

Getting Better Grades in Applied Business

Edexcel Unit Two - People In Business

	Mark Band 1 (E - G)	Mark Band 2 (C - D)	Mark Band 3 (A* - B)
Assignment 1	<p>Give a description of at least 3 stakeholders and explain what there main interest is likely to be</p> <p>(1 - 4)</p>	<p>Clearly explain the roles of most key stakeholders</p> <p>Comment on the degree of influence of each major stakeholder group</p> <p>(5 - 7)</p>	<p>A comprehensive review of all different stakeholders in the business organisation</p> <p>An explanation of the stakeholders importance to the organisation</p> <p>Comment on why particular stakeholders have more influence than others, and why conflict can occur.</p> <p>(8 - 10)</p>
Assignment 2	<p>A description of 3 key job roles and their related working conditions</p> <p>(1 - 4)</p>	<p>Investigate all jobs roles and explain working conditions</p> <p>Explain the major variations in working practises which may exist between staff of different levels of responsibility</p> <p>(5 - 7)</p>	<p>Detailed analysis of the job roles within the business, and how these job roles contribute to the effective functioning of the organisation. Making critical conclusions as necessary.</p> <p>Working arrangements should also be analysed along with recommendations about how these could be revised to benefit all staff.</p> <p>(8 - 10)</p>
Assignment 3	<p>Some knowledge of employer and employee rights and responsibilities along with the procedures to deal with disputes and health and safety issues.</p> <p>(1 - 5)</p>	<p>Clear explanation, and examples of employer and employee rights and responsibilities including procedures to deal with disputes and health and safety issues</p> <p>Knowledge of what employers and employees are entitled to expect from one another in the workplace</p> <p>(6 - 9)</p>	<p>Detailed evaluation of employer and employee rights and responsibilities and the procedure for addressing industrial disputes, including health and safety issues.</p> <p>Production of a wide-ranging investigation of the issues associated with employer and employee rights in the workplace, including legislative matters. And the channels open for resolution.</p> <p>(10 - 13)</p>
Assignment 4	<p>Knowledge of the activities involved in the recruitment process, together with some knowledge of the legal and ethical rules that affect this process.</p> <p>Description of the main ways the business can develop and train staff, together with the processes and key people involved</p> <p>(1 - 3)</p>	<p>Clear explanation of employee recruitment and training. This will involve commenting on the training and practises of the business investigated and explaining the importance of these to the efficient operation of the organisation.</p> <p>(4 - 5)</p>	<p>Detailed evaluation of employee recruitment and training, showing consideration to the organisations approach to recruitment and training and offering improvements. The explanation should show stages at which decisions are necessary.</p> <p>(6 - 7)</p>
Assignment 5	<p>Describe customer services including the manner in which customers are dealt with, product and service supply and provision of after sales service</p> <p>The essential legal protection is covered.</p> <p>(1 - 4)</p>	<p>An investigation of customer services with a comment of its effectiveness</p> <p>A consideration of the key features of consumer protection law.</p> <p>(5 - 7)</p>	<p>Evaluation of customers services from both the standpoint of the customer and also the business itself when considering repeat sales.</p> <p>Comment on the legal protection offered to customers and assess its quality</p> <p>(8 - 10)</p>