HM Government

T-LEVELS

T Level in Agriculture, Environmental and Animal Care

Paper 1 – Common Core (8717-030)

If provided, stick your candidate barcode label here.

Date of exam: TBC
Duration: 2 hours

Candidate name (first, last)

First

Last

Candidate enrolment number

Date of birth (DDMMYYYY)

Gender (M/F)

Assessment date (DDMMYYYY)

Centre number

Candidate signature/declaration*

- If additional answer sheets are used, enter the additional number of pages in this box. ➡
- Before taking the examination, **all candidates** must check that their barcode label is in the appropriate box. Incorrectly placed barcodes may cause delays in the marking process.
- Please ensure that you staple additional answer sheets to the back of this answer booklet, clearly labelling these with your full name, enrolment number, centre number and qualification number in BLOCK CAPITALS.
- All candidates need to use a **black/blue** pen. **Do not** use a pencil or gel pen, unless otherwise instructed.
- If provided with source documents, these documents **will not** be returned to City & Guilds and will be shredded. Do not write on the source documents.
- *** I declare that I had no prior knowledge of the questions in this examination and that I will not divulge to any person any information about the questions.**

You should have the following for this examination

- a pen with blue or black ink
- a calculator

General instructions

- The marks for questions are shown in brackets.
- This examination contains **19** questions. Answer all questions.
- Answer the questions in the spaces provided. Answers written in margins or on blank pages will not be marked.
- Cross through any work you do not want to be marked.

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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.

Section A

1 Identify **two** potential consequences of negative discrimination.

(2 marks)

2 State **one** purpose of the Data Protection Act 2018.

(1 mark)

3 Describe the difference between a loan and a grant in terms of repayment.

(1 mark)

4 Transparency is one of the ethical principles.

a) Define what is meant by transparency.

(1 mark)

b) State **two** other ethical principles.

(2 marks)

5 Define what is meant by prejudice.

(1 mark)

6 Explain **one** way market analysis can be used to increase sales opportunities.

(2 marks)

7 Explain **one** reason why staff training is used by businesses to improve how personal information and data is managed.

(2 marks)

8 Explain **two** ways that Continuous Professional Development (CPD) benefits an employer.

(4 marks)

9 Describe how one method of customer care can impact on a business.

(2 marks)

10 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 the candidate.

Explain **one** reason why this would count as direct discrimination.

(2 marks)

11 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.

a) Calculate the total gross profit for quarter 1.

(2 marks)

b) Calculate the total net profit for quarter 1.

(2 marks)

12 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)

13 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)

14 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)

15 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)

16 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)

Section B

17 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 team and justify actions a manager could take to manage team performance.

(12 marks)

18 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)

19 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 of their 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)

End of Assessment

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