



**General Certificate of Secondary Education
2023**

Learning for Life and Work

Unit 3

Employability

[GLF31]

WEDNESDAY 24 MAY, AFTERNOON

**MARK
SCHEME**

General Marking Instructions

Introduction

Mark schemes are intended to ensure that the GCSE examinations are marked consistently and fairly. The mark schemes provide markers with an indication of the nature and range of candidates' responses likely to be worthy of credit. They also set out the criteria which they should apply in allocating marks to candidates' responses.

Assessment objectives

Below are the assessment objectives for GCSE Learning for Life and Work.

Candidates must:

- AO1** recall, select and communicate their knowledge and understanding of Learning for Life and Work;
- AO2** apply skills, knowledge and understanding of Learning for Life and Work; and
- AO3** analyse and evaluate information, sources and evidence, make reasoned judgements and present conclusions related to Learning for Life and Work.

Quality of candidates' responses

In marking the examination papers, examiners should be looking for a quality of response reflecting the level of maturity which may reasonably be expected of a 16-year-old which is the age at which the majority of candidates sit their GCSE examinations.

Flexibility in marking

Mark schemes are not intended to be totally prescriptive. No mark scheme can cover all the responses which candidates may produce. In the event of unanticipated answers, examiners are expected to use their professional judgement to assess the validity of answers. If an answer is particularly problematic, then examiners should seek the guidance of the Supervising Examiner.

Positive marking

Examiners are encouraged to be positive in their marking, giving appropriate credit for what candidates know, understand and can do rather than penalising candidates for errors or omissions. Examiners should make use of the whole of the available mark range for any particular question and be prepared to award full marks for a response which is as good as might reasonably be expected of a 16-year-old GCSE candidate.

Awarding zero marks

Marks should only be awarded for valid responses and no marks should be awarded for an answer which is completely incorrect or inappropriate.

Types of mark schemes

Mark schemes for tasks or questions which require candidates to respond in extended written form are marked on the basis of levels of response which take account of the quality of written communication.

Other questions which require only short answers are marked on a point for point basis with marks awarded for each valid piece of information provided.

Levels of response

Tasks and questions requiring candidates to respond in extended writing are marked in terms of levels of response. In deciding which level of response to award, examiners should look for the 'best fit' bearing in mind that weakness in one area may be compensated for by strength in another. In deciding which mark within a particular level to award to any response, examiners are expected to use their professional judgement. The following guidance is provided to assist examiners.

- **Threshold performance:** Response which just merits inclusion in the level and should be awarded a mark at or near the bottom of the range.
- **Intermediate performance:** Response which clearly merits inclusion in the level and should be awarded a mark at or near the middle of the range.
- **High performance:** Response which fully satisfies the level description and should be awarded a mark at or near the top of the range.

Quality of written communication

Quality of written communication is taken into account in assessing candidates' responses to all tasks and questions that require them to respond in extended written form. These tasks and questions are marked on the basis of levels of response. The description for each level of response includes reference to the quality of written communication.

For conciseness, quality of written communication is distinguished within levels of response as follows:

Level 1: Quality of written communication is basic.

Level 2: Quality of written communication is competent.

Level 3: Quality of written communication is highly competent.

In interpreting these level descriptions, examiners should refer to the more detailed guidance provided below:

Level 1 (Basic): The candidate makes only a limited selection and use of an appropriate form and style of writing. The organisation of material may lack clarity and coherence. There is little use of specialist vocabulary. Presentation, spelling, punctuation and grammar may be such that intended meaning is not clear.

Level 2 (Competent): The candidate makes a reasonable selection and use of an appropriate form and style of writing. Relevant material is organised with some clarity and coherence. There is some use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are sufficiently competent to make meaning clear.

Level 3 (Highly Competent): The candidate successfully selects and uses the most appropriate form and style of writing. Relevant material is organised with a high degree of clarity and coherence. There is widespread and accurate use of appropriate specialist vocabulary. Presentation, spelling, punctuation and grammar are of a sufficiently high standard to make meaning clear.

- 1 (a) Name **two** external influences on a young person's attitude towards their education and training. (AO1)

Answers may include **two** of the following:

- school/teachers.
- classroom assistants.
- fellow students.
- family members.
- friends.
- neighbours.
- significant adults.
- media/film stars.
- social media.
- role models.
- sports personalities.
- musicians.
- peer pressure.
- qualifications.

All other valid answers will be credited

(2 × [1])

[2]

- (b) Explain **one** reason why communication skills are required for a successful career. (AO1, AO2)

Answers may include **one** of the following options:

- information may be wrongly interpreted if communication is not clear, resulting in work not being properly completed or failure to reach deadlines.
- employees may be the first form of contact in the workplace so it is important that they create a good impression in order that customers will return to the business.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** reason why communication skills are required for a successful career.

(1 × [2])

[2]

(c) Describe **one** reason why employers use application forms to assess an applicant's suitability for a job. (AO1, AO2)

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Answers may include **one** of the following points:

- the presentation of the application form regarding handwriting or word processing will enable the employer to judge the level of the applicant's communication skills.
- application forms are advantageous in that the applicant will be providing the exact information the employer is seeking, therefore it will be easier for the employer to compare all applicants.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate description with clear reference to **one** reason why employers use application forms to assess an applicant's suitability for a job.

(1 × [2]) [2]

(d) Explain **two** ways an employer can ensure an employee's skills are kept updated. (AO1, AO2)

Answers may include **two** of the following points:

- the employer can offer on-the-job training as part of a training programme in order that their employees can develop appropriate skills to match the changing requirements of the job.
- the employer can meet with employees to discuss skills test to assess employees' level of skills.
- an employer could provide interactive online training courses which can be updated on a regular basis to focus on developing certain skills which the employee needs.
- off-the-job training can be offered to employees to network and meet employees from other companies which can provide an element of sharing good practice and thus keep their job skills updated.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** way an employer can ensure an employee's skills are kept updated.

(2 × [2]) [4]

10

- 2 (a) Write down **one** word to describe people from Northern Ireland who go to another country to work. (AO1)

Answers may include **one** of the following:

- emigrants/emigration.
- migrants/migration.

(1 × [1])

[1]

- (b) Name **one** way in which a trade union can promote health and safety in the workplace. (AO1)

Answers may include **one** of the following points:

- call a strike.
- training for health and safety procedures.
- conduct regular health and safety inspections.
- investigate complaints made by employees.
- ensure that employers complies with all health and safety legislation.

All other valid answers will be credited

(1 × [1])

[1]

- (c) Describe **one** way in which increased publicity can benefit a socially responsible business. (AO1, AO2)

Answers may include **one** of the following points:

- businesses can improve their reputation and image by being socially responsible and thus attract more customers.
- employees will want to work for businesses which are socially responsible so therefore the increased publicity will encourage potential employees to apply for positions in the business.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit [1]

[1] basic statement

[2] accurate description with clear reference to **one** way in which increased publicity can benefit a socially responsible business.

(1 × [2])

[2]

- (d) Explain **one** way in which a business can be impacted as a result of skills shortages in the workplace. (AO1, AO2)

Answers may include **one** of the following points:

- businesses may lose trade as a result of their employees being unable to carry out certain skilled work and therefore this will impact on their sales.
- businesses at a loss for skilled employees may be forced to close down as they will be in competition with other businesses who have no skills shortages in their workforce.
- businesses may need to out source some of their work to other countries where the workforce has employees with certain skills. This can be very time consuming and could result in extra expense for the business.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** way in which a business can be impacted as a result of skills shortages in the workforce.

(1 × [2])

[2]

- (e) Explain **two** reasons why a dress code is an important part of the code of conduct in the workplace. (AO1, AO2)

Answers may include **two** of the following points:

- a dress code can promote a sense of belonging for an employee so therefore they will feel a valuable part of the business which can motivate them to work harder for their employer.
- dressing in proper business clothing presents a visual image of the business and sends out the message that the employees are professional.
- employees may be required to have a dress code as part of health and safety measures so that they can feel safe whilst carrying out their everyday duties.
- ensure equality amongst employees.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** reason why a dress code is an important part of a code of conduct in the workplace.

(2 × [2])

[4]

10

3 (a) Name **one** way in which a business can support its local community. (AO1)

Answers may include **one** of the following:

- fundraising.
- voucher schemes.
- scholarship programmes.
- sponsoring local teams and projects.
- work experience placements.
- encouraging the use of local products.
- All other answers will be credited.

(1 × [1])

[1]

(b) Write down **one** way in which a positive working atmosphere can be promoted in the workplace. (AO1)

Answers may include **one** of the following:

- share good practice.
- follow workplace policies.
- follow code of conduct.
- follow all rules.
- teamwork.

All other valid answers will be credited

(1 × [1])

[1]

(c) Explain **one** reason why an entrepreneur would carry out research on funding options for their business. (AO1), (AO2)

Answers may include **one** of the following:

- they will want to find out if they can be provided with a grant from a support agency so that they don't have to pay this money back.
- they will want to source different types of loans so that they can find out which loan repayments best suits their business.
- they will wish to find out if they can get backing from investors willing to support their business so that they don't have to put as much money into the business themselves.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** reason why an entrepreneur would carry out research on funding options for their business.

(1 × [2])

[2]

- (d) Explain **one** reason why goal setting is an important part of career planning. (AO1, AO2)

Answers may include **one** of the following points:

- if a person sets themselves goals they can have a long-term vision of what they wish to achieve and this will help them decide on a specific career.
- goal setting can help a person research certain skills and qualifications required for a certain career so therefore they will be equipped to follow a certain career path.

All other valid answers will be credited.

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** reason why goal setting is an important part of career planning.

(1 × [2])

[2]

- (e) Explain **two** ways the growth of new technologies has impacted on employment in Northern Ireland. (AO1, AO2)

Answers may include **two** of the following points:

- computers can monitor stock levels in many businesses, so therefore stock-taking jobs are no longer required.
- new job opportunities are being created in areas such as webdesign, app developments and social media, resulting in new and advanced technologies being used.
- online agencies, e.g. travelsupermarket and moneysupermarket are replacing jobs held previously in travel agencies and insurance offices.
- supermarket cashiers are not needed as much as a result of the introduction of scanning machines in supermarkets so these jobs are being replaced by supervisors monitoring checkouts.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** way the growth of new technologies has impacted on employment in Northern Ireland.

(2 × [2])

[4]

10

- 4 (a) Explain **two** reasons why a job applicant would research an employer before applying for a job. (AO1, AO2)

Answers may include **two** of the following points:

- the applicant will wish to find out background knowledge about the employer and their business in order that they can answer relevant questions if called for an interview.
- the applicant will want to ensure that the employer is demonstrating social responsibility as they may not want to work for an employer who does not address environmental issues.
- the applicant would want to find out if the employer is viewed positively by the local community as this would show that the employer not only values their employees but is also aware of the importance of raising their profile.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** reason why a job applicant would research an employer before applying for a job.

(2 × [2])

[4]

- (b) Explain **two** ways support agencies could provide new and developing businesses with assistance. (AO1, AO2)

Answers may include **two** of the following points:

- they can offer advice and support regarding the initial setting up of the business.
- they can provide support in the form of grants or loans to assist the business with financial funding.
- they can provide training sessions and workshops to assist businesses with advertising and marketing their products in order to develop their networking opportunities.
- they can provide business clinics where new businesses are provided with a forum to discuss problems that they may encounter when setting up their business.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

[1] basic statement

[2] accurate explanation with clear reference to **one** way support agencies could provide new and developing businesses with assistance.

(2 × [2])

[4]

8

Source A: Changing Employment Patterns: Working From Home

The term 'working from home' applied to 5% of us over the past number of years. According to the Bank of England's Chief Economist, this number rose to 50% when the lockdown was at its worst in the Springtime of 2020.

It can however be said that output per worker does not seem to have suffered, because those working from home are prepared to work longer hours - in effect giving back some of the time they are saving from the daily commute to their workplace.

Happiness levels appear to have risen as some workers don't much care for the crowded trains and buses as they feel they have more control over their working lives. They are able to work more flexible hours and this leads to a better work-life balance and therefore more productivity.

5 Read the information carefully in Source A to answer part (a) of the question below.

- (a) Using the information in the source and your own knowledge, analyse why workers may choose to work from home. (AO1, AO2, AO3)

Answers may include **any** of the following points:

- workers may save time whilst actually travelling to and from their work so they may be able to use this time to perform more work resulting in higher productivity. Escaping the commute helps you support your mental and physical health. The time savings can allow you to focus on priorities outside of work, like getting extra sleep in the morning, spending more time with family, getting in a workout, or eating a healthy breakfast.
- workers may try to avoid crowded trains and buses as they may feel uncomfortable being too close to other commuters.
- workers can work flexible hours rather than the traditional 'nine to five' office hours so they can fit their working life around other commitments leading to a better work-life balance and therefore happier in their work.
- workers can have access to a broader range of job opportunities that aren't limited by geographic location. This can be especially helpful for job seekers living in rural communities and small towns where there may not be many available local positions.
- people who work from home can save on various expenses, e.g. car maintenance, transportation, parking fees, a professional wardrobe, lunches bought out, etc and these savings all add up and put more money back into the worker's pocket.
- working from home can also lead to better health in a variety of ways: more time for physical activity, the ability to eat healthier, the ability to recover from illness or surgery at home, less exposure to illnesses and the opportunity to create a comfortable and ergonomic workspace.

- being able to create a comfortable home office is an excellent benefit of working from home. Workers who have health issues that lead to needing specialized office equipment, can set up their home office and make it as comfortable as they wish.
- working from home usually leads to fewer interruptions, less office politics and a quieter noise level, which allows employees to focus on performance. Sometimes the office environment can create “false positives” that can lead to bias and favouritism.
- reducing commuter travel can lead to a reduction in a person’s carbon footprint with reduced pollution and congestion on the roads and this in turn will ultimately affect climate change.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

Level 1 ([1]–[2])

Overall impression: basic analysis

- Shows basic knowledge and understanding of why workers may choose to work from home.
- Analysis: identifies at least one relevant point from the source and may provide a limited interpretation of why workers may choose to work from home.
- Quality of written communication is basic.

Level 2 ([3]–[4])

Overall impression: competent analysis

- Shows good knowledge and understanding of why workers may choose to work from home.
- Analysis: identifies and comments on at least two relevant points from the source and analyses in some detail why workers may choose to work from home.
- Quality of written communication is competent.

Level 3 ([5]–[6])

Overall impression: highly competent analysis

- Shows excellent knowledge and understanding of why workers may choose to work from home and applies this effectively in response to the question.
- Analysis: identifies and comments on at least two relevant points from the source and analyses effectively in detail why workers may choose to work from home.
- Quality of written communication is highly competent. [6]

Lifelong learning can play an important role in the workplace.

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- (b) Discuss why lifelong learning is important in achieving personal and professional potential. (AO1, AO2, AO3)

Answers may include **any** of the following points:

- it allows an employee to meet the needs of an ever-changing employment market by acquiring new skills in order to increase a person's knowledge of various jobs and become more employable. This allows employees to be equipped with skills that match the needs of the business.
- gaining further learning may assist a person to develop their existing skills in order to become more motivated and therefore enjoy greater job satisfaction.
- a person's self-esteem can be raised and this can help them feel a greater sense of loyalty to their job and become more productive in the workplace.
- with further learning a person may be given the opportunity to obtain more qualifications and thus improve their chances of promotion and hence command a higher salary.
- offering employees the chance to learn and develop their skills and preparing them for promotion can be a good way to nurture staff talent and make employees aware that they are valued in the workplace.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

Level 1 ([1]–[2])

Overall impression: basic discussion

- Shows basic knowledge and understanding about why lifelong learning is important in achieving personal and professional potential.
- Discussion: makes reference to at least one relevant point and may provide limited detail about why lifelong learning is important in achieving personal and professional potential.
- Quality of written communication is basic.

Level 2 ([3]–[4])

Overall impression: competent discussion

- Shows good knowledge and understanding about why lifelong learning is important in achieving personal and professional potential and applies this to the question.
- Discussion: makes reference to two relevant points and provides adequate discussion about why lifelong learning is important in achieving personal and professional potential.
- Quality of written communication is competent.

Level 3 ([5]–[6])

Overall impression: highly competent discussion

- Shows excellent knowledge and understanding about why lifelong learning is important in achieving personal and professional potential and applies this effectively to the question.
- Discussion: makes reference to at least two relevant points and provides thorough discussion about why lifelong learning is important in achieving personal and professional potential.
- Quality of written communication is highly competent. [6]

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Some employees find it difficult to cope with stress in the workplace.

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MARKS

6 Evaluate ways employees can deal with work-related stress. (AO1, AO2, AO3)

Answers may include **any** of the following points:

- plan your work schedule so that you are not taking on jobs that you cannot cope with as this can overstress you.
- ensure that you have all the required skills, knowledge and resources that you need in order to complete jobs so that you will feel competent whilst completing them.
- discuss problems with your employer in order that they understand the stress you are under and perhaps offer suggestions where you can amend your workload.
- request additional training if you feel you do not have the skills or knowledge at hand in order to carry out jobs efficiently so that you will feel happier in your work.
- speak to a work colleague or line manager in order that you can share your thoughts and feelings with them.
- learn to relax when you go home from work so that you can wind down and spend time on something leisurely and forget about work.
- make an appointment to speak with your doctor in order that you can explain the causes of work related stress and possibly obtain medication that may alleviate your stress.
- investigate the possibility of seeking counselling in order that you can speak with a professional person in confidence.
- take some time off work so that you can forget about the workplace in order to build yourself up again and have a fresh outlook when you return.
- stick to a well-balanced diet so avoid foods and drinks that have a high sugar content, including alcohol.
- join an exercise class in a gym or walk/cycle when possible, so that your body is kept fit and active.
- do not use alcohol to cope with stress as you could become dependent on it and in turn lead to alcoholism.
- do not rely on smoking cigarettes as the active ingredient in cigarettes is nicotine, which actually causes anxiety and tension.
- refrain from binge eating, especially if its unhealthy foods as this can cause high blood pressure and therefore stressful situations can become even more stressful.
- ignoring stress at work will not remedy the situation as it will prove to be counterproductive and will continue to get worse as time goes on.
- do not take time off work to lie around the house without any incentive to get out of bed as this can lead to depression.
- avoid consuming too much caffeine as this is a drug and could lead to caffeine addiction, thereby causing sleepless nights.
- overdosing on medication will leave you listless and will not be a long-term remedy.

All other valid answers will be credited

[0] is awarded for a response not worthy of credit

Level 1 ([1]–[4])

Overall impression: basic evaluation

- Shows basic knowledge and understanding about ways employees can deal with work-related stress.
- Evaluation: identifies and comments on at least one relevant point on ways employees can deal with work-related stress.
- Conclusion: may be missing or inadequate about ways employees can deal with work-related stress.
- Quality of written communication is basic.

Level 2 ([5]–[7])

Overall impression: competent evaluation

- Shows good knowledge and understanding about ways employees can deal with work-related stress and applies this to the question.
- Evaluation: identifies and comments on at least two relevant points on ways employees can deal with work-related stress.
- Conclusion: draws a relevant conclusion related to their evaluation on ways employees can deal with work-related stress.
- Quality of written communication is competent.

Level 3 ([8]–[10])

Overall impression: highly competent evaluation

- Shows excellent knowledge and understanding about ways employees can deal with work-related stress and applies this effectively in response to the question.
- Evaluation: identifies and comments in detail on at least two relevant points on ways employees can deal with work-related stress.
- Conclusion: draws a detailed conclusion related to their evaluation on ways employees can deal with work-related stress.
- Quality of written communication is highly competent. [10]

Total

**AVAILABLE
MARKS**

10

60