

My Question Paper

1. Read the newspaper article below and answer the questions which follow.

**Packaging Firm Has It All
Wrapped Up**

<p>Titewrap Ltd has been producing packaging material for the food industry for more than twenty years. Orders from a major supermarket have meant that Titewrap Ltd plan to expand their factory. They also intend to develop new production methods and to reorganise various departments within the business.</p>	<p>The Managing Director of Titewrap Ltd, Mrs Sheila Adams says "The company wants to take advantage of the orders to fully develop and re-organise the business from management level to the factory floor. Consultation with the workers is all important to ensure that we take full advantage of the expansion".</p>
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The expanded factory will require workers who will need to be trained.

- (d) Why is training important to businesses such as Titewrap Ltd? [2]

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- (e) Explain what is meant by each of the following terms.

- (i) Induction training [2]

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- (ii) On the job training [2]

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3.

Delyn Packaging Ltd is a manufacturer of high quality, made-to-order packaging. The business mainly produces plastic food packaging for meat, BBQ, salads and pasta, snacks, party foods, bakery and convenience/ready meals.



The Human Resource Department at Delyn Packaging Ltd currently use both on-the-job and off-the-job training to train its workforce.

(e) Advise Delyn Packaging Ltd as to whether they should use on-the-job or off-the-job training for the introduction of new technology. [10 QWC]

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4. Radsonic plc produces car radiators which are supplied to car manufacturers.

The expansion of the business and the introduction of CAM may mean that more workers will need to be recruited. As part of the process Radsonic plc will need to write a person specification.

(d) (i) What is a person specification? [1]

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(ii) Suggest two items which might appear on a person specification. [2]

Item 1

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Item 2

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5. Rhian Kaliq is applying for a new job with Evans & Co Ltd. The company has sent her an application form to complete. Apart from the application form, list **three** other steps involved in the recruitment process. [3]

(i)

(ii)

(iii)

6.

Judith Moore has a medium sized business cleaning ovens, called CookerClean. She runs her business from a small office located on an industrial estate where she employs three workers.

Judith Moore has found that the demand for her service has greatly increased. She has decided to employ three additional workers. She has asked applicants for references.

(c) What are references and why are they important in the recruitment process? [4]

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7.

Most businesses follow a similar recruitment process when it comes to employing workers. An important stage within the process is advertising the vacancy. As part of the job advert, businesses will often attach a job description.

(a) Explain the purpose of a job description in the recruitment process. [2]

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8.

Most businesses follow a similar recruitment process when it comes to employing workers. An important stage within the process is advertising the vacancy. As part of the job advert, businesses will often attach a job description.

Another important stage comes after application forms have been received by the business, which is called shortlisting.

(b) Explain the purpose of shortlisting in the recruitment process. [2]

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9.

Which **two** of the following are non-monetary rewards received by workers? [2]

Tick two boxes only.



	Bonuses	1
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	Medical Insurance	2
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	Company Car	3
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	Salaries	4
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10.

	<p>Unilever plc is one of the world's most successful companies with factories and offices located in many countries across the world. It provides a variety of branded products from home and personal care goods, such as Persil and Surf washing powder, to foods such as Ben & Jerry's ice cream.</p>	
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Adapted from Unilever website 2015

Unilever plc has over 172,000 employees across the world and has a reputation for employing people with a wide range of backgrounds and beliefs. It has won many awards for being a good employer and is well known for having a motivated workforce.

(d) Explain the benefits to businesses such as Unilever plc of having a well-motivated workforce. [4]

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Marking Scheme

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9	<p>(d) Why is training important to businesses such as Titewrap?</p> <p>Reasons suggested [1x2]</p> <p>OR</p> <p>One reason explained / developed [2x1]</p> <p>Answers might include:-</p> <p>New workers need to become familiar with their environment – specific work methods / factory layout. Upgrading skills – new technologies need to be taught – improves productivity efficiency Retraining – old skills disappear / workers taught new jobs allows workers to do more than one job – can be moved between tasks / greater output Improves motivation – people feel valued attracts new workers- improved reputation Health and safety reasons – prevents accidents and injury</p>	2	AO2 2
9	<p>(e) Explain what is meant by each of the following terms.</p> <p>(i) Induction training</p> <p>Any of the following points [1 x2]</p> <p>Applies to newly appointed / recruited workers – need to familiarise with the work place –tasks/duties Structure of work – e.g. hours of work / holidays / hierarchy health and safety – e.g. alarms / drills / fire escapes / clothing Works environment – e.g. locations canteens / toilets etc.</p> <p>(ii) On the job training</p> <p>Any of the following points [1 x2]</p> <p>Usually on site – in the place where the worker is working Worker works alongside operative – using established worker experience Cheap to provide – no need to use outside sources Effective – trainee is supervised – trained in the ways of specific business Quick to organise – given as needed May pick up bad habits etc.</p> <p>The development must apply to the suggestion made.</p>	4	AO1 4

2.

	<p>(e) By considering the advantages and disadvantages of each, advise Radsonic plc on whether on the job or off the job training is preferable for the firm and its workers.</p> <p>Level 1 Advantages / disadvantages on the job / off the job training mentioned or listed without explanation. Information is poorly organised. There is limited use of specialist terminology / vocabulary and frequent errors in spelling, punctuation and grammar.</p> <p>Level 2 Advantages / disadvantages on the job / off the job training explained. Information is well organised and ideas are expressed in a logical manner. There is good use of specialist terms/vocabulary with some errors in spelling, punctuation and grammar, but these are not intrusive.</p> <p>Level 3 Advantages and disadvantages of each explained with the best answers offering a reasoned recommendation. At least 2 advantages and 2 disadvantages of on the job and off the job explained. Information is very well organised and the form and style of communication is highly appropriate. There is very good use of specialist terms/vocabulary with few, if any, errors in spelling, punctuation and grammar.</p>	<p>10</p> <p>1-3</p> <p>4-6</p> <p>7-10</p>	<p>AO1 3 AO2 3 AO3 4</p>
	<p>Answers might include:</p> <p>On the job training</p> <p><u>Advantages</u> cheap – worker works alongside experienced operative – no need to pay external agency quick to organise – given as needed effective – trainee supervised – trained in the ways of specific business still contribute to production etc.</p> <p><u>Disadvantages</u> may not provide in depth training – depends on skills of other workers – may not be effective trainer – poor communication skills – may pass on bad habits to trainee may be limited to individual training – rather than to group takes up time of trainer – skilled workers taken off production not motivational etc.</p> <p>Off the job training</p> <p><u>Advantages</u> wide range of skills gained – from experienced trainers – who are up to date with modern ideas – practices – high quality workers can gain qualifications – improved morale – quality of work etc.</p> <p><u>Disadvantages</u> may be expensive – trainers may be paid to come on site – or workers attend of course sites at colleges etc. no production takes place whilst workers away may not be aimed at specific needs of firm – as variety</p>		

	<p>may not be aimed at specific needs of firm – as variety of skills taught</p> <p>qualifications may lead to workers leaving – higher value on job market</p> <p>etc.</p>		
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Conclusion

Give reasoned advice

3.

Question No.	Question & Answer	Mark Allocation	Assessment Objective
9. (e)	<p>Advise Delyn Packaging Ltd as to whether they should use on-the-job or off-the-job training for the introduction of new technology.</p> <p>Level 1 Suggests methods of training and/or advantage(s) / disadvantage(s) listed with limited explanation. May offer simple and unsupported advice.</p> <p>Information is poorly organised. There is limited use of specialist terminology/vocabulary and frequent errors in spelling, punctuation and grammar.</p> <p>Level 2 Considers on-the-job and/or off-the-job training with a good explanation of the advantage(s) and disadvantage(s). May offer a brief advice.</p> <p>Max 5 marks if no advice given.</p> <p>The response could be one sided.</p> <p>Information is well organised and ideas are expressed in a logical manner. There is good use of specialist terms/vocabulary with some errors in spelling, punctuation and grammar, but these are not intrusive.</p> <p>Level 3 Considers both on-the-job and off-the-job training with an excellent explanation of the advantages and disadvantages of each. The best answers offering a reasoned recommendation.</p> <p>Max 9 marks if no reasoned advice given</p> <p>Information is very well organised and the form and style of communication is highly appropriate. There is very good use of specialist terms/vocabulary with few, if any, errors in spelling, punctuation and grammar.</p> <p>On-the-job</p> <p>Advantages Cheaper than off-the-job – worker works alongside experienced operative – no need to pay external agency Quick to organise – given as needed Effective – trainee supervised – trained in the ways of specific business Workers still contribute to production – improves efficiency / operations of the business etc.</p>	<p>10</p> <p>1 – 3</p> <p>4 – 6</p> <p>7 - 10</p>	<p>AO1 3 AO2 3 AO3 4</p>
	<p>Disadvantages May not provide in depth training – depends on skills of other workers – may not be effective trainer – poor communication skills – may pass on bad habits to trainee May be limited to individual training – rather than to group Takes up time of trainer – skilled workers taken off production - mistakes can be made – holding up production Etc.</p> <p>Off-the-job training</p> <p>Advantages Wide range of skills gained – from experienced trainers – who are up to date with modern ideas – practices – high quality Workers can gain qualifications – improved morale – quality of work Motivates workers – money is being spent on the training – workers feel valued Etc.</p>		

	<p>...</p> <p>Disadvantages May be expensive – trainers may be paid to come on site – or workers attend off course sites at colleges etc. No production takes place whilst workers away May not be aimed at specific needs of firm – as variety of skills taught Qualifications may lead to workers leaving – higher value on job market Etc.</p> <p>Conclusion - Give reasoned advice.</p>		
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4.

	<p>(d) (i) What is a person specification?</p> <p>A profile of a person suited for a job / the type of person an employer is looking for.</p>	1	AO1 1
	<p>(ii) Suggest two items which might appear on a person specification.</p> <p>Suggestion [2x1]</p> <p>Answers might include</p> <p>qualifications skills experience / work history personality / qualities/ an example etc.</p>	2	AO1 2

5.

	<p>Rhian Kaliq is applying for a new job with Evans & Co Ltd. The company has sent her an application form to complete. Apart from the application form, list <u>three</u> other steps involved in the recruitment process.</p> <p>Identify Vacancy Drawing up Job Description/Job Analysis Drawing up a Person Specification Advertising the job Curriculum Vitae / Letter of Application Short listing References Interview Ability Tests/Testing/Trials Appointment/Selection</p> <p>(Steps do not need to be in order)</p>	3	AO1 3
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6.

10. (c)	<p>What are references and why are they important in the recruitment process?</p> <p>Definition [Up to 2x1] Explanation [Up to 3x1]</p> <p>Written by past employers - to show work ethic/skills of applicant – indicates how the employee is likely to work</p> <p>Written by others in support of applicant to highlight other attributes such as character/personality – to show the type of person the applicant is</p> <p>Used by potential employer - to cross check with application and to find other information about candidates</p> <p>May be sent at any stage of process - before selection to help to draw up short list – or after selection to confirm impression of applicant</p>	4	AO1 2 AO2 2
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7.

6. (a)	<p>Explain the purpose of a job description in the recruitment process.</p> <p>For each [1x2 or 2x1]</p> <p>Reasons may include:-</p> <p>To show what the job entails / what the employee will be expected to do</p> <p>The applicant can use them to decide whether to apply - can speed up the recruitment process - potential applicants may not apply once they have seen the job description</p> <p>The business can link this to advertising the job</p> <p>The business can link this to the person specification - to make a decision on shortlisting.</p> <p>etc.</p> <p>(Do not award marks for Person Specification)</p>	2	AO3 4
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6. (b)	Explain the purpose of shortlisting in the recruitment process. Reasons may include:- Shortlisting is a reduced list of candidates / cut down from a larger list – unsuitable candidates will not be asked to interview - most suitable candidate will be employed Speeds up the recruitment process - less time consuming interview stage - reduces costs etc.	2	AO3 4
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9.

1.	Which two of the following are non-monetary rewards received by workers? Company Car Medical Insurance	2	AO2 2
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10.

(d)	<p>Explain the benefits to businesses such as Unilever plc of having a well-motivated workforce.</p> <p>Suggestion [2x1] Explanation/development [2x1]</p> <p>Answer might include:-</p> <p>Increase productivity/ workers produce more per hour worked / improve performance of workers – could lead to greater profits Less staff turnover / less workers leaving the business - workers will be happy in their work and will stay loyal – reduce recruitment / training costs Lower absenteeism – workers are happy – improves productivity Loyal / committed workers – experienced and likely to be more efficient Improved employer/employee relations – industrial action less likely – e.g. Improved quality of products Good customer service Improved business reputation – easier to recruit the best workers etc.</p>	4	AO2 2 AO3 2
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