

T Level in Agriculture, Environmental and Animal Care

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You should have the following for this examination

- a pen with blue or black ink
- a calculator

General instructions

- The marks for questions are shown in brackets.
- This examination contains 19 questions. Answer all questions.
- Answer the questions in the spaces provided. Answers written in margins or on blank pages will not be marked.
- Cross through any work you do not want to be marked.

This exam has been split into **two** sections. Below details the types of questions and marks available for each section. Please allow time for each section accordingly.

Section A is made up of 44 marks and includes 16 short answer and medium answer questions.

Section B is made up of **36** marks and includes **3** extended response questions.

Section A

1	Identify two potential consequences of negative discrimination.	(2 marks)
2	State one purpose of the Data Protection Act 2018.	(1 mark)
3	Describe the difference between a loan and a grant in terms of repayment.	(1 mark)
4	Transparency is one of the ethical principles. a) Define what is meant by transparency.	(1 mark)
	b) State two other ethical principles.	(2 marks)
5	Define what is meant by prejudice.	(1 mark)

6	Explain one way market analysis can be used to increase sales opportunities. (2 marks)
7	Explain one reason why staff training is used by businesses to improve how personal information and data is managed. (2 marks)
8	Explain two ways that Continuous Professional Development (CPD) benefits an employer.
	. (4 marks)
9	Describe how one method of customer care can impact on a business. (2 marks)

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Λη	private company has put together its profit and loss statement for quarter 1 of the finance											
Αр	invale company has po	it together its p	Jioni and 1058	statement io	i quarter i or the imanciar							
	Table 1											
	14010 1	April (£)	May (£)	June (£)	Total Quarter 1 (£)							
	Sales (Stream 1)	72,000	71,000	51,000	194,000							
	Returns, Refunds,	17,000	30,000	27,000	74,000							
	Discounts											
	Cost of Goods sold	31,000	25,000	20,000	76,000							
	Admin expenses	4,000	6,000	4,000	14,000							
	Interest expenses	2,500	2,500	2,500	7,500							
	Taxation	3,000	3,000	3,000	9,000							
	Total expenses				30,500							
		in nounda (C)										
a)	Express your answer Show your workings in Calculate the total gro	ncluding any f		l.	(2 r							
a) b)	Show your workings i	ncluding any f	arter 1.	I.	(2 r							

10 The owner of a land-based business is looking to recruit an assistant.

12	A full time employee has made a complaint about their working hours. They currently work a seven nour shift with one ten minute break.									
	In relation to their employment rights, explain why the employee's complaint should be upheld. (2 marks)									
13	An organisation has recently had a data breach where data has been remotely accessed by an unauthorised third party. The organisation carries out staff training regularly. The breach was due to an employee opening a convincing phishing email.									
	Explain one action the organisation should take to prevent this type of breach from happening									
	again. (2 marks)									
14	An employee has been asked to move 20 bags of fertiliser to a transport loading bay. Each bag weighs 25kg and are situated on the third shelf of a storage unit. The shelf is 1.8 metres from the ground. The bags must be transported across flat, level ground which is clear from obstructions.									
	a) Explain one control measure to move the bags off the shelf.									
	(2 marks)									
	b) Explain one control measure to move the bags to the transport loading bay. (2 marks)									

15	A startup business has been trading for 6 months. It is currently selling a range of products via an online sales platform. There is an intention to move to store-based retail environments as the business grows.
	The investors have asked for a report to update on progress against success measures, to support future budgeting and business planning.
	Explain three typical data sets that could be used to produce the report.
	(6 marks)

16	A customer has contacted the manager of a business for the second time, regarding a complaint about a faulty product. The complaint has not yet been resolved and has left the customer feeling frustrated with the business and wanting their money back.									
	The manager has recorded this and noted that there have been four other unresolved complaints recorded within the previous six months and has decided to conduct an internal review with the purpose of improving the complaints process.									
	Explain the impact on the business if there are no improvements to the process in the handling of complaints.									
	(6 marks)									

Section B

17	17 A land-based company have become concerned about the performance of its customer team. There are increased levels of casual sickness in the team and a high turnover of s have complained of a heavy workload and are failing to meet their objectives. The team raised concerns with their manager over the work being unfairly allocated across the tea deadlines communicated for completion.										
	Analyse the potential issues within the customer service team and justify actions a manager could take to manage team performance.										
	(12 marks)										

reported five near misses associated with this piece of equipment which has triggered a Health and Safety Executive (HSE) investigation, as the incidents could have been fatal. However, following the investigation the equipment is found to be in correct working order and is not faulty or dangerous if used correctly.
Staff are now reluctant to use the equipment, but it is essential that they use it as it is needed in their day-to-day work.
Analyse the direct and indirect consequences of poor health and safety standards on the company and justify techniques and methods that could be used to promote health and safety standards amongst the workforce.
(12 marks)
·

18 A land-based company has recently started using a new piece of equipment. The company has

19	You work for a land-based business that distributes their products nationally. The business has received a complaint from a customer via social media about the businesses approach to the delivery of their product.									
	'I just received a packet of flowering bulbs which came in a box three times larger than it needed, the excess space was filled with plastic air pockets. There are also no instructions provided where to send the packaging materials so they can be reused by the business. I also noticed that the delivery driver from your company waited outside of the house with the diesel engine running, blocking the road to other vehicles before delivering the package. When I asked why, the courier explained that your company set specific times that packages must be delivered at.'									
	Analyse the impacts to the business caused by their approach to delivery, including the packaging of the product, and justify improvements to the approach that align with the three pillars of sustainability.									
	(12 marks)									

End of Assessment

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