HM Government

T-LEVELS

T Level in Agriculture, Environmental and Animal care (Level 3)

Theory Exam Paper 1: Common core

Sample mark scheme

September 2023 v2.1

City & Guilds

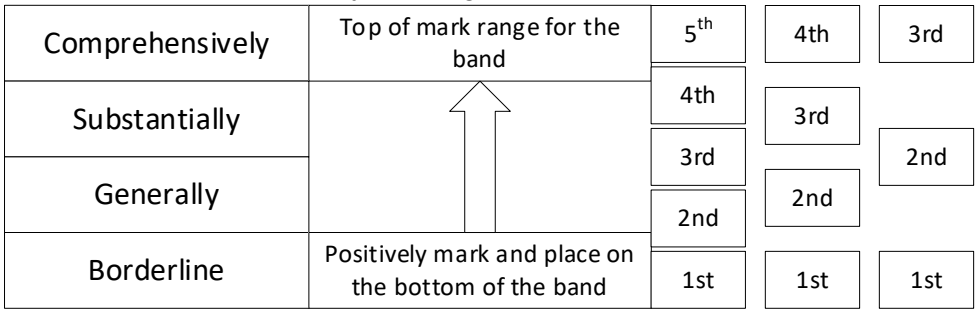
Marker guidance

Unless otherwise stated in the marker guidance for a specific question, the following conventions apply:

- All marking, from start to finish must be consistent and in line with the mark scheme guidance. Continue to refer to the mark scheme throughout marking.
- For questions that ask for a specific number of points, accept the first answers given up to the number requested eg State three… only accept the first three answers listed, and disregard any additional answers provided.
- For questions requiring continuous prose answers, mark positively – all correct answers should receive the appropriate mark according to the mark scheme. Any wrong (**but neutral**) answers should be ignored, and no marks should be lost.
- In some circumstances, it is appropriate to disallow a candidate answer that initially appears to give the correct answer as given in the mark scheme, if it is undermined by the fact that it goes on to actively **contradict** its intention. Sometimes the minimal wording used in the mark scheme allows a match that in reality is trivial and it is clear the candidate is referring to the wrong knowledge/understanding. Only the part of the response to which the contradiction applies should be disallowed, not the whole response. Material that is irrelevant/neutral but not contradictory should be ignored and positive marking applied as above.
- Use the full range of marks for a question as described by the mark scheme – eg for a 2-mark question, 0, 1 or 2 marks will always be available to award (never just 0 or 2). For levels marking, the full range of marks should be used freely as described by the mark scheme including 0 and full marks.
- Always award whole marks; half marks cannot be awarded.
- Allow phonetic misspellings as long as the meaning is clear, ie not so similar to another relevant but wrong term that you have to guess which was intended.
- Only allow 'it' as reference to the question topic if it is clear what 'it' refers to.
- Mark crossed out work **unless** it has been replaced by another response.
- Where judgement is required, apply the guidance. Where the guidance does not sufficiently support for a particular candidate response/interpretation, contact your Team Lead.
- Accept alternative wording that reflects what is given in the mark scheme.
- Contact your Team Lead if any additional correct answers arise which need to be added to the mark scheme.
- For level of response mark schemes:

  Note: indicative content has been provided to help orient the marking, providing a sense of the intentions of the question and expected parameters of the response. It is not exhaustive, and candidates do not need to cover all points referenced. Candidates may provide good quality responses while taking an approach which legitimately focuses either on breadth or depth given the time constraints. While the best responses are more likely to go to some depth across a broader range, there will be acceptable variation. Any pointers in the question towards coverage eg '…a range of…' should be kept in mind and balanced, through professional judgement, as to how much this affects the overall quality of the response when applying the marking instructions.

- First, read the full candidate response and decide which band descriptor best fits the overall level of quality of the response, in the context of the indicative content.
- Then, to decide on a mark within the band, consider the ***degree to which*** **the response fits the criteria**, as indicated by the diagram below:



The table below provides further detail on the descriptors used within each of the mark bands and what is expected at each level. Use the descriptors below alongside the mark scheme to support accurate and consistent judgment of candidate's response and allocation of marks.

AO2	**AO3**
Basic	
Limited understanding that is relevant to the context or question. Limited accuracy in interpretation through lack of application of relevant knowledge and understanding.	Limited accuracy in analysis through lack of application of relevant knowledge and understanding. Unsupported evaluation through lack of application of knowledge and understanding. Unsupported judgement through lack of application of knowledge and understanding.
Good	
Some understanding that is relevant to the context or question. Some accuracy in interpretation through the application of some relevant knowledge and understanding.	Some accuracy in analysis through the application of some relevant knowledge and understanding. Partially supported evaluation through the application of some relevant knowledge and understanding. Partially supported judgement through the application of some relevant knowledge and understanding.
Thorough	
A range of accurate understanding that is relevant to the context or question. Accurate interpretation through the application of relevant knowledge and understanding.	Accurate analysis through the application of relevant knowledge and understanding. Supported evaluation through the application of relevant knowledge and understanding. Supported judgement through the application of relevant knowledge and understanding.
Comprehensive	
A range of detailed and accurate understanding that is fully relevant to the context or question. Detailed and accurate interpretation through the application of relevant knowledge and understanding.	Detailed and accurate analysis through the application of relevant knowledge and understanding. Detailed and substantiated evaluation through the application of relevant knowledge and understanding. Detailed and substantiated judgement through the application of relevant knowledge and understanding.

This exam has been split into **two** sections.

Below details the types of questions and marks available for each section. Please allow time for each section accordingly.

Section A is made up of **44** marks and includes **16** short answer and medium answer questions.
Section B is made up of **36** marks and includes **3** extended response questions.

Assessment Objectives	Mark allocation
AO1a Demonstrate knowledge The ability to demonstrate recall of relevant knowledge in response to straightforward questioning.	**10%**
AO1b Demonstrate understanding The ability to explain principles and concepts beyond recall of definitions, but in a general way – ie out of a particular context in response to straightforward questioning.	**15%**
AO2 Apply knowledge and understanding to different situations and contexts Using and applying knowledge and understanding, taking the understanding of generalities and applying them to specific situations. Questions are likely to ask for application in relation to a straightforward situation.	**45%**
AO3a Analyse information and issues Complex thinking that distinguishes patterns and relationships, breaking material into constituent parts, and determining how the parts are related to one another and holistically, inferring underlying assumptions/conditions/relevance/causation.	**30%**
AO3b Evaluate information and issues The ability to make judgements about the value, for some purpose, of own or others' work/ideas/solutions/methods using internal or external criteria or standards relevant for the occupational area. These criteria may include eg quality, accuracy, effectiveness, efficiency, coherence, consistency, and may be quantitative or qualitative.	

Section A

Q1	Identify **two** potential consequences of negative discrimination. (2 marks)	
Mark Scheme	• Potential legal action (1) • Grievance (1) • Disciplinary (1)	**Marking guidance** Award **1 mark** for each correct potential consequence up to a maximum of **2 marks.** Credit any other appropriate response.
Total marks	2	
AO	AO1a	
Qual spec reference	6.2 Factors to consider when working with people from diverse backgrounds.	

Q2	State **one** purpose of the Data Protection Act 2018. (1 mark)	
Mark Scheme	• To support organisations with their lawful processing of personal data (1) • To protect the personalised data of individuals (1) • To regulate how organisations process individual data (1) • To stop organisations form sharing/selling individual data without permission (1)	**Marking guidance** Award **1 mark** for a correct purpose. Credit any other appropriate response.
Total marks	1	
AO	AO1a	
Qual spec reference	10.1 Key requirements of legislation relating to the security of information and data.	

Q3	Describe the difference between a loan and a grant in terms of repayment. (1 mark)	
Mark Scheme	• The difference between a loan and a grant is that a loan requires repayment of the money, and a grant does not require repayment (1)	**Marking guidance** Award **1 mark** for a correct description of the difference. Credit any other appropriate response.
Total marks	1	
AO	AO1a	
Qual spec reference	9.1 Principles of finance.	

Q4	Transparency is one of the ethical principles. a) Define what is meant by transparency. (1 mark) b) State **two** other ethical principles. (2 marks)	
Mark Scheme	**Part a)** • To provide detailed and accurate information to any relevant stakeholders (1) (1 mark) **Part b)** • Honesty (1) • Justice (1) • Consent (1) • Privacy (1) • Confidentiality (1) (2 marks)	**Marking guidance** **a)** Award **1 mark** for a correct definition. Credit any other appropriate response. **b)** Award **1 mark** for each correct ethical principle up to a maximum of **2 marks.**
Total marks	3	
AO	AO1a	
Qual spec reference	4.1 Ethical principles and values.	

Q5	Define what is meant by prejudice. (1 mark)	
Mark Scheme	• A preconceived opinion that is not based on actual experience (1)	**Marking guidance** Award **1 mark** for a correct definition. Credit any other appropriate response.
Total marks	1	
AO	AO1a	
Qual spec reference	6.2 Factors to consider when working with people from diverse backgrounds.	

Q6	Explain **one** way market analysis can be used to increase sales opportunities. (2 marks)	
Mark Scheme	• To provide information and data about existing customers to identify their trends/buying patterns (1) that can be used to target new customers/retain existing customers and expand customer base (1) • To provide information and data about market trends to identify any gaps (1) to provide opportunities to offer new products and services (1) • To provide information and data about competitors to ensure competitive offers/products (1) to increase share in the market (1)	**Marking guidance** Award **1 mark** for a basic explanation, and award **1 further mark** for developed explanation, to a maximum of **2 marks**. Award a maximum of **2 marks** for **one way** that is fully explained. Credit any other appropriate response.
Total marks	2	
AO	AO1b	
Qual spec reference	5.2 The principles of enterprise skills.	

Q7	Explain **one** reason why staff training is used by businesses to improve how personal information and data is managed. (2 marks)	
Mark Scheme	• To ensure employees have the knowledge to consistently follow current company policies/procedures (1) to ensure compliance with procedures to protect data and personal and business information (1) • To raise employee understanding of data protection reducing the likelihood of breaches in data (1) resulting in reduced fines/cost to reputation (1)	**Marking guidance** Award **1 mark** for a basic explanation, and award **1 further mark** for developed explanation, to a maximum of **2 marks**. Award a maximum of **2 marks** for **one reason** that is fully explained. Credit any other appropriate response.
Total marks	2	
AO	AO1b	
Qual spec reference	10.1 Key requirements of legislation relating to the security of information and data.	

Q8	Explain **two** ways that Continuous Professional Development (CPD) benefits an employer. (4 marks)	
Mark Scheme	• Improved/up to date skills positively impacting staff performance (1) leading to improvements in employer performance (1) • Improved confidence/self-esteem/valued by an employer positively impacting motivation/feeling of belonging (1) reducing costs/retaining expertise through improved staff retention (1) • Investment in an individual over time, enhances their skills/understanding of how an organisation operates (1), helping to support internal talent development/increases skilled workforce (1)	Award **1 mark** for a basic explanation, and award **1 further mark** for developed explanation, to a maximum of **2 marks**. Award a maximum of **4 marks** for **two ways** that are fully explained. Credit any other appropriate response.
Total marks	4	
AO	AO1b	
Qual spec reference	3.3 Purpose of Continuous Professional Development (CPD) opportunities.	

Q9	Describe how **one** method of customer care can impact on a business. (2 marks)	
Mark Scheme	• Personalise customer care as this can make the customer feel more valued/cared about (1) which supports increased revenue/business growth through customer retention (1) • Be approachable/friendly so that the customer can feel more comfortable interacting with the business/products (1) which will improve the number of customer sales which then increases revenue for the business (1)	**Marking guidance** Award **1 mark** for a basic description, and award **1 further mark** for developed description on the impact on the business, to a maximum of **2 marks**. Award a maximum of **2 marks** for **one method** that is fully described and the impact it has on the business. Credit any other appropriate response.
Total marks	2	
AO	AO1b	
Qual spec reference	8.1 Role and purpose of customer care.	

Q10	The owner of a land-based business is looking to recruit an assistant. There are four candidates that meet all the job specification criteria for the assistant role. One of the candidates has ticked the box that they have a disability and the land-based business has decided not to shortlist this candidate. Explain **one** reason why this would count as direct discrimination. (2 marks)	
Mark Scheme	• The land-based business has clearly decided against employing the candidate based on their disability which is a protected characteristic (1) it is against the law to discriminate based on a protected characteristic (1)	**Marking guidance** Award **1 mark** for a basic explanation, and award **1 further mark** for developed explanation, to a maximum of **2 marks**. Award a maximum of **2 marks** for **one reason** that is fully explained. Credit any other appropriate response
Total marks	2	
AO	AO2	
Qual spec reference	6.2 Factors to consider when working with people from diverse backgrounds.	

Q11

A private company has put together its profit and loss statement for quarter 1 of the financial year.

Table 1

	April (£)	**May (£)**	**June (£)**	**Total Quarter 1 (£)**
Sales (Stream 1)	72,000	71,000	51,000	194,000
Returns, Refunds, Discounts	17,000	30,000	27,000	74,000
Cost of Goods sold	31,000	25,000	20,000	76,000
Admin expenses	4,000	6,000	4,000	14,000
Interest expenses	2,500	2,500	2,500	7,500
Taxation	3,000	3,000	3,000	9,000
Total expenses				30,500

Using the figures provided in Table 1, complete the following calculations.
Express your answer in pounds (£).
Show your workings including any formulas used.

Part a)

Calculate the total gross profit for quarter 1.

(2 marks)

Part b)

Calculate the total net profit for quarter 1.

(2 marks)

Mark Scheme

Part a)

Formula: revenues – cost of goods sold = gross profit (1) / (194,000 – 74,000), 120,000 – 76,000 (1)

44,000 (1)

Marking guidance

a) Award a maximum of **1 mark** for use of correct formula or demonstration of correct methodology.

Award **1 mark** for correct calculation of total gross profit for quarter 1.

	Part b) gross profit – expenses = net profit (1) / 44,000 – 30,500 (1) 13,500 (1)	**b)** Award a maximum of **1 mark** for use of correct formula or demonstration of correct methodology. Award **1 mark** for correct calculation of total net profit for quarter 1. If the candidate uses an incorrect carry over figure for gross profit from (a), but calculates net profit correctly with this incorrect figure, then the mark for correct calculation should be awarded.
Total marks	4	
AO	AO1b – 2 AO2 – 2	
Qual spec reference	9.1 The principles of finance.	

Q12	A full time employee has made a complaint about their working hours. They currently work a seven hour shift with one ten minute break. In relation to their employment rights, explain why the employee's complaint should be upheld. (2 marks)	
Mark Scheme	• The employee is not receiving enough rest break time in line with their employment contract (1) under legal employment rights they need at least a 20 minute rest break as the employee has worked over 6 hours (1)	**Marking guidance** Award **1 mark** for a basic explanation, and award **1 further mark** for developed explanation, to a maximum of **2 marks**. Award a maximum of **2 marks** for **one reason** that is fully explained. Credit any other appropriate responses. Responses must include reference to break time, employment contract and legal employment rights to be awarded full marks.
Total marks	2	
AO	AO2	
Qual spec reference	3.1 Employment rights and responsibilities of the employer and employee.	

Q13	An organisation has recently had a data breach where data has been remotely accessed by an unauthorised third party. The organisation carries out staff training regularly. The breach was due to an employee opening a convincing phishing email. Explain **one** action the organisation should take to prevent this type of breach from happening again. (2 marks)	
Mark Scheme	• Review policies/staff training to ensure they are fit for purpose and provides the latest information on the latest phishing approaches (1) to ensure staff are up to date and vigilant towards new/emerging phishing threats used by hackers (1) • Update and regularly change passwords to increase security of data (1) making it more challenging for hackers to use phishing threats to access personal and business information (1) • Update software with better firewalls and anti-virus protection to ensure it is up to date against the latest threats (1) meaning hackers using new phishing approaches are less likely to infiltrate the system/reach employees (1)	**Marking guidance** Award **1 mark** for a basic explanation, and award **1 further mark** for developed explanation, to a maximum of **2 marks**. Award a maximum of **2 marks** for **one action** that is fully explained. Credit any other appropriate response
Total marks	2	
AO	AO2	
Qual spec ref	10.1 Key requirements of legislation relating to the security of information and data.	

<table>
<tr><td>Q14</td><td colspan="2">An employee has been asked to move 20 bags of fertiliser to a transport loading bay. Each bag weighs 25kg and are situated on the third shelf of a storage unit. The shelf is 1.8 metres from the ground. The bags must be transported across flat, level ground which is clear from obstructions.

a) Explain one control measure to move the bags off the shelf.
(2 marks)
b) Explain one control measure to move the bags to the transport loading bay.
(2 marks)</td></tr>
<tr><td>Mark Scheme</td><td>Part a)
• The use of steps/platform due to the height of the shelves (1) to reduce the risk of injury as the employee does not have to reach/stretch to retrieve the bags (1)

• The use of lifting equipment due to the number of bags (1) to reduce the risk of injury as the employee will not have to repeatedly lift heavy bags multiple times (1)

Part b)
• The use of wheeled equipment/trolleys to move multiple bags (1) which reduces risk of injury as the employee does not have to carry individual bags multiple times (1)

• The use of motorised transport that moves multiple bags (1) which reduces risk to injury as the bags do not have to be pushed or carried (1)</td><td>Marking guidance
a) Award 1 mark for a basic explanation, and award 1 further mark for developed explanation, to a maximum of 2 marks.

Credit any other appropriate response.

b) Award a maximum of 4 marks for two control measures fully explained.

Credit any other appropriate response.</td></tr>
<tr><td>Total marks</td><td colspan="2">4</td></tr>
<tr><td>AO</td><td colspan="2">AO2</td></tr>
<tr><td>Qual spec reference</td><td colspan="2">1.1 Key requirements of Health and Safety legislation.
1.3 Purpose of a risk assessment.</td></tr>
</table>

<table>
<tr><td>Q15</td><td colspan="2">A startup business has been trading for 6 months. It is currently selling a range of products via an online sales platform. There is an intention to move to store-based retail environments as the business grows.

The investors have asked for a report to update on progress against success measures, to support future budgeting and business planning.

Explain three typical data sets that could be used to produce the report.
(6 marks)</td></tr>
<tr><td>Mark Scheme</td><td>• Sales/revenue data compared to planned/predicted data indicates the degree of success/suitability of the products sold using the online platform (1) which provides data to influence the types of future products for the business to focus on in order to best grow/expand (1)

• Income data will show return against costs/predicted income using the current online platform (1) that will inform predicted future forecasting/provide insights into opportunity/viability of expansion into different retail environments (1)

• Number of enquiries through the online sales platform about products gives an indication to how successful engagement activities/product marketing has been (1) which indicates how activities/budget in relation to marketing and sales activity can be reforecast/focused to drive future engagement/improve sales (1)

• Undertaking customer surveys to gather feedback on products and whether customers would be prepared to purchase in store indicates customer needs/buying habits (1) which would provide quantitative data to develop/support business plans in relation to expanding the range/type of retail environments (1)

• Reviewing data on number of repeat customers/repeat sales from the same customers using the online platform (1) provides an insight on the success of the startup business to grow its presence in the marketplace to prioritise next actions to take as a business (1)</td><td>Marking guidance
Award 1 mark for a basic explanation, and award 1 further mark for developed explanation, to a maximum of 2 marks.

Award a maximum of 6 marks for three typical data sets fully explained.

Accept alternative developed typical data sets that explain a clear understanding of how the data set could be used to support the production of the report and inform future budgeting and business planning.</td></tr>
<tr><td>Total marks</td><td colspan="2">6</td></tr>
<tr><td>AO</td><td colspan="2">AO2</td></tr>
<tr><td>Qual spec reference</td><td colspan="2">5.3 Measures that businesses use to determine success.</td></tr>
</table>

<table>
<tr><td>Q16</td><td>A customer has contacted the manager of a business for the second time, regarding a complaint about a faulty product. The complaint has not yet been resolved and has left the customer feeling frustrated with the business and wanting their money back.

The manager has recorded this and noted that there have been four other unresolved complaints recorded within the previous six months and has decided to conduct an internal review with the purpose of improving the complaints process.

Explain the impact on the business if there are no improvements to the process in the handling of complaints.

(6 marks)</td></tr>
<tr><td>Mark Scheme</td><td>
<table>
<tr><th>Band</th><th>Marks</th><th>Descriptor</th></tr>
<tr><td>3</td><td>5-6</td><td>Demonstrates thorough application of knowledge and understanding of the impacts on the business if there are no improvements to the process. Reasoning for impacts is highly detailed and relevant.</td></tr>
<tr><td>2</td><td>3-4</td><td>Demonstrates good application of knowledge and understanding of the impacts on the business if there are no improvements to the process. Reasoning for impacts is mostly detailed and relevant.</td></tr>
<tr><td>1</td><td>1-2</td><td>Demonstrates basic application of knowledge and understanding of the impacts on the business if there are no improvements to the process. Reasoning for impacts is limited in detail and relevance.</td></tr>
<tr><td></td><td>0</td><td>No relevant material</td></tr>
</table>
Indicative content

• Future incidents or complaints of a similar nature will not be reduced and may lead to repeat occurrences. Complaints process will continue to be ineffective and may lead to reduced business from customers.
• Business could have increased costs as they try to resolve complaints with an ineffective/inefficient process negatively impacting on business profits.
• Long term business reputation may be damaged due to a reduction in customer confidence, through feeling that they are not valued because their complaints are not being resolved effectively/efficiently.
• Customer loyalty may reduce as customers are less likely to tolerate what they see as poor customer service due to unresolved complaints, decreasing revenue for the business.
</td></tr>
<tr><td>Total marks</td><td>6</td></tr>
<tr><td>AO</td><td>AO2</td></tr>
<tr><td>Qual spec reference</td><td>8.1 Role and purpose of customer care.</td></tr>
</table>

Section B

Q17

A land-based company have become concerned about the performance of its customer service team. There are increased levels of casual sickness in the team and a high turnover of staff. Staff have complained of a heavy workload and are failing to meet their objectives. The team have also raised concerns with their manager over the work being unfairly allocated across the team with no deadlines communicated for completion.

Analyse the potential issues within the customer service teams performance and justify actions a manager could take to manage team performance.

(12 marks)

Mark Scheme

Band	Marks	Descriptor
4	**10-12**	Demonstrates comprehensive application of knowledge and understanding of team performance, in relation to the potential issues and the required actions. Demonstrates comprehensive use of analysis of the potential issues within the customer service team in relation to the performance issues. Demonstrates comprehensive evaluative skills by justifying an excellent range of actions to manage the customer service team's performance. Justifications are supported with highly detailed and relevant reasoning.
3	**7-9**	Demonstrates thorough application of knowledge and understanding of team performance, in relation to the potential issues and the required actions. Demonstrates thorough use of analysis of the potential issues within the customer service team in relation to the performance issues. Demonstrates thorough evaluative skills by justifying a good range of actions to manage the customer service team's performance. Justifications are supported with mostly detailed and relevant reasoning.
2	**4-6**	Demonstrates good application of knowledge and understanding of team performance, in relation to the potential issues and the required actions. Demonstrates good use of analysis of the potential issues within the customer service team in relation to the performance issues. Demonstrates good evaluative skills by justifying a moderate range of actions to manage the customer service team's performance. Justifications are supported with some detail and relevant reasoning.
1	**1-3**	Demonstrates basic application of knowledge and understanding of team performance, in relation to the potential issues and the required actions. Demonstrates basic use of analysis of the potential issues within the customer service team in relation to the performance issues.

		Demonstrates basic evaluative skills by justifying a limited range of actions to improve the customer service team's performance. Justifications are supported with minimal detail and relevant reasoning.
	0	**No relevant material**

Indicative content

Analysis

- Heavy workload - could be the cause of increased sickness in the team through absence caused by stress.
- Increased absences - means that the available staff working with an even heavier workload, putting pressure on already over-stretched individuals.
- High turnover - caused by increased workload stress or lack of motivation at meeting objectives.
- Reflections on unfair allocations and no deadlines formally communicated - means a lack of transparency in the team; team members may feel like they are being victimised; breeds discontent in the team - and causes less effective working.

Actions and justifications

Manager should:

- Undertake an activity to further understand how all of the team feel, could be a survey or anonymous feedback to start - this ensures that they have gathered as much information as possible in order to effectively respond to the problem.
- Reflect on findings, acknowledge the issues and consider a plan of action - this ensures that all factors are being considered before addressing the issues with staff, allowing meaningful action to be contemplated and considered.
- Put in place techniques that may include regular meetings for both individuals and the team. Techniques can be used to monitor and manage individual and team performance and ensure workloads are not being managed unfairly.
- Provide support and mentoring/provide constructive feedback to ensure staff are able to work on and improve any areas of weakness.
- Define roles and responsibilities and communicate formally to the team to ensure team are aware of own and team members responsibilities and can be held accountable when issues arise.
- Focus team members on individual and organisational goals.
- Set SMART objectives/measurable goals for individuals. Conduct regular performance management reviews to identify any issues, set clear KPIs for improvement and to communicate deadlines formally.
- Check skill set of individuals within team and provide training to fill knowledge/ skill gaps to identify any weaknesses within individuals and the team/to ensure workload is allocated to correct team members.
- Provide personal development to individuals to manage staff CPD and training requirements to improve performance.
- Manage conflict to improve teamwork, increase effective working and allow the team to better meet its objectives.
- Plan and manage workload to identify if workload is too demanding or staff are

	working ineffectively/to appropriately manage staff sickness and well-being. • Recognise and reward positive performance to boost morale in team and reduce the potential of casual sickness and staff turnover.
Total marks	12
AO	AO2 – 4 AO3a – 4 AO3b – 4
Qual spec reference	3.2 Effective teamwork. 7.1 Types of effective communication.

Q18	A land-based company has recently started using a new piece of equipment. The company has reported five near misses associated with this piece of equipment which has triggered a Health and Safety Executive (HSE) investigation, as the incidents could have been fatal. However, following the investigation the equipment is found to be in correct working order and is not faulty or dangerous if used correctly. Staff are now reluctant to use the equipment, but it is essential that they use it as it is needed in their day-to-day work. Analyse the direct and indirect consequences of poor health and safety standards on the company and justify techniques and methods that could be used to promote health and safety standards amongst the workforce. (12 marks)

Mark Scheme

Band	Marks	Descriptor
4	**10-12**	Demonstrates comprehensive application of knowledge and understanding of both direct and indirect consequences to the company in relation to poor health and safety standards, and techniques and methods used to promote health and safety standards. Demonstrates comprehensive use of analysis of both direct and indirect consequences to the company in relation to poor health and safety standards. Demonstrates comprehensive evaluative skills by justifying an excellent range of techniques and methods to promote health and safety standards. Justifications are supported with highly detailed and relevant reasoning.
3	**7-9**	Demonstrates thorough application of knowledge and understanding of both direct and indirect consequences to the company in relation to poor health and safety standards, and techniques and methods used to promote health and safety standards. Demonstrates thorough use of analysis of both direct and indirect consequences to the company in relation to poor health and safety standards. Demonstrates thorough evaluative skills by justifying a good range of techniques and methods to promote health and safety standards. Justifications are supported with mostly detailed and relevant reasoning.
2	**4-6**	Demonstrates good application of knowledge and understanding of both direct and indirect consequences to the company in relation to poor health and safety standards, and techniques and methods used to promote health and safety standards. Demonstrates good use of analysis of both direct and indirect consequences to the company in relation to poor health and

		safety standards. Demonstrates good evaluative skills by justifying a moderate range of techniques and methods to promote health and safety standards. Justifications are supported with some detail and relevant reasoning.
1	**1-3**	Demonstrates basic application of knowledge and understanding of direct and/or indirect consequences to the company in relation to poor health and safety standards, and techniques and methods used to promote health and safety standards. Demonstrates basic use of analysis of direct and/or indirect consequences to the company in relation to poor health and safety standards. Demonstrates basic evaluative skills by justifying a limited range of techniques and methods to promote health and safety standards. Justifications are supported with minimal detail and relevant reasoning.
	0	**No relevant material**

Indicative content

Analysis

Consequences for company:

Financial:

- Potential compensation claims if issue keeps occurring and results in injury/ fatality. (direct)
- Cost of any repairs/ replacement of equipment if issue is linked to the specific piece of equipment. (direct)
- Cost of retraining staff to use new equipment safely. (indirect)
- Increased insurance premiums if injury occurs. (indirect)
- Consequences of non-compliance of health and safety legislation, including prosecution, fines, legal fees and enforcement notices. (direct)

Emotional:

- Stress/ mental well-being of staff potentially impacting and increasing staff sickness/staff retention (employees and employers). (indirect)

Reputation

- Loss of reputation can potentially reduce sales and profits. (indirect)
- Bad publicity if the amount of near misses and potential for more serious injury gets out into the public. (indirect)

Justify techniques and methods

- Regular health and safety training to include new equipment to ensure safety of employees.
- Provide safe equipment and systems of work to comply with health and safety legislation.

	• Continued correct reporting and recording of near misses to ensure correct action is taken to prevent further near misses and to ensure relevant training can be provided. • Internal investigations to ensure RAMS (risk assessments, method statements) are fit for purpose to prevent further incidents and accidents. • Provide and use of appropriate and suitable PPE to ensure safety of all workers and prevent accidents. • Organisational procedural documents or policies in place to improve efficiencies and reduce costs. • Contact health and safety specialist/consultant for advisory visit/regular health and safety audits to reduce potential liability for the company/to maintain reputation of the company.
Total marks	12
AO	AO2 – 4 AO3a – 4 AO3b – 4
Qual spec reference	1.1 Key requirements of health and safety legislation. 1.2 Consequences of poor standards of health and safety.

Q19	You work for a land-based business that distributes their products nationally. The business has received a complaint from a customer via social media about the businesses approach to the delivery and packaging of the product. *'I just received a packet of flowering bulbs which came in a box three times larger than it needed, the excess space was filled with plastic air pockets. There are also no instructions provided where to send the packaging materials so they can be reused by the business. I also noticed that the delivery driver from your company waited outside of the house with the diesel engine running, blocking the road to other vehicles before delivering the package. When I asked why, the courier explained that your company set specific times that packages must be delivered at.'* Analyse the impacts to the business caused by their approach to delivery, including the packaging of the product, and justify improvements to the approach that align with the three pillars of sustainability. (12 marks)

Mark Scheme

Band	Marks	Descriptor
4	**10-12**	Demonstrates comprehensive application of knowledge and understanding of impacts to the business and the three pillars of sustainability, in relation to the businesses approach to delivery and packaging of the product. Demonstrates comprehensive use of analysis of the impacts to the business in relation to the approach to delivery and packaging of the product. Demonstrates comprehensive evaluative skills by justifying an excellent range of improvements to meet the three pillars of sustainability. Justifications are supported with highly detailed and relevant reasoning.
3	**7-9**	Demonstrates thorough application of knowledge and understanding of impacts to the business and the three pillars of sustainability, in relation to the businesses approach to delivery and packaging of the product. Demonstrates thorough use of analysis of the impacts to the business in relation to the approach to delivery and packaging of the product. Demonstrates thorough evaluative skills by justifying a good range of improvements to meet the three pillars of sustainability. Justifications are supported with mostly detailed and relevant reasoning.
2	**4-6**	Demonstrates good application of knowledge and understanding of impacts to the business and the three pillars of sustainability, in relation to the businesses approach to delivery and packaging of the product. Demonstrates good use of analysis of the impacts to the

		business in relation to the approach to delivery and packaging of the product. Demonstrates good evaluative skills justifying a moderate range of improvements to meet the three pillars of sustainability. Justifications are supported with some detail and relevant reasoning.
1	**1-3**	Demonstrates basic application of knowledge and understanding of impacts to the business and the three pillars of sustainability, in relation to the businesses approach to delivery and packaging of the product. Demonstrates basic use of analysis of the impacts to the business in relation to the approach to delivery and packaging of the product. Demonstrates basic evaluative skills by justifying a limited range of improvements to meet the three pillars of sustainability. Justifications are supported with minimal detail and relevant reasoning.
	0	**No relevant material**

Indicative content

Analysis
Impacts on the business:

- Excess packaging of carboard is an operating cost not needed.
- Vehicles running when they do not need to increases operating costs.
- Business is not aligning with current legislation including the Environment Act 2021 could result in the business not meeting its obligations and risking prosecution.
- Not demonstrating best practice in sustainability may impact the business reputation and customer focus.

Justifications
The three pillars of sustainability:

Environmental

- Packaging audit to reduce the size of the packaging which allows for more products to be transported in one journey.
- Replace plastic with bio-degradable packaging – to reduce waste and amount of recycling.
- Longer delivery window so the courier does not have to wait around – to reduce emissions, noise pollution, CO_2 emissions.
- Change to electrical vehicles as waiting time does not deplete the battery and therefore reduces emissions, noise pollution, CO_2 emissions.

	○ responsible management of land, resources, wildlife, biodiversity for the higher environmental outcomes etc. ○ sustainable management – The current packing does not meet sustainable policy – using too much cardboard and plastic. ○ environment and energy – Cost of excess packing, vehicle running engine outside for considerable time. Social • Training of employees to ensure they are complying with sustainability policy, education of employees to ensure they are familiar with sustainable concepts – ensure correct size packaging is used. • Responding to customer concerns, positive branding to increase customer confidence, perception and reputation on sustainability concerns. • Advertise sustainable improvements improving wellbeing of stakeholders including staff and customers to ensure continuity of employment and contribution to society is valued. Economic • Less waiting time means less fuel consumption being used. Resulting in lower costs. • Smaller packaging reduces cost in materials and fuel costs as more products can be delivered per journey. • Use of alternative fuels bio diesels/electric will reduce fuel costs. • Advertising green credentials can potentially mean more customers, repeat business and therefore increasing profit. • Investment in the training of staff helps reduce turnover of staff and therefore not needing to pay for recruitment and retraining. • Compliance with legislation avoiding prosecution and fines. • Consideration of resource use, particularly energy, water etc to effectively manage business costs and enable profitable returns. Awareness that some actions have impact (eg carbon footprint), there may be a balance with environmental and social pillars a company needs to make which may impact on profitability.
Total marks	12
AO	AO2 – 4 AO3a – 4 AO3b – 4
Qual spec reference	2.1 Key requirements of environmental legislation and key government policies. 2.2 The concept of sustainable development.

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