

Cambridge **TECHNICALS- LEVEL 3**  
**Unit 02 – Working In Business**  
2016 Specification



**LO2 - Understand Factors that Influence  
the Arrangement of Business Meetings**

# Calculating the Points

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

- ▶ The number of points available for each unit depends on the unit grade achieved. Units 1 and 22 in the Cambridge Technicals in Business are **120 GLH**; all other units are 60 GLH. The table below shows the number of points issued for each grade.

Unit GLH	Points table for units based on GLH			
	Pass	Merit	Distinction	Unclassified
60	14	16	18	0
120	28	32	36	0

- ▶ To calculate the learner's qualification grade you will need to add up all the points for the units the learner has achieved, making sure they've covered the appropriate mandatory content, taken sufficient externally assessed units, and any units required for the chosen pathway.

# Qualification Grade Table - Diploma

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

- ▶ Having calculated the total number of points based on the unit grades you would check this figure in the qualification grade table, for the relevant qualification, to identify the overall qualification grade. If a learner doesn't achieve the lowest points score required for the qualification, we issue an unclassified result.

## Example A

- ▶ Learner A has taken the units required for the Foundation Diploma:

Unit	GLH	Grade	Number of Points
1	120	Pass	= 28 points
2	60	Merit	= 16 points
3	60	Pass	= 14 points
4	60	Merit	= 16 points
11	60	Distinction	= 18 points
16	60	Pass	= 14 points
17	60	Distinction	= 18 points
20	60	Pass	= 14 points
Total GLH	540	Total no. of points	= <b>138 points</b>

- ▶ In this example, Learner A has an overall qualification grade of a Merit Merit.

# Qualification Grade Table – Foundation Diploma

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

- ▶ Qualification grade table OCR Level 3 Cambridge Technical Foundation Diploma (**540 GLH**)
- ▶ The table below shows the points ranges and the grades that those ranges achieve.

Points range	Grade	
156 and above	Distinction* Distinction*	D*D*
153 – 155	Distinction* Distinction	D*D
150 – 152	Distinction Distinction	DD
144 – 149	Distinction Merit	DM
138 – 143	Merit Merit	MM
132 – 137	Merit Pass	MP
126 – 131	Pass Pass	PP
Below 126	Unclassified	U

# Qualification Grade Table – Technical Diploma

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

- ▶ Qualification grade table OCR Level 3 Cambridge Technical Diploma (**720 GLH**)
- ▶ The table below shows the points ranges and the grades that those ranges achieve.

Points range	Grade	
208 and above	Distinction* Distinction*	D*D*
204 - 207	Distinction* Distinction	D*D
200 – 203	Distinction Distinction	DD
192 – 199	Distinction Merit	DM
184 – 191	Merit Merit	MM
176 – 183	Merit Pass	MP
168 - 175	Pass Pass	PP
Below 168	Unclassified	U

# Unit 01 – Learning Outcome (LO) Weightings

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

- ▶ Each learning outcome in this unit has been given a percentage weighting. This reflects the size and demand of the content you need to cover and its contribution to the overall understanding of this unit. See table below:

<b>LO1</b>	<b>8-25%</b>
<b>LO2</b>	<b>8-25%</b>
<b>LO3</b>	<b>8-25%</b>
<b>LO4</b>	<b>10-34%</b>
<b>LO5</b>	<b>10-34%</b>

# Unit 01 – Learning Outcome (LO) Weightings

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

## Assessment Guidance

- ▶ All Learning Outcomes are assessed through an externally set written examination paper, worth a maximum of 60 marks and 1 hour 30 minutes in duration.
- ▶ The assessment comprises short answer questions and questions requiring more extended responses, some will be based on in tray exercises testing skills and underpinning knowledge.
- ▶ It is important for learners to have the opportunity to learn and apply the knowledge and skills in order to successfully achieve the unit.

## Synoptic Learning And Assessment

- ▶ Ten per cent of the marks in the examination for this unit will be allocated to synoptic application of knowledge. There'll be questions that draw on knowledge and understanding from Unit 1 The business environment that then has to be applied in the context of this unit.
- ▶ It will be possible for learners to make connections between other units over and above the unit containing the key tasks for synoptic assessment, please see section 6 of the centre handbook for more detail.

# 2.1 - Meeting Arrangement Factors

## 2.1 – Meeting Arrangements

## 2.2 – Travel Arrangements

## 2.3 – Accommodation Arrangements

## Exam Questions

- ▶ Not everything goes according to plan. You sit down to study a section of a Unit, and either get more done than expected or less. Planning helps narrow this criteria but unforeseen circumstances change things. We will discuss three different arrangements that have different areas that need different kinds of planning.

### Meeting Arrangements

- ▶ **Meeting criteria** – There are different kinds of meetings and involve different criteria:
- ▶ **Internal/external** – Internal requires less arranging, rooms are usually chosen, fewer extra staff are laid on. External requires booking, phone calls, seating and equipment arranging. And costing.
- ▶ **Urgency** – The more urgent the meeting, the more rushed the arranging, less people available due to commitments, and time constraints. But urgency infers a greater need and therefor greater priority.

### THINK ABOUT

- ▶ In your time at school, how many meetings have you attended.
- ▶ Ask your teacher the same question for last week alone.
- ▶ Meetings can be good or bad, catered or not, on time or late.
- ▶ The level of staff ranking within a meeting can change the dynamic of a meeting.
- ▶ Staff meetings are contractually compulsory.

# 2.1 - Meeting Arrangement Factors

## 2.1 – Meeting Arrangements

## 2.2 – Travel Arrangements

## 2.3 – Accommodation Arrangements

## Exam Questions

- ▶ **Priority** – The more important the meeting, the more time will be spent on getting it right. And more likely it will happen. Meeting with less priority can be moved, or even cancelled.
- ▶ **Purpose** – Some meetings have to happen due to the nature of the company like AGM's, other meetings can be more formal or informal like parents evenings or staff meetings.
- ▶ **Required Personnel** – People are busy, meetings interrupt that, and some people are more important than others so arrangements have to be more precise and organised.
- ▶ **Task 2.1** – The school has organised a meeting with the Student Council to discuss Lesson Timing changes. Using the headings, Criteria, Location, Urgency, Priority, Purpose and Personnel, create a report that outlines all the needs of the meeting.
- ▶ **Task 2.2** – Do the same for either criteria for one of the following:
  1. Local Teacher conference on 9-1 Assessment grading of GCSE's.
  2. Sports Day arrangements
  3. Parents meeting to discuss a pupils lack of attendance.
  4. Disciplinary meeting with a member of staff.
  5. New Teacher job interview.



### THINK ABOUT

- ▶ In your time at school, how many meetings have you attended.
- ▶ Ask your teacher the same question for last week alone.
- ▶ Meetings can be good or bad, catered or not, on time or late.
- ▶ The level of staff ranking within a meeting can change the dynamic of a meeting.
- ▶ Staff meetings are contractually compulsory.

# 2.2 – Business Travel Arrangement

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

- ▶ Business travel is a common in companies from Teacher conferences and shows to business travel abroad for larger businesses. These can either be arranged by the staff travelling or by the company. The bigger the company, the more likely they will be arranged internally. Influences on these include:
- ▶ **Travel criteria:**
  - ▶ **Destination** – Local National or International, the further away, the more arrangements have to be made and more considerations have to be taken into account like delays, Passports and visas.
  - ▶ **Dates/times** – Not every day is the same cost, arrangement or ease. Sundays for instance have less trains running, Fridays are busy times to travel, traffic especially by Plane, Train or Automobile. Then there are holidays, public and religious when travel is even more difficult. Also prices vary depending on what time of day it is, for instance tolls on Roads or Bridges after a certain time, train fares during rush hour etc.



## THINK ABOUT

- ▶ Watch Planes, Trains and Automobiles.
- ▶ We all have a preference on mode of travel but international travel is more limited.
- ▶ Travel is not about external reputation but internal, a bad journey can sour the job.
- ▶ The best and worst journey you have made and the different qualities in Taxis and Taxi Services.

# 2.2 – Business Travel Arrangement

## 2.1 – Meeting Arrangements

## 2.2 – Travel Arrangements

## 2.3 – Accommodation Arrangements

## Exam Questions

- ▶ **Personnel** – Who needs to go on these trips can be an issue, everyone going costs, time for travel and to hire work replacements back at the office. Business people often take their secretaries to continue arrangements when travelling, whereas Teachers travel alone.
- ▶ **Special requirements** – Visas, disability access, food arrangements on travel, Internet availability, need to travel with young babies or with equipment. All these can dictate the mode of transport as well as the cost, ability and difficulty.
- ▶ **Mode of transport timetables and schedules** – The further you have to travel, the more difficult it is to schedule arrangements, flight transfers, bus and train schedules. These are subject to delays, cancellations and can also dictate Special Arrangements.
- ▶ **Calculation and comparison of costs** – This is an issue for almost all travel arrangements – buses are cheap, personal driving is cheaper, trains, taxis, then planes. The need to choose the transport can be as important as the company cost of the travel.



### THINK ABOUT

- ▶ Watch Planes, Trains and Automobiles.
- ▶ We all have a preference on mode of travel but international travel is more limited.
- ▶ Travel is not about external reputation but internal, a bad journey can sour the job.
- ▶ The best and worst journey you have made and the different qualities in Taxis and Taxi Services.

# 2.2 – Business Travel Arrangement

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

- ▶ **Task 2.3** - Using the criteria Destination, Dates, Personnel, Special Requirements, Mode of Transport and Costing, draw up a planning report for the following travel arrangement:
- ▶ John is a Field Director of a large Iron smelting factory and needs to travel from the Tata factory in Corby, Northamptonshire to the main plant in Jharkhand, India, for a meeting to discuss the future of the Corby Factory. He needs to bring his IT specialist, Mary. They will need to be there for a week in March and need to travel in reasonable style.
- ▶ Research the needs and travel arrangements for these two people, including a travel cost proposal and schedule.
- ▶ **Task 2.4** – A teacher at your school needs to get to a job interview by 9a.m. on Friday in Chislehurst, London, returning at 5.p.m. on the same day. Using the same criteria, draw up a costing and schedule for this.



## THINK ABOUT

- ▶ Watch Planes, Trains and Automobiles.
- ▶ We all have a preference on mode of travel but international travel is more limited.
- ▶ Travel is not about external reputation but internal, a bad journey can sour the job.
- ▶ The best and worst journey you have made and the different qualities in Taxis and Taxi Services.

# 2.3 – Factors in Business Accommodation Arrangements

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

- ▶ Not all travel needs to include accommodation but if the meeting is away from work and held late, this is often the case. The factors that influence business accommodation arrangements include:
  - ▶ **Accommodation criteria:**
    - **Location** – Edge of town, close to the meeting place, within the meeting place, at the airport, all these depend on the nature of the meeting.
    - **Grade** – B&B, Hotel, Motel, 1 Star to 5 Star, the nature of the meeting, the level of importance of staff and the nature of the company can influence what kind of accommodation is booked or arranged.
    - **Cost** – All accommodation costs, this is due to quality, length of stay, arrangements, time or date and location. Companies consider this in their bookings
    - **Meal arrangements** – Breakfast is often included but not always, almost all hotels cater for vegetarian, some have their own restaurants, and some bookings include these in the price.



## THINK ABOUT

- 💡 Think of the different hotels you have stayed in when travelling and the facilities offered.
- 💡 Ask your teacher what was their best and worst hotel.
- 💡 The brand name guarantees similar quality.
- 💡 Price matters in an area but is not consistent across the country.
- 💡 Quality of hotels in Countries varies greatly.

# 2.3 – Factors in Business Accommodation Arrangements

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

## ▶ Personnel requirements:

- **Type of rooms** – Single, double, twin, family, suite, prices vary according to size. Think about where you have stayed in the past. Some people also choose location within the hotel as an issue, high up, near the back, with a balcony or not.
- **Access** – Wheelchair access can be an issue, lift access is compulsory on most hotels with multiple floors and some companies require parking as part of the package or close to transport links.
- **Dietary requirements** – Vegetarian is usual but also vegan, episcatarian, wheat free, allergy free etc. These are usually specified in the booking form. These are minor considerations in the booking arrangements but can influence repeat bookings.

▶ **Task 2.5** – John needs to stay in a hotel near the airport in Dubai for 3 nights, it must have Wi-Fi, airport shuttle and be 4 Star or more. Breakfast needs to be included but not dinner. John is vegetarian. The company budget \$250 per night, find and evidence 3 hotels that meet his needs and create a report describing which one you recommend and why.

▶ **Task 2.6** – A teacher is coming to your school for a job interview, needs to stay in a hotel near the train station and close to the school, it needs to be in the budget or £55 per night, have a double bed and include Breakfast and Wi-Fi. Evidence three hotels in the area and create a report describing which one you recommend and why.

## 2 – Exam Questions – June 2016

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

### Text 1

*Medico plc* manufactures a wide range of medicines and vaccines. The company is based in Manchester, in the north west of England. It sells its products to hospitals and chemist shops worldwide. The company specialises in pain management and is constantly trying to develop new painkilling products. *Medico plc* is currently conducting ground-breaking research into innovative ways to manage pain.

Vaso Singh is the Sales Manager for *Medico plc*. His job requires him to prioritise which meetings with buyers he needs to attend. Vaso has decided to attend an urgent meeting with a prospective new buyer, Pharmacol Inc., based in Boston, USA. He has asked the Assistant Sales Manager, Ian, to attend three other meetings with regular clients in the UK while he is away.

In preparation for his meeting with Pharmacol Inc., Vaso has booked a flight from London's Heathrow Airport to Boston. He has also booked a one night stay at a 4-star hotel located in the heart of Boston's city centre. He intends to drive to Heathrow Airport after completing his day's work. He needs to check in at the airport no later than 8.40pm.



## 2 – Exam Questions – June 2016

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

(d) The directors of Medico plc are concerned that the company will not be seen as environmentally friendly because so many of its employees are required to do a lot of travelling as a part of their job.

(i) Explain one reason why Vaso and Ian's job roles are likely to involve a lot of travelling.

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## 2 – Exam Questions – June 2016

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

(d) (ii) Explain two ways in which Medico plc might be able to improve its environmental profile in relation to employee travel.

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2. \_\_\_\_\_

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## 2 – Exam Questions – June 2016

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

(b) (i) Using the information given below, complete the claim details section on Vaso's travel expense claim form on the opposite page. Vaso has already converted expenses incurred in the USA into pounds sterling (GBP).

- Motoring: total car mileage travelled 602 miles; mileage rate 45p per mile
- Flight: flight tickets £3200, baggage charge £20, credit card booking fee £5
- Taxi: total costs £79.20
- Accommodation: 1 night at £180
- Food and drink: total £82.56
- Other expenses: car parking fee £46, reprographics £25.35.

# 2 – Exam Questions – June 2016

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

<b>Medico plc</b> Travel expense claim form			
<b>Personal details:</b>			
Name	Vaso Singh	Employee number	01246
Meeting code	VS2658A25	Destination	Boston, USA
<b>Claim details:</b>	<b>£</b>		<b>£</b>
Motoring mileage claim		Accommodation	
Air travel		Subsistence	
Bus/train tickets		Other expenses	
Taxi fares		Total claimed	<b>£</b>
<b>Signatory details:</b>		<b>Authorisation details:</b>	
Signed		Name of line manager	
Date		Signed	

# 2 – Exam Questions – 2016 – Markscheme Answers

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

Question		Answer	Marks
1	(c)	<p>Use level of response criteria.</p> <p><b>Indicative content:</b></p> <ul style="list-style-type: none"><li>• length of journey</li><li>• familiarity with vehicle</li><li>• safety issues</li><li>• vehicle specification e.g. luxury, fuel, engine size</li><li>• larger/smaller vehicle</li><li>• vehicle reliability</li><li>• breakdown cover</li><li>• insurance for work use on own car</li><li>• company travel policy</li><li>• mileage claim on own car – covers depreciation, wear and tear</li><li>• expense claim policy for hired car</li><li>• servicing issues</li><li>• condition of own car e.g. age, cleanliness</li><li>• availability of own car if shared</li><li>• reluctance to add substantial mileage to own car</li><li>• reluctance to park own car at airport</li></ul>	12

# 2 – Exam Questions – 2016 – Markscheme Answers

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

Question		Answer	Marks
1	(c)	<ul style="list-style-type: none"><li>• hired car fully serviced</li><li>• hired car valeted</li><li>• collection and return of hired car e.g. opening times, location</li><li>• documents required to book e.g. driving licence, proof of address, credit card</li><li>• hire a more environmentally friendly vehicle</li><li>• cost.</li></ul> <p><b>Exemplar response:</b></p> <p>e.g. If Vaso decided to hire a car he would have a choice of model (L1). He could hire a more stylish car than the one he currently drives (L2). This might give Vaso an image more befitting of an executive working in a managerial position (L3). On the other hand, booking and collecting a hired car takes time (L1). Vaso is short of time, and having to book and collect a hired car would make him even busier (L2). Since Vaso cannot set off for the airport until he has finished his day's work, the additional time needed to collect the hired car would make it more difficult for him to get to the airport for his 8.40 pm check-in time (L3).</p> <p>Given the tightness of time for this journey I recommend that Vaso takes his own car to the airport. This will mean that he will not need to spend time collecting the hired car, allowing him to set off on his journey to the airport at the earliest opportunity (L4). This is especially important because Vaso will be travelling, for at least some of the journey, in rush hour traffic (L4).</p>	12

# 2 – Exam Questions – 2016 – Markscheme Answers

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

Question			Answer	Marks
1	(d)	(i)	<p><b>Responses include:</b></p> <ul style="list-style-type: none"><li>• sales functional area (synoptic*) – secure orders, liaise with potential customers, negotiate deals, build relationships</li><li>• management position – important meetings, trusted position, authority to make decisions</li><li>• worldwide company – global travel, long distances.</li></ul> <p><b>Exemplar response:</b></p> <p>The main role of someone working in sales is to secure orders (1). In order to do this Vaso and Ian are likely to have to travel to meet with existing and potential new customers (1).</p>	2

# 2 – Exam Questions – 2016 – Markscheme Answers

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

Question			Answer	Marks
1	(d)	(ii)	<p><b>Responses include:</b></p> <p>minimise journeys/only travel when necessary</p> <ul style="list-style-type: none"> <li>• schedule meetings to minimise miles travelled</li> <li>• combine meetings/journeys</li> <li>• encourage customers to come to Medico plc/meet at an intermediate location</li> <li>• choose most environmentally friendly method of travel</li> <li>• use energy efficient vehicles</li> <li>• take carbon emissions into account when making travel decisions</li> <li>• car share/travel in groups where possible</li> <li>• reduce air miles where possible</li> <li>• use carbon neutral transport where possible</li> <li>• operate a compensation programme for damage to the environment eg tree planting</li> <li>• have tighter travel authorisation procedures</li> <li>• monitor trends in employee travel over time</li> <li>• use video conferencing where possible.</li> </ul> <p><b>Exemplar response:</b></p> <p>e.g. Medico plc could introduce a policy requiring employees to hire electric cars when travelling to meetings in the UK (1). This would minimise the amount of carbon emissions produced during essential journeys (1).</p>	2

# 2 – Exam Questions – 2016 – Markscheme Answers

2.1 – Meeting Arrangements

2.2 – Travel Arrangements

2.3 – Accommodation Arrangements

Exam Questions

Question			Answer	Marks	Up to five marks. £ signs not required. (* ) All required for 1 mark																				
3	(b)	(i)	<p><b>Indicative content</b></p> <div style="border: 1px solid black; padding: 10px; background-color: #f0f0f0;"> <p style="text-align: center;"><b>Medico plc</b> Travel expense claim form</p> <p><b>Personal details:</b></p> <p>Name <i>Vaso Singh</i> Employee number <i>01246</i> Meeting code <i>VS2658A25</i> Destination <i>Boston, USA</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">Claim details:</th> <th style="width: 15%;">£</th> <th style="width: 30%;"></th> <th style="width: 15%;">£</th> </tr> </thead> <tbody> <tr> <td>Motoring mileage claim</td> <td>270.90 (1)</td> <td>Accommodation</td> <td>180 (*)</td> </tr> <tr> <td>Air travel</td> <td>3225 (1)</td> <td>Subsistence</td> <td>82.56 (*)</td> </tr> <tr> <td>Bus/train tickets</td> <td>nil/blank (*)</td> <td>Other expenses</td> <td>71.35 (1)</td> </tr> <tr> <td>Taxi fares</td> <td>79.20 (*)</td> <td><b>Total claimed</b></td> <td><b>£3909.01 (1)</b></td> </tr> </tbody> </table> <p><b>Signatory details:</b> _____ <b>Authorisation deta</b> _____ Signed _____ Name of line manaç _____ Date _____ Signed _____</p> </div>	Claim details:		£		£	Motoring mileage claim	270.90 (1)	Accommodation	180 (*)	Air travel	3225 (1)	Subsistence	82.56 (*)	Bus/train tickets	nil/blank (*)	Other expenses	71.35 (1)	Taxi fares	79.20 (*)	<b>Total claimed</b>	<b>£3909.01 (1)</b>	5
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