a PESTLE analysis was demonstrated by all candidates.

AO2 – Understanding

Most candidates demonstrated an understanding of their knowledge as they were able to contextualise some of their knowledge to the assignment.

Although all candidates were able to carry out a PESTLE analysis, some candidates did not demonstrate a depth of understanding about what to include in it, with some including details that were not relevant.

AO3 – Practical skills

It was disappointing that the house style was not applied by candidates. The markers sometimes commented on this, so it was being considered.

Presentations by the candidates were recorded on the Practical Observation forms which were completed with reasonable detail by both centres. It would have been good to see the presentations recorded in a range of ways.

AO4 – Bringing it together

Overall the candidates that demonstrated excellent recall were able to contextualise their responses to show an understanding. Those with lesser recall were still able to apply some practical skills, but the lack of contextualisation meant this was limited.

Overall comments/ best practice

The Principal Moderator did not note any issues with the assignment, but emphasised the need for house style to be followed, as this is a key business attribute in all workplaces.

One of the centres provided candidate work in a format compatible with word processing software which enabled easy identification of the House Style being applied. This centre also provided marking electronically with comments which is an effective, time efficient and environmentally low impact way of working.