



Coimisiún na Scrúduithe Stáit
State Examinations Commission

Leaving Certificate 2022

Marking Scheme

Link Modules – Written Examination

Common Level

Note to teachers and students on the use of published marking schemes

Marking schemes published by the State Examinations Commission are not intended to be standalone documents. They are an essential resource for examiners who receive training in the correct interpretation and application of the scheme. This training involves, among other things, marking samples of student work and discussing the marks awarded, so as to clarify the correct application of the scheme. The work of examiners is subsequently monitored by Advising Examiners to ensure consistent and accurate application of the marking scheme. This process is overseen by the Chief Examiner, usually assisted by a Chief Advising Examiner. The Chief Examiner is the final authority regarding whether or not the marking scheme has been correctly applied to any piece of candidate work.

Marking schemes are working documents. While a draft marking scheme is prepared in advance of the examination, the scheme is not finalised until examiners have applied it to candidates' work and the feedback from all examiners has been collated and considered in light of the full range of responses of candidates, the overall level of difficulty of the examination and the need to maintain consistency in standards from year to year. This published document contains the finalised scheme, as it was applied to all candidates' work.

In the case of marking schemes that include model solutions or answers, it should be noted that these are not intended to be exhaustive. Variations and alternatives may also be acceptable. Examiners must consider all answers on their merits, and will have consulted with their Advising Examiners when in doubt.

Future Marking Schemes

Assumptions about future marking schemes on the basis of past schemes should be avoided. While the underlying assessment principles remain the same, the details of the marking of a particular type of question may change in the context of the contribution of that question to the overall examination in a given year. The Chief Examiner in any given year has the responsibility to determine how best to ensure the fair and accurate assessment of candidates' work and to ensure consistency in the standard of the assessment from year to year. Accordingly, aspects of the structure, detail and application of the marking scheme for a particular examination are subject to change from one year to the next without notice.

In considering this marking scheme, the following should be noted:

The detail required in any answer is determined by the context and the manner in which the question is asked and by the number of marks assigned to the response in the examination paper.

Words, expressions or phrases must be correctly used in context and not contradicted, and where there is evidence of incorrect use or contradiction, the marks may not be awarded.

As a general rule, if in doubt about the validity of any response, examiners must consult their advising examiner before awarding marks.

The suggestions, examples etc. in the scheme are not exhaustive and alternative valid responses etc. are acceptable.

The procedure for marking consists of:

- Careful reading and analysis of all the responses
- Allocation of marks to the components according to the agreed scheme.

Q.1 Name one benefit of doing a group project.

Not doing it all on your own/work as part of a team

Less stressful.

The work is divided.

Share ideas

1 mark**Q.2 Name two tourism jobs in the Kilabbey area.**

Two tourism jobs

2 x 1 mark

Hotel

Restaurants

B&Bs

Work in the surf and sail school.

Bike hire.

Q.3 What are the aims of Corporate Social Responsibility?**3 x 1 mark**

It aims to:

1. Build trust within communities
2. Raise awareness about the environment
3. Raise awareness about society
4. Encourage social change

Q.4 Describe how CSR affects employees in this supermarket.

Two valid reasons

2 x 1 mark

1. The staff are all local
2. Different ages
3. Different abilities
4. Different cultural backgrounds
5. It's very diverse and inclusive
6. They work hard
7. Seem very happy
8. There's a great atmosphere in the place

Q.5 Explain the value of CSR to a business.**4 x 1m**

1. Staff stay in the workplace
2. Can attract new customers/customers stay loyal
3. Suppliers will be loyal as the business has good practices
4. Support from the community as the business is environmentally aware
5. May increase the profit of a business
6. Good reputation/good advertisement
7. Reduced costs due to using electric delivery trucks

Q.6 In your opinion which of the four areas of CSR is more important? Give reasons for your answer. **6 x 1m**

Community

Other businesses are supported.
Sponsorship for local teams means a good atmosphere/loyalty is being created.
People will be attracted to the area to live which further develops the area.
Provide electricity charging points for their customers.
Provide employment which is diverse and inclusive.
Age friendly, Autism Awareness, Homeless.
Electric delivery truck, better air quality in the community.

Workplace

Businesses need to attract good staff.
Standards are high when workers work hard, good for business.
No complaints to be dealt with from workers re: discrimination/pay.
Builds employee loyalty
Happier atmosphere in the work place
Local staff/different ages/different abilities and cultural backgrounds
Can foster teamwork

Environment

Everyone benefits from lack of pollution
Safeguarding the future provision of goods and services.
Providing a service e.g. electric points
Compostable fruit and veg bags
Electric delivery trucks
3 R's, Reduce, Reuse, Recycle

Marketplace

Customers and how products are sourced
Treating suppliers fairly will encourage them to be conscientious.
Environmental awareness
The business will profit in the long run.
Consumer will benefit as new products/business will evolve.
Promotes an enhanced company image
Not spending as much on supplies or energy
Ensuring high safety standards for consumers

Q.7 Do you agree with Bríd that customers are prepared to pay more for something? Justify your answer. **3 x 2m (1+1)**

1. Environment: People are more aware of the environment and possible future consequences
2. Social issues: More people are aware of social issues and minimum standards for others.
3. Community: Customers want to support businesses who care about local issues.
4. Employment for local people that is diverse and inclusive.

Q.8 Bríd says that CSR is a win: win for all involved. Do you agree with her? Give three reasons for your answer. **3 x 2m (1+1)**

1. Energy efficient systems means the business saves money
2. Suppliers are paid on time, treated fairly/delivery on time to the business
3. Environment looked after, compostable bags/electric trucks/good publicity/eco-friendly shop
4. Customers get a service so customers stay loyal to supermarket who increase their profit
5. Creates employment/employees treated well so they will be loyal, work hard/remain in the job
6. Community benefit from CSR, the shop benefits from an improved reputation

Section B

Case Study

25 marks

Q.1 Describe three ways in which Alex and Rami have shown themselves to be enterprising.

Three ways.

3 x 2 marks (1+1)

1. They set up the business in 2015/identified a gap in the market
2. Planning expansion to 2nd shop
3. Moved to online selling
4. Sought advice from LEO
5. Contacted influencers to help with marketing
6. Thinking ahead and using opportunities e.g. consultancy
7. Updating their business objectives
8. Using the business voucher to pay for the design/development of their website

Q.2 (i) Describe one reward and one risk associated with diversification.

2 marks (1+1)

Reward - 1m

Opportunity to make the business bigger by expanding into more profitable areas

Minimises the risk of loss as you spread the risk so less chance of failure

Increased sales and revenue help achieve higher profits

Risk - 1m

Costs associated with expansion.

May lose money if the product line fails

Might reduce productivity/quality of work if there is a strain put on staff/operation of the existing business

Can confuse customers when they specialise in a specific brand

(ii) Write the job description for one new member of staff now needed by this enterprise.

3 Duties

3 x 1m

Website development and maintenance

Digital marketing

Product Promotion

Cyber Security

(iii) Write the person specification for this new staff member which describes the attributes, skills, qualifications, and experience which Alex and Rami would like this person to have.

4 marks (4 x 1m)

1. Skills: Teamwork skills, ability to work with others etc.
2. Qualification: LC/Cert/Degree.
3. Personal attributes: Flexible etc.
4. Experience: digital marketing/web design in a retail context.

Q.3 (i) Why would a business carry out a SWOT/SCOT analysis?

2 x 1m

It would be carried out to identify strengths, weaknesses/challenges, opportunities, threats. This provides information which will inform planning.

(ii) Contrast selling online with selling in-person

3 x 2m (1+1)

1. You do not need a shop for online so rent will be cheaper.
2. Dealing with returns is more complex/time consuming when selling online, this is more straightforward in person.
3. You have to consider costs such as packaging or delivery dates with online/overheads like rent and rates.
4. With online you need a good website/product description to make it easy for customers to order, not as important for in-person selling.
5. Greater security risks/fees to be paid for online payments which you do not have in person.
6. Hours of work different which may be easier to attract staff with online.
7. Better relationship/rapport/attention with in person sales. People can be distracted when on line with ads, social media, and other websites competing for attention.
8. More stock on hand as area for shop sales is not reduced/warehouse.
9. Online sales can have reviews where in person sales need word of mouth.
10. Selling online can offer promotional discount codes, deals etc. easier than in store shop sales.
11. Online platforms can develop a bigger customer base than a shop base/accessible.

(iii) Why do you think Alex and Rami were successful diversifying into online sales?

2 x 1 mark

1. They got the help they needed from LEO.
2. They invested their money well and developed a good website.
3. They worked hard to change their business quickly due to the pandemic.
4. They knew their customers and were able to meet demand.
5. Stock was readily available to meet online demand.
6. They had the skills to do a good online campaign. They gave personal style advice etc.
7. Were eligible and used the online voucher scheme for selling online so they developed a good website.
8. They researched well and had a plan in place.

Q.1 A fashion show is an example of an LCVP enterprise activity to raise funds for a local charity

(a) Name four items for the agenda of the first meeting to be held to plan the fashion show.

Four agenda items required

4 x 1 mark

Agenda

1. Election of officers (chairperson/secretary/treasurer/PRO)
2. Decide which charity to donate to
3. Draw up a plan of work/schedule of time
4. Finance
5. Permission from Principal
6. Decide on a venue
7. Arrange a date for the fashion show
8. Assign roles/tasks/duties
9. Date and time of next meeting
10. AOB

(b) Outline why planning is important in setting up and running this enterprise activity.

Two valid answers

2 x 2 marks (1+1)

1. Aims and objectives for the activity are established clearly.
2. Everyone knows what they are working towards/their roles.
3. You can check the progress of the activity against the plan/to see if changes are needed/helps to make decisions.
4. It allows a time frame and deadlines to be set, which keeps everyone on track.
5. To draw up budgets/schedule of costs/identifying resources.
6. Carrying out a SWOT analysis looks at competition/identifies weaknesses and anticipates problems which can be addressed.

(c) Set out the section of the Enterprise/Action Plan which deals with the running of this activity.

Sequence of time

2 marks – Day of the event

Six valid actions

5 x 1 mark – actions

1 mark – sequence of time

Schedule of Time

Action

Nov. 1-5

Hold a planning meeting
Get permission from principal/ask teachers to oversee event
Contact charity

Nov. 8-12

Set up committees and assign tasks
Source clothes from shops
Book venue, lighting, sound, catwalk

Nov. 15-19	Get models and encourage them to practice walking Match clothes shops with models/try on outfits Advertise the fashion show in school and locality
Nov. 22-26	Organise a raffle and prizes Script for MC to rehearse Running order for the night/music Advertise over the school intercom
Dec 2 nd night of show	Distribute running order so the class know what they must do Catwalk setup in the gym/lights/sound Dress rehearsal with all models Hold fashion show
Dec 6 th	Present cheque to charity Evaluation of activity

(d) A dispute has arisen among the students in the class about responsibilities. Describe three steps that could be taken to resolve this dispute.

Three valid steps described

3 x 3 marks (1+1+1)

1. Ask the teacher to act as a mediator/is impartial/listens to everyone's opinions/teacher will get written opinions from the class/speaks to each member individually/works to help resolve the dispute.
2. Ask each person separately what went wrong/can explain their side/get suggestions for a solution
3. Bring both sides together to find common ground/agree on a best solution/redefine responsibilities/identify points of agreement and disagreement.
4. Class discussion to gather ideas on how to address the conflict from within the class/ look to class members to give a solution to the conflict/develop a plan to help overcome the difficulty.

Q.2 A career investigation is useful when making a choice about your future career.

(a) (i) Name the career you would like to investigate.

One valid career

1 mark

(ii) Outline three duties that would be involved in the above named career.

Three relevant duties

3 marks (3 x 1m)

(b) Describe an out-of-school experience you could undertake to help you choose your future career.

1m – name the experience

3 x 1m - description

1. Work experience/job
2. Work shadowing
3. Relevant taster course
4. Careers exhibition
5. Interview a person in your chosen career
6. College open days

(c) Describe the challenges of undertaking a career investigation. 8 marks - 4 x 2m (1+1)

1. Deciding on the career they would investigate in line with their aptitudes/interests.
2. Identifying personal aptitudes and interests.
3. Having the correct skills to carry out the investigation.
4. Identifying skills and qualities required to pursue a specific career.
5. Describing/finding/understanding relevant qualifications and training required for entry to the selected career
6. Planning and setting up opportunities to interview a person in a selected career
7. Planning and setting up opportunities to work shadow a person in a selected career/carry out work experience.
8. Integrating information from a variety of sources to prepare a final report.
9. Reflecting on and evaluating the experience.
10. Not having access or finding the relevant/reliable information you need to make an informed decision.
11. Only one pathway e.g. Garda, finding another pathway/related area for access into the career.

(d) During the pandemic many people worked from home. Outline the benefits and challenges for employees of working from home.

**Benefits 4 x 1m
Challenges 4 x 1m
One other point 1m**

Benefits

1. Employees working from home have a better work-life balance/spend more time with family and friends/wear comfortable clothes/be more comfortable.
2. Employees will have more time to engage in exercise/hobbies/mindfulness/better mental health/eat healthier.
3. Better/increases productivity rates for employees/fewer disruptions/Zoom/Teams meetings.
4. Better creativity when workers are relaxed and under less pressure.
5. Low staff turnover rates/improved employee retention.
6. Saving money as less - travel to work, lunch, child care/reducing their carbon footprint.
7. Flexible working hours/working arrangements not tied to 9 to 5.
8. Less exposure to illness/time to recover from illness/less sick days.
9. Create your own custom built work environment/good ergonomic.
10. Less time commuting.
11. Positive work place atmosphere/employees are happier/better morale/avoid office politics.

Challenges

1. Connectivity to broadband.
2. Disconnection from fellow employees/loneliness/no help/demotivated.
3. Blending of work and home life/no breaks/home distractions/burn out.
4. Out of hours contact/available 24/7.
5. Extra costs associated with working from home, heat, lighting, work-space.
6. Managing security risk/information security/GDPR.
7. Suitable workspace/availability of devices/resources.
8. Technology issues sorted easier at work.
9. Bad for your health/bad posture/eye strain/too much screen time.

Q.3 Teamwork plays a vital role in the majority of LCVP activities.

(a) What is your understanding of teamwork? 4 marks - 2 x 2m (0/2)

When a group of people work together/co-operatively with each other to achieve a common goal/aim/job

(b) Describe two characteristics of an effective team member. 2 x 2 marks (1+1)

1. A good listener
2. A good communicator
3. Willing to do their share/share ideas
4. Being good at encouraging others to participate/motivating others
5. Asking for help from others when needed/offering help to others
6. Good at keeping deadline/reaching targets
7. Committed to the team and its success
8. Tolerant of others ideas and views/accepts criticism
9. Good leadership ability
10. Is flexible, decisive etc.
11. Etc.

(c) How can a team of students ensure they successfully complete an activity?

Four valid points 4 x 2 marks (1+1)

1. Do good planning at the beginning.
2. Listen and contribute/do the work assigned to them.
3. Make decisions as and when required. Allow time for discussion
4. Adhere to a time plan/all areas can be covered in order/good time.
5. Assign appropriate people to the jobs/appoint a leader. Have clearly set out roles at the beginning and adhere to them. Break down the jobs into manageable parts.
6. Ensure at the beginning the group aspect is stressed and perhaps have a reward for the whole team if successful.
7. If there is a lack of certain skills among members training can be offered or mentors assigned to upskill these team members.
8. Have regular meetings to ensure everyone is staying on task/ascertain where difficulties are and rectify these.
9. Ask the teacher/other adult about the activity/get feedback/advice/opinion.

(d) Describe three ways a team could evaluate its group performance.

Describe **three** methods

3 x 3 marks (1+1+1)

1. Analyse the success of the activity/what was achieved/targets/aims/goals met/how successful was the activity/profits made.
 2. Group discussion/everyone gets an opportunity to speak/use the feedback to evaluate the group performance.
 3. Ask teacher/other adults who may have been involved in the activity for their opinion/were class members organised and completing tasks on time/teacher gives feedback on the group performance.
 4. Create a questionnaire/survey/anonymous so people will give honest responses. Use this feedback to analyse the group performance.
 5. Review of how the team worked/disagreements/how were they settled.
 6. Teams can review how each member has developed/new skills learnt/quality of what was learnt/use SWOT or SCOT/peer evaluation.
 7. Self-evaluation so students gain greater insight/reflect on what was learnt/set future goals for improvement/consider what their strengths and weaknesses are/critiquing their own work with in the team.
 8. Compare your performance with other teams. Evaluate the differences and similarities between the actions of your group and another group(s).
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Q.4 Participation in LCVP provides valuable knowledge of the world of work.

(a) Outline two non-financial benefits of employment.

2 x 2 marks (1+1)

1. Job satisfaction/have a job you like and are successful/performance good.
2. Gain experience in a job area, this allows movement to other jobs through promotion.
3. Development of social/interpersonal/communication skills through meeting with many other people.
4. Development of skills.
5. Opportunities to take on leadership roles, decision-making.
6. Friendships/collegial relationships.
7. Informed decisions for future career.
8. CV easier to write as you have a placement to describe/referees to include.
9. Security/being able to plan ahead
10. Improves your self-esteem/your sense of achievement/your mental health.
11. Possibility of travel.

(b) Give two reasons why an employee needs a clearly defined role in the workplace.

2 x 2 marks (1+1)

1. So that work can be divided up/employees skills can be matched to a specific job.
2. Each worker knows who their supervisor/manager is/less supervision.
3. Each employee knows their job and each person knows what they are responsible for.
4. Productivity/work will be carried out to a higher standard if employees concentrate on certain jobs or what they are good at.
5. Less disputes/confusion/less boredom.
6. Safety aspect/employees are trained for a particular job.
7. Motivation/morale/better atmosphere in workplace/less stress.

(c) Describe four benefits to an employee of being a member of a trade union.

Four valid benefits

4 x 2 marks (1+1)

1. Trade unions negotiate agreements with employers on pay/conditions.
2. The trade union will represent members during major changes to the work place such as large scale redundancies.
3. They can provide their members with information, advice and support on entitlements e.g. holidays.

4. They can provide education/facilities and training/grants for courses/courses for shop stewards/libraries/publish journals.
5. They mediate with employers to resolve disputes/bullying incidents.
6. Trade unions lead to greater solidarity among workers/a group can achieve more than one/strength in numbers.
7. Consumer benefits e.g. discounted insurance/credit union/pension.

(d) Discuss three benefits to employees and employers when a business complies with Health and Safety regulations.

Three valid benefits

**3 x 3 marks (1+1+1)
1 Employee benefit
1 Employer benefit
+ 1 other benefit point**

1. Workers are protected from unsafe work practices/happier workplace.
2. Workers take responsibility for their own safety/less accidents as a result.
3. Ensures that standards are the same for all.
4. Have up to date proper information/training/fire drills/instruction - which they use in the course of their work.
5. Ensures that workers are treated with dignity e.g. no bullying or harassment/equality.
6. Prevents risks to other people visiting the work place e.g. visitors, customers, suppliers, reps - avoids claims/threat of legal action.
7. Provision of PPE/safe guards on machinery - reduction of insurance costs/less chance of claims.
8. Informed employees/safety statement provided/awareness of responsibilities/emergency plan and procedures/written in all languages of the employees.
9. Prevents damage to the business reputation or brand/also better reputation for corporate responsibility among investors, customers and communities.
10. Business benefits from increased productivity as the workers are working in a safe environment/less staff turnover/less sick days.
11. Compliance with Health and Safety regulations leads to less chance of inspections and therefore less chance your business will be closed down/avoids fines.

Q.5 Learning about your local area.

(a) List four sources of employment in your local area.

4 x 1 mark

- Local factory
- Retail
- Financial institution
- Care home
- Hospital
- Hotel
- Restaurant
- Tourism
- Etc.

(b) Identify and explain two principal economic activities in your area.

2 x 2 marks (1+1)

- Industry, gives employment
- Finance - provides services, convenience for locals
- Transport - provides a service
- Services - hotels give employment, brings in visitors
- Retail - shopping centers, convenient for locals, provides choice.
- Health services - hospital/care home
- Farming
- Fishing
- Mining
- Forestry
- Construction

(c) What is the value of completing a 'My Own Place' investigation? Give four reasons for your answer.

4 x 2 marks (1+1)

1. You learn information about your own area/that may be useful in other subjects.
2. You now know have possible locations for work experience as you will have investigated business/services in the area.
3. You can identify problems and possible solutions/you can be encouraged to join a voluntary organisation/local teams/clubs to help. This can be good for the community and your wellbeing.
4. Loyalty to the area as you often have a new appreciation of the facilities or opportunities in the area.
5. You have an item to write for your link module's portfolio.
6. You can develop skills that can be used in the future, research/interviewing/typing/communication

(d) What challenges might your local area face over the next five years? How might these be overcome?

3 x 3 marks (1+1+1)

Challenge (1+1) way to overcome (1m)

1. Lack of affordable housing/homelessness - discussion with council/politicians to plan for this.
 2. Availability of jobs - attract in new employers so that jobs can be created. Work with local colleges or SOLAS to provide training so that locals have the skills for new jobs **or** due to high employment rates it may be hard to fill certain positions in workplaces. Allow asylum seekers the opportunity to work.
 3. Transport/infrastructure - locals can go to council to raise concerns and lobby for improved road network.
 4. School places - locals should plan in advance so that there are schools for the primary & second level population. Approach department for new schools or extensions to existing schools.
 5. Environmental issues – Pollution/area specific solutions/voluntary groups/available funding/ car charging points.
 6. Lack of facilities – Garda station/post office/childcare/youth clubs/playground – politicians/ local authorities/available funding/premises/land.
 7. Vandalism/drug addiction/alcoholism - community groups/surveillance cameras/available funding.
 8. Any local point relevant to their local area.
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Q.6 Voluntary organisations enhance the communities they operate in.

(a) (i) Name two voluntary organisations that provide a service in your area.

Two named voluntary organisations

2 x 1 mark

St. Vincent de Paul, Focus Ireland, GAA, Tidy Towns etc.

(ii) State two sources of funding for voluntary organisations.

Two sources named

2 x 1 mark

1. State funding/grants
2. Membership/client fees and charges
3. Fundraising in local community e.g. sponsored walks/club lotto/bag packing in shops, etc.
4. Corporate sponsorship
5. Bequests/donations
6. Income from their shops/café/restaurants etc.

(b) Explain how a voluntary organisation differs from a commercial business.

Two valid comparisons

4 marks - 2 x 2m (1+1)

Voluntary Organisation	Commercial Business
Rely on people who work for no payment e.g. volunteers.	Employ staff and pay wages to workers.
Non-profit making/concerned with social issues.	Motivated by making profit.
They are financed by donations, grants, fundraising.	Raise finance through loans, investors.
They are accountable to those who avail of services/clients.	They are accountable to shareholders/owners.
Aim is to help others.	Aim is to produce a product or supply a service.
Benefits the community.	Benefits owners/investors.

(c) Write the email you would send to a local voluntary organisation when seeking volunteer work.

To: paul_d@svp.ie

Subject: Volunteer Work

Dear Paul,

I am a 6th year LCVP student at XXXX Community School. We have been learning about voluntary organisations as part of our studies and I have become very interested in the work of St. Vincent do Paul. I would like to work as a volunteer and I feel my skills would be suited to your charity.

Please send me information on how I can apply and the process you use to select volunteers. I will be available for 2-3 hours per week.

I look forward to hearing from you.

Yours sincerely/Regards,

Rebecca O'Sullivan

Summary of marks

To: email address	1m
Subject line	1m
Salutation	1m
Introduction	1m
Reason for email	1m
Availability	1m
Concluding statement	1m
Closing	1m
Total	8m

(d) Describe in detail three challenges for a new voluntary organisation setting up in your area.

Three valid challenges

3 x 3 marks (1+1+1)

1. Funding/financing/setup costs/running costs
2. Finding a suitable location/building with the right space etc./proximity to clients, time not wasted travelling.
3. Volunteers/having suitable volunteers at the times you want. Hiring qualified skilled staff/volunteers, need for hardworking committed staff/properly qualified/skilled staff, suitable volunteers.
4. Attitude of locals/getting the backing of the community so that they do not object to the organisation/bad publicity.
5. Obtaining suitable permits/compliance with regulations. Legal issues – around the start-up of the organisation/planning/health and safety/ownership.
6. Assign roles: who is responsible for the setup/roles, define who does what/deciding what people need to do. Lack of skills/expertise needed to manage or run the organisation.
7. Marketing their service/product – finding customers, clients, volunteers, creating awareness of the organisation.
8. Dealing with competitors – dealing with competing voluntary organizations for funding, volunteers/stock etc.

Q.7 A rigorous recruitment process is essential to select the right candidate for the job.

(a) Why are job applicants asked to submit references or name referees on their CV?

Four valid points

4 x 1m

1. References are used to check the reliability of the potential employee/background check.
2. References are used to check the quality of their work.
3. Their suitability for the job.
4. Referees provide vital information for a potential employer.
5. Referees verify that details/information given are correct.

(b) List four pieces of advice you would give to a friend when filling out a job application form.

Four valid points

4 x 1 mark

1. Follow instructions carefully/use black ink/block capitals/include photo/documents if requested.
2. Take a photocopy of the blank form and practice filling it in.
3. Print details/ensure it is legible/complete on computer if option is available/watch spelling/ask someone to proofread it.
4. Answer all parts/be honest/make sure you sign it.
5. Keep a copy of the completed form for interview preparation.
6. Submit in good time so you are not disqualified for being late/note the closing date.
7. Don't rush filling in the form/do not leave it to the last minute/take your time.
8. Advice relating to content.

(c) Describe four ways you would prepare for a job interview, stating why in each case.

Four valid points

4 x 2 marks (1m (way) + 1m (why))

1. Carefully examine the job description, the more you can align yourself to these details, there is more chance of you getting this job.
2. Research the company, their products or services online/in the newspapers/trade magazines. This shows you are interested in the business, you will have questions to ask the interviewer and you will know the answers to their questions.
3. Do an interview preparation course/practice questions/do a mock interview with a friend or family member. This will help to improve your confidence, give you a chance to practice your interview.
4. Interview etiquette - proper handshake/maintaining eye contact/sitting up straight/gestures/diction, so you come across well in the interview.

5. Pick appropriate clothes to wear for the interview/make sure your clothes are clean and appropriate for the interview/you should also be well groomed. This will make a good first impression.
6. Plan your transport to the interview/do a dry run the day before to make sure you know where to go and how long it will take to get there. This will ensure you will arrive on time for the interview/be early.
7. Reread your application form or CV, to refresh your memory and prepare for potential questions on them.
8. Prepare in advance additional documents you may have been asked to bring to the interview/ safe pass/certification, so as to not be looking for these minutes before your interview.
9. Prepare questions you would like to ask at the end of you interview, shows you have given some thought to the job/contract/duties etc.
10. Mentally prepare, good night's sleep, eat well before the interview so you're not tired, hungry - there is less stress on you and you are ready for the interview.

(d) (i) What preparation should an interviewer do prior to an interview? 3 marks (3 x 1m)

1. Prepare interview questions that will allow them get to know the candidate.
2. Make sure that all questions are fair, no bias etc.
3. Ensure that interview arrangements - room, waiting room, signage are to standard, glass of water.
4. Check all technology is working - for an online interview/recording the interview.
5. Review candidates CV or application form so that they can ask relevant questions.
6. Liaise with other interviewers to set questions, discuss the job description.
7. Plan a time schedule so as to ask all candidates all questions.
8. Prepare a scoring sheet.

(ii) Why is it necessary for an interviewer to have good interviewing skills?

3 x 2m (1+1)

1. They will ask the right questions. They know to keep the questions relevant.
2. Have the ability to put interviewees at ease, they will allow candidates to sell themselves.
3. They know not to ask any discriminatory questions thus avoiding an appeal.
4. They know how to ascertain if a candidate is appropriate for the job, meets criteria needed.

