T Level Technical Qualification in Legal Services

Mark Scheme (Results)

Autumn 2024

Paper 1: Business Principles for Legal Services

Legal Services Paper 1: Business Principles for Legal Services

General Marking Guidance

• All students must receive the same treatment. Examiners must mark the first student in exactly the same way as they mark the last.

• Marking grids should be applied positively. Students must be rewarded for what they have shown they can do rather than penalised for omissions.

• Examiners should mark according to the marking grid not according to their perception of where the grade boundaries may lie.

• All marks on the marking grid should be used appropriately.

• All the marks on the marking grid are designed to be awarded. Examiners should always award full marks if deserved. Examiners should also be prepared to award zero marks if the student's response is not rewardable according to the marking grid.

• Where judgment is required, a marking grid will provide the principles by which marks will be awarded.

• When examiners are in doubt regarding the application of the marking grid to a student's response, a senior examiner should be consulted.

Points-Based Mark Scheme Guidance

Points-based mark schemes are made up of:

1) Mark scheme rubric

A mark scheme rubric instructs an examiner as to how each mark is awarded.

2) Example responses

These demonstrate the type of acceptable responses that a student might provide and where each mark is awarded.

3) Additional marking guidance
This informs examiners about any parameters which should be applied e.g. 'accept any other appropriate/alternative responses.'

4) Error Carried Forward (ECF)

ECF marks are awarded for calculations when a student makes an error in an early part of a question, but subsequently uses a correct method in later parts, based upon the incorrect earlier answer.

Applying the points-based mark scheme guidance

Examiners should follow the mark scheme rubric and use the example responses as a guide for the relevance and expectation of the responses. Students must be credited for any appropriate response. Should candidates provide answers that meet the rubric but in an alternative order, credit should be given.

Levels-Based Mark Scheme Guidance

Levels-based mark schemes (LBMS) have been designed to assess students' work holistically. They consist of two parts:

1. Indicative content

Indicative content reflects content-related points that a student might make but is not an exhaustive list. Nor is it a model answer. Students may make some or none of the points included in the indicative content as its purpose is as a guide for the relevance and expectation of the responses. Students must be credited for any appropriate response.

2. Levels-based descriptors

Each level is made up of a number of traits which when combined together articulate the quality of response that a student needs to demonstrate. The traits progress across the levels to demonstrate the different expectations of each level. When using a levels-based mark scheme, the 'best fit' approach should be used.

Applying the levels-based descriptors

• Examiners should take a 'best fit' approach to determining the mark.

• Examiners should first make a holistic judgement on which level most closely matches the student's response. Students will be placed in the level that best describes their answer.
Answers can display characteristics from more than one level, and where this happens markers must use any additional guidance (e.g. weighting of traits) and their professional judgement to decide which level is most appropriate.

• The mark awarded within the level will be decided based on the quality of the answer and will be modified according to how securely all traits are displayed at that level:

- marks will be awarded at the top of that level if the student has evidenced each of
the descriptor traits securely.
- where the response does not securely meet all traits, the marks should be awarded based on how closely the descriptor has been met.

Section A

Question Number	Name **one** visualisation tool which is used to present data. Answer:	Mark 10.3.2.1
1	Award **one** mark for a visualisation tool: • Bar chart (1) • Histogram (1) • Pie chart (1) • Scatter graphs (1) • Google charts (1) • Tableau (1) • Infogram (1) • Datawrapper (1) • Powerpoint presentation (1) • Line graph (1) • Gantt chart (1) Accept any other appropriate/alternative responses.	**(1)**

Question Number	Name **one** type of indirect tax. Answer:	Mark 1.4.3
2	Award **one** mark for a type: • Value Added Tax (1) • Excise Duties (1) • Insurance Premium Tax (1) • Customs and Excise (1) • Petrol Tax (1) • Cigarette Tax (1) • Service charge (1) • Sales tax (1) Accept any other appropriate/alternative responses.	**(1)**

Question Number	Name **one** possible outcome for a business of an internal financial audit. Answer:	Mark 8.1.1.4
3	Award **one** mark for an outcome: • Improved compliance with laws and regulation (1) • Reduced costs (1) • Improved decision making (1) • Enhanced customer satisfaction (1) • Prevent risk (1) • Stable finances (1) • Business growth (1) • Improved knowledge of business performance (1) Accept any other appropriate/alternative responses.	**(1)**

Question Number	Explain **one** advantage for a business of outsourcing legal services. Answer:	Mark 2.3.2
4	Award **one** mark for each advantage and **one** mark for an appropriate linked justification, up to a maximum of **two** marks: • Costs will be reduced (1) which means savings can be passed on to clients (1) • Advice can be given on a wide variety of legal issues (1) meaning that complex needs can be met (1) • Staff time can be used on core business (1) which can lead to increased productivity (1) • Outsourced legal services can improve knowledge (1) leading to increased efficiency/time saved (1) • Improved knowledge of new laws (1) ensuring compliance with changing standards (1) Accept any other appropriate/alternative responses.	**(2)**

Question Number	Explain **one** advantage for a student of studying a higher apprenticeship. Answer:	Mark 2.4.4.2
5	Award **one** mark for an advantage and **one** mark for an appropriate linked justification, up to a maximum of **two** marks. • Students can gain on the job experience (1) which will ensure they gain real-life skills/become more attractive to employers (1) • Apprentices earn money whilst learning (1) making the apprentice more financially independent (1) • There are no fees payable (1) unlike some alternative courses/student will not accumulate debt (1) Accept any other appropriate/alternative responses.	**(2)**

Question Number	Explain **one** purpose of the Companies Act 2006. Answer:	Mark 1.3.3.1
6	Award **one** mark for a purpose and **one** mark for an appropriate linked justification, up to a maximum of **two** marks. • To promote good corporate governance (1) by setting out clear and consistent principles for the conduct of company business (1) • To protect the interests of shareholders (1) by ensuring that companies are managed in a way that is fair/transparent (1) • To promote competition (1) by creating a level playing field for companies (1) • To facilitate the raising of capital (1) by making it easier for companies to issue shares/other securities (1) • To protect the interests of creditors (1) by ensuring that companies are able to pay their debts (1) Accept any other appropriate/alternative responses.	**(2)**

Question Number	Explain **one** disadvantage for a business of using angel investors as a source of finance. Answer:	Mark 8.1.2.3.3
7	Award **one** mark for a disadvantage, **one** mark for an appropriate linked justification, **one** mark for a further expansion up to a maximum of **three** marks. • The company may lose some control (1) as angel investors invest in exchange for equity (1) leading to a battle for control in the company (1) • There may be more day-to-day interference (1) as angel investors are more actively involved than other types of investor (1) possibly leading to a strained working relationship (1) • Financial needs may not be met (1) as angel investors typically invest less money than other investors (1) meaning other funding may be necessary (1) • The angel investors will need to be repaid (1) and any issues with repayment could lead to some issues (1) such as incurring debt (1) Accept any other appropriate/alternative responses.	**(3)**

Question Number	Discuss the impact on Krampus's business of outsourcing data analytics. Answer:	Mark 10.3.5
8	Students might refer to some/all of the following in their responses, but students should be rewarded for other pertinent contextualised answers: **Positive impacts** • Cost savings: Outsourcing data analytics can save Krampus money by eliminating the need to hire, train and retain in-house data analysts. It can also save money on infrastructure costs, such as software and hardware. • Access to specialised skills: Outsourcing data analytics can give Krampus access to specialised data analysts who may not be available in-house. This can help Krampus gain insights from their data that would not be possible with an in-house team. • Increased efficiency: Outsourcing data analytics can free up internal resources to focus on other areas of the business. This can improve efficiency and productivity. • Improved decision making: Data-driven decision making is essential for businesses of all sizes. Outsourcing data analytics can help Krampus make better decisions by providing them with accurate and actionable insights from their data. **Negative impacts** • Communication challenges: It can be challenging to communicate effectively with an outsourced data analytics team. This can lead to misunderstandings and delays, which means that Krampus may still miss opportunities from the data they analyse. • Quality control: Krampus needs to make sure that its outsourced data analytics team is providing high-quality work. It can be difficult to monitor the reliability of the analysis. • Data security: Krampus needs to take steps to protect its data when outsourcing data analytics. This includes making sure that the outsourced team has the right security measures in place. Accept any other appropriate/alternative responses. Answers will only be accepted if linked to or qualified with information from the context of the question.	**(6)**

Level	Mark	Descriptor - Discuss 6 marks ALL traits carry equal weighting
0	0	No rewardable material.
1	1-2	• Demonstrates a basic analysis of the situation by superficially breaking down the different aspects into component parts (AO3a) • Demonstrates basic application of knowledge and understanding that is partially relevant to the context of the question (AO2).
2	3-4	• Demonstrates a good analysis of the situation by breaking down the different aspects into component parts (AO3a) • Demonstrates good application of knowledge and understanding that is relevant to the context of the question (AO2).
3	5-6	• Demonstrates a thorough analysis of the situation by comprehensively breaking down the different aspects into their component parts (AO3a) • Demonstrates comprehensive application of knowledge and understanding that is consistently relevant to the context of the question (AO2)

Question Number	Explain **one** advantage for FCL of accurate bookkeeping. Answer:	Mark 8.1.1.2
9a	Award **one** mark for an advantage and **one** mark for an appropriate linked justification up to a maximum of **two** marks. • Improved financial management (1) as FCL will have a clear understanding of its income/assets/liabilities. • Enhanced cash flow management (1) which can help FCL identify potential cash flow problems. • Reduced risk of fraud (1) as if FCL tracks all transactions, fraudulent activity may be easier to identify (1) Accept any other appropriate/alternative responses.	**(2)**

Question Number	Explain **one** impact on FCL of using blockchain technology. Answer:	Mark 9.1.2.2.7
9b	Award **one** mark for an impact, and **one** mark for an appropriate linked justification up to a maximum of **two** marks. • Blockchain technology can automate many of the manual processes involved in credit scoring (1) which can significantly reduce the time it takes to assess creditworthiness (1) • Blockchain technology can provide a tamper-proof record of all credit data (1) which can help FCL to improve transparency/accountability (1) • Blockchain technology can improve security (1) as data is distributed across several computers (1) • Staff may need training on the technology (1) meaning further costs could be incurred/time will need to be used which would normally be used elsewhere (1) • Blockchain technology can help eliminate human error in credit scoring (1) leading to increased efficiency for FCL (1) Accept any other appropriate/alternative responses.	**(2)**

Question Number	Explain what the impact was on FCL of the project management cycle for introducing the speedy credit scoring solutions. Answer:	Mark 12.1.3.5
9c	Award **one** mark for how, **one** mark for an appropriate linked justification, and **one** mark for a further expansion up to maximum of **three** marks. • It enhanced decision making (1) by ensuring decisions were based on evidence (1) so that FCL determined whether speedy credit scoring solutions were necessary for the company (1) • It can reduce the risks (1) by assessing and identifying the risks early on (1) so that FCL can ensure staff would be comfortable using the new technologies (1) Accept any other appropriate/alternative responses.	**(3)**

Question Number	Discuss the impact on FCL of employing more staff who are entrepreneurial. Answer:	Mark 1.1.4.3
9d	The evaluation should be based on the candidate's own analysis and applied knowledge and understanding provided. It will draw on the evidence provided by the candidate to come to a supported conclusion. Students might refer to some/all of the following in their responses, but students should be rewarded for other pertinent contextualised answers: **Positive impacts of employing entrepreneurial staff:** • Improved problem-solving and decision-making skills: hiring new staff can lead to more innovative solutions and better decision making. • Enhanced creativity and innovation: Entrepreneurial employees can bring new ideas and perspectives to FCL, which can help to foster creativity and innovation. This will lead to the objective of FCL in growing the company being met. • Stronger company culture: A strong company culture that encourages innovation and risk taking can be created by hiring entrepreneurial new staff. This could lead to FCL becoming a more competitive company. **Negative impacts of employing entrepreneurial staff:** • Increased costs: Hiring new staff can be expensive, which the board may not agree on given the recent downturn in profits. • Not all employees will be receptive to hiring new staff: That could affect morale which is already low. • It is difficult to assess a prospective employee's entrepreneurial skills during the recruitment process. Accept any other appropriate/alternative responses. Answers will only be accepted if linked to or qualified with information from the context of the question.	**(9)**

Level	Mark	Descriptor - Discuss 9 marks The second trait (AO2) carries twice as much weighting as trait 1 (AO3a).
0	0	• No rewardable material.
1	1-3	• Demonstrates a basic analysis of the situation by superficially breaking down the different aspects into component parts (AO3a). • Demonstrates basic application of knowledge and understanding that is partially relevant to the context of the question (AO2).
2	4-6	• Demonstrates a good analysis of the situation by breaking down the different aspects into component parts (AO3a) • Demonstrates good application of knowledge and understanding that is relevant to the context of the question (AO2).
3	7-9	• Demonstrates a thorough analysis of the situation by comprehensively breaking down the different aspects into their component parts (AO3a) • Demonstrates comprehensive application of knowledge and understanding that is consistently relevant to the context of the question (AO2).

Question Number	Using the information in Table 1, calculate CI's profit for the year. Answer:	Mark 8.1.4.1
10a	Award **two** marks for the correct answer. Expenditure = 6 000 000 (cost of sales) + 2 500 000 (operating expenses) = 8 500 000 (1) Profit for the year = 12 000 000 – 8 500 000 = 3 500 000 (1) Apply Error Carried Forward (ECF)	**(2)**

Question Number	Using the information in Table 1, calculate CI's gross profit margin. Answer:	Mark 8.1.4.3
10b	Award **three** marks for the correct answer. • 12 000 000 (net revenue) – 6 000 000 (cost of sales) = 6 000 000 (gross profit) (1) • 6 000 000 (gross profit) ÷ 12 000 000 (net revenue) = 0.5 (1) • 0.5 x 100 = 50% (1) Apply Error Carried Forward (ECF)	**(3)**

Question Number	Explain one advantage for CI in engaging a law firm such as Jotaberg Lawyers to advise on its taxes. Answer:	Mark 1.4.6
10c	Award **one** mark for an advantage, and **one** mark for an appropriate linked justification, up to a maximum of **two** marks. • Neves Lawyers has specialist knowledge on tax laws (1) and would be able to advise if the new project would be considered a capital allowance (1) Accept any other appropriate/alternative responses.	**(2)**

Question Number	Evaluate the impact on CI of using qualitative research. Answer:	Mark 11.3.1.3
10d	The evaluation should be based on the candidate's own analysis and applied knowledge and understanding provided. It will draw on the evidence provided by the candidate to come to a supported conclusion. Students might refer to some/all of the following in their responses, but students should be rewarded for other pertinent contextualised answers: Positive impacts: • Gaining deeper insights into customer needs and preferences: Qualitative research can help CI understand the underlying reasons behind customer behaviour such as more people living in smaller spaces, which can inform product development, marketing campaigns and customer service initiatives. • Identifying new opportunities: Qualitative research can uncover hidden opportunities for businesses by exploring untapped markets and emerging trends. It can also identify specific barriers, such as the competition in the market, meaning its products would need to be differentiated. • Assessing the effectiveness of change initiatives: Qualitative research can be used to evaluate the impact of change initiatives, providing feedback on the success of the new product line. Negative impacts: • Limited generalisation: Due to the subjective nature of qualitative research (performed by CI), the findings may not be general to the entire population or customer base. The market research conducted by CI will only give the views of the participants in the research. This may mean the new product line isn't viable. • Time and resource constraints: Qualitative research can be time-consuming and resource-intensive, requiring skilled researchers and dedicated time for data collection and analysis. The focus for the research may take away from the effectiveness of CI's core business, which is already profitable. • Difficulty in quantifying results: Qualitative research often produces non-numerical data, which can be challenging to quantify and compare to other data sources. CI would need access to data from its competitors to make effective decisions, which is difficult as it is an emerging market. Accept any other appropriate/alternative responses. Answers will only be accepted if linked to or qualified with information from the context of the question.	**(9)**

Level	Mark	Descriptor - Evaluate 9 marks ALL traits carry equal weighting.
	0	No rewardable material.
1	1-3	• Demonstrates a basic analysis of the situation by superficially breaking down the different aspects into component parts (AO3a) • Demonstrates basic application of knowledge and understanding that is partially relevant to the context of the question (AO2) • Demonstrates a basic evaluation which partially considers different factors/events and competing points, leading to a conclusion which is superficial or unsupported (AO3b).
2	4-6	• Demonstrates a good analysis of the situation by breaking down the different aspects into component parts (AO3a) • Demonstrates good application of knowledge and understanding that is relevant to the context of the question (AO2) • Demonstrates a good evaluation which considers different factors/events and competing points, leading to a conclusion which is partially supported (AO3b).
3	7-9	• Demonstrates a thorough analysis of the situation by comprehensively breaking down the different aspects into their component parts (AO3) • Demonstrates comprehensive application of knowledge and understanding that is consistently relevant to the context of the question (AO2). • Demonstrates a thorough evaluation which comprehensively considers different factors/events and competing points, leading to a conclusion which is well supported (AO3).

Question Number	Evaluate, using a SWOT analysis, which of these two options is the most appropriate for CI. Answer:	Mark 1.8.3.1
10e	The evaluation should be based on the candidate's own analysis and applied knowledge and understanding provided. It will draw on the evidence provided by the candidate to come to a supported judgement. Students might refer to some/all of the following in their responses, but students should be rewarded for other pertinent contextualised answers: **SWOT Analysis of Small Kitchens:** Strengths • CI's brand reputation for high-quality products. • Existing expertise in kitchen design and manufacturing. • Potential for expanding market reach and customer base. Weaknesses • Limited experience in designing for smaller spaces. • Potential for lower profit margins compared to standard kitchens. • Research may not be complete as CI conducted the research internally. Opportunities • Growing demand for compact and functional kitchens. • Potential for partnerships with developers or retailers specialising in small homes. • Differentiation from competitors focused on larger kitchens. Threats • Price sensitivity of customers in the small kitchen market. • Economic downturns impacting housing market and consumer spending. • Increased competition in the small kitchen market. **SWOT Analysis of hotel chain contract:** Strengths • CI's ability to deliver high-quality and reliable kitchens. • Potential for larger contract value and recurring revenue. • Increased brand visibility. Weaknesses • Limited experience in large-scale project management and contract delivery.	**(12)**

	• Dependence on the performance and financial stability of the hotel chain. • Potential for price pressures in dealing with a larger company. Opportunities • Growing demand for smaller kitchens in the hotel industry and demand for renovation and expansion projects. • Potential for securing additional contracts with other hotel chains. • Cross-selling opportunities for other CI products within the hotel industry. Threats • Competition from other established kitchen suppliers in the hospitality sector. • Economic downturns affecting travel and hospitality industry. • Differentiated products may be copied. Accept any other appropriate/alternative responses. Answers will only be accepted if linked to or qualified with information from the context of the question.	

Level	Mark	Descriptor - Evaluate 12 marks Trait 2 (AO2) carries twice as much weighting as trait 1 (AO3a) and trait 3 (AO3b)
	0	No rewardable material.
1	1-4	• Demonstrates a basic analysis of the situation by superficially breaking down the different aspects into component parts (AO3a) • Demonstrates basic application of knowledge and understanding that is partially relevant to the context of the question (AO2) • Demonstrates a basic evaluation which partially considers different factors/events and competing points, leading to a conclusion which is superficial or unsupported (AO3b).
2	5-8	• Demonstrates a good analysis of the situation by breaking down the different aspects into component parts (AO3a) • Demonstrates good application of knowledge and understanding that is relevant to the context of the question (AO2) • Demonstrates a good evaluation which considers different factors/events and competing points, leading to a conclusion which is partially supported (AO3b).
3	9-12	• Demonstrates a thorough analysis of the situation by comprehensively breaking down the different aspects into their component parts (AO3) • Demonstrates comprehensive application of knowledge and understanding that is consistently relevant to the context of the question (AO2). • Demonstrates a thorough evaluation which comprehensively considers different factors/events and competing points, leading to a conclusion which is well supported (AO3).

Question Number	Explain two roles an insurer would undertake on behalf of AM. Answer:	Mark 6.1.2.1
11a	Award **one** mark for a benefit and **one** mark for an appropriate linked justification, up to a maximum of **four** marks. • Advise on the correct insurance for defective products (1) which would mean AM has adequate protection provided (1) • They would help settle any claims for defective products (1) which would mean AM could focus on the business rather than legal disputes (1) Accept any other appropriate/alternative responses.	**(4)**

Question Number	Explain one way using a design thinking ethos can benefit AM. Answer:	Mark 10.4.1
11b	Award **one** mark for a reason, **one** mark for an appropriate linked justification, **one** mark for a further expansion up to a maximum of **three** marks. • There may be improved innovation (1) as design thinking encourages creativity/experimentation (1) which can give AM a competitive advantage in the marketplace (1) • There will be reduced risks (1) as ideas can be tested early/often (1) meaning that losses made using the old manual processes should not be repeated (1) • There may be improved employee engagement (1) as design thinking rewards creativity (1) meaning that current worries among staff can be minimised (1) Accept any other appropriate/alternative responses.	**(3)**

Question Number	Assess the impact on AM's business objective in its move towards digitization. Answer:	Mark 12.3.2.4
11c	The assessment should be based on the candidate's own analysis and applied knowledge and understanding provided. It will draw on the evidence provided by the candidate to come to a supported conclusion. Students might refer to some/all of the following in their responses, but students should be rewarded for other pertinent contextualised answers. Positive impacts: • Increased efficiency and productivity: Digitisation automates repetitive tasks, reduces manual labour. This means that AM can recover from the losses made by becoming more efficient and can develop new products. • Enhanced communication and collaboration: Digital tools facilitate seamless communication and collaboration among employees and customers, regardless of geographical location, meaning AM can expand more seamlessly into foreign markets. • Improved customer satisfaction: Digital platforms provide AM with direct access to customers, enabling personalised interactions, targeted marketing, and enhanced customer service. This may help in its goal to becoming a leading player in the marketplace. Negative impacts: • Job displacement and skill gaps: Automation of some tasks may lead to job displacement in certain roles, requiring AM to retrain and upskill its workforce to adapt to new technologies. The impact of having less staff may outweigh the benefits and prove costly to its goal of expanding its product portfolio. • Cybersecurity risks: Increased reliance on digital systems exposes AM to cybersecurity threats, requiring robust cybersecurity measures to protect sensitive data, which may impact its goal to enter emerging markets. • Digital divide and accessibility: AM may not be able to afford or have access to digital technologies, as a mid-sized company, creating a digital divide that can hinder economic growth and becoming a leading global company. Accept any other appropriate/alternative responses. Answers will only be accepted if linked to or qualified with information from the context of the question.	**(9)**

Level	Mark	Descriptor - Assess 9 marks ALL traits carry equal weighting.
	0	No rewardable material.
1	1-3	• Demonstrates a basic analysis of the situation by superficially breaking down the different aspects into component parts (AO3a) • Demonstrates basic application of knowledge and understanding that is partially relevant to the context of the question (AO2) • Demonstrates a basic assessment which partially considers different factors/events and competing points, leading to a conclusion which is superficial or unsupported (AO3b).
2	4-6	• Demonstrates a good analysis of the situation by breaking down the different aspects into component parts (AO3a) • Demonstrates good application of knowledge and understanding that is relevant to the context of the question (AO2) • Demonstrates a good assessment which considers different factors/events and competing points, leading to a conclusion which is partially supported (AO3b).
3	7-9	• Demonstrates a thorough analysis of the situation by comprehensively breaking down the different aspects into their component parts (AO3) • Demonstrates comprehensive application of knowledge and understanding that is consistently relevant to the context of the question (AO2). • Demonstrates a thorough assessment which comprehensively considers different factors/events and competing points, leading to a conclusion which is well supported (AO3).

Question Number	Evaluate which option would be the most appropriate for AM. Answer:	Mark 9.2.3.3
11d	The evaluation should be based on the candidate's own analysis and applied knowledge and understanding provided. It will draw on the evidence provided by the candidate to come to a supported judgement. Students might refer to some/all of the following in their responses, but students should be rewarded for other pertinent contextualised answers: Advantages of using RPA for AM: • Improved customer service: RPA can help AM to improve customer service by automating tasks that are often frustrating for clients, such as scheduling appointments and tracking delivery, ensuring that customer satisfaction is increased. • Reduced risk of errors: RPA can help to reduce the risk of errors so that recent losses will not occur again. This will help the firm to improve its reputation. • Increased productivity: RPA can help firms to increase productivity by automating tasks that are currently done manually by employees. This will impact on the need to expand the firm as tasks may be done more quickly. In addition, the firm may become more competitive. Disadvantages of using RPA for AM: • Job displacement: RPA can lead to job displacement, as some tasks that are currently done by AM's employees may be automated. This could lead to further worries and disharmony, in addition potential growth could be slowed down. • Change management: Implementing RPA can be a significant change for AM, and it may require a change in culture and workflow. The impact of this could be that any expansion into new markets could be delayed by the need to train the workforce. • Training: All employees will need to be trained on how to use RPA, which can be time-consuming and expensive. This could mean losses may not be recuperated quickly. Accept any other appropriate/alternative responses. Answers will only be accepted if linked to or qualified with information from the context of the question.	**(12)**

Level	Mark	Descriptor - Evaluate 12 marks Trait 2 (AO2) carries twice as much weighting as trait 1 (AO3a) and trait 3 (AO3b)
	0	No rewardable material.
1	1-4	• Demonstrates a basic analysis of the situation by superficially breaking down the different aspects into component parts (AO3a) • Demonstrates basic application of knowledge and understanding that is partially relevant to the context of the question (AO2) • Demonstrates a basic evaluation which partially considers different factors/events and competing points, leading to a conclusion which is superficial or unsupported (AO3b).
2	5-8	• Demonstrates a good analysis of the situation by breaking down the different aspects into component parts (AO3a) • Demonstrates good application of knowledge and understanding that is relevant to the context of the question (AO2) • Demonstrates a good evaluation which considers different factors/events and competing points, leading to a conclusion which is partially supported (AO3b).
3	9-12	• Demonstrates a thorough analysis of the situation by comprehensively breaking down the different aspects into their component parts (AO3) • Demonstrates comprehensive application of knowledge and understanding that is consistently relevant to the context of the question (AO2). • Demonstrates a thorough evaluation which comprehensively considers different factors/events and competing points, leading to a conclusion which is well supported (AO3).

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