

Oxford Revise | Edexcel GCSE Business | Answers

Chapter 37 Effective training and development

37.1 Award 1 mark for the correct answer: **B** Motivation.

A is not correct because it refers to recruitment, and **C** and **D** are not correct because they refer to other aspects of training.

37.2 Award 1 mark for each correct answer. The correct answers are: **C** Self-learning and **D** Performance reviews.

A is not correct because it refers to recruitment, **B** is not correct because it refers to the benefits of effective training and development, and **E** is not correct because it is not connected to training and development.

37.3 Award 1 mark for identifying one benefit, plus up to 2 further marks for explaining this benefit. Here is an example of a 3-mark answer:

- *Well-trained employees can give a business a competitive advantage (1).*
- *They are more likely to manufacture quality products and provide good customer service, which can enhance a business's reputation (1).*
- *Well-trained employees also tend to make fewer mistakes and produce less waste, improving efficiency and reducing costs (1).*

37.4 Award up to 6 marks. First identify the correct level, and then decide whether the answer falls towards the bottom of the level or towards the top of the level and award marks accordingly.

Level	Marks	Explanation
1	1–2	<ul style="list-style-type: none"> • The answer demonstrates elements of knowledge and understanding of business concepts and issues. It contains limited business terminology. • The answer attempts to explore business information and/or issues. It contains limited connections between points.
2	3–4	<ul style="list-style-type: none"> • The answer demonstrates mostly accurate knowledge and understanding of business concepts and issues. It includes appropriate use of business terminology in places. • The answer explores business information and/or issues. It contains interconnected points with chains of reasoning, although some of the logic may be inconsistent.
3	5–6	<ul style="list-style-type: none"> • The answer demonstrates accurate knowledge and understanding of business concepts and issues throughout. It includes appropriate use of business terminology.

		<ul style="list-style-type: none"> The answer explores business information and/or issues. It contains detailed interconnected points with logical chains of reasoning.
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Relevant points that could be included

- Offering flexible hours can improve employee satisfaction because employees feel trusted to balance their work with their other commitments. When employees feel valued, they are more likely to be motivated, leading to increased productivity and less time off.
- Flexible hours can help a business manage staffing levels if they retain the right to change the number of hours an employee works each week. They can ask employees to work more hours during busier periods and fewer hours during quieter periods.

37.5 Award 1 mark for a correct definition. For example:

A partnership is a business structure where two or more people agree to run a business together and share the profits (1).

37.6 Award 2 marks for linked points that apply to the case study. Award 1 mark if the points are not linked or do not apply to the case study. Here is an example of a 2-mark answer:

- Yorkshire Dental Practices Ltd could use formal training to train its reception staff (1).*
- A specialist trainer would deliver the same training to all receptionists, ensuring a standardised approach (1).*

37.7 Award 2 marks for linked points that apply to the case study. Award 1 mark if the points are not linked or do not apply to the case study. Here is an example of a 2-mark answer:

- Yorkshire Dental Practices Ltd may need to train its reception staff because many will not have used the new digital booking system before (1).*
- They need to be taught how to use the new software package (1).*

37.8 Award up to 6 marks. First identify the correct level, and then decide whether the answer falls towards the bottom of the level or towards the top of the level and award marks accordingly.

Level	Marks	Explanation
1	1–2	<ul style="list-style-type: none"> The answer contains limited application of knowledge and understanding of business concepts and issues to the case study. The answer attempts to explore business information and/or issues. It contains limited connections between points.
2	3–4	<ul style="list-style-type: none"> The answer contains sound application of knowledge and understanding of business concepts and issues to the case study, although there may be some inconsistencies. The answer explores business information and/or issues. It contains interconnected points with chains of reasoning, although some of the logic may be inconsistent.

3	5–6	<ul style="list-style-type: none"> The answer contains detailed application of knowledge and understanding of business concepts and issues to the case study throughout. The answer explores business information and/or issues. It contains detailed interconnected points with logical chains of reasoning.
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Relevant points that could be included

- After the probable upheaval of the smaller practices coming together to form one company, it is important that the employees of Yorkshire Dental Practices Ltd feel valued. Offering them all training and development will help with this, because they will recognise that the new business is investing in them.
- Offering all its employees training and development will help improve customer service. This is because all its employees will better understand how to meet customer expectations before, during and after a sale.

37.9 Award up to 6 marks. First identify the correct level, and then decide whether the answer falls towards the bottom of the level or towards the top of the level and award marks accordingly.

Level	Marks	Explanation
1	1–2	<ul style="list-style-type: none"> The answer contains limited application of knowledge and understanding of business concepts and issues to the case study. The answer attempts to explore business information and/or issues. It contains limited connections between points.
2	3–4	<ul style="list-style-type: none"> The answer contains sound application of knowledge and understanding of business concepts and issues to the case study, although there may be some inconsistencies. The answer explores business information and/or issues. It contains interconnected points with chains of reasoning, although some of the logic may be inconsistent.
3	5–6	<ul style="list-style-type: none"> The answer contains detailed application of knowledge and understanding of business concepts and issues to the case study throughout. The answer explores business information and/or issues. It contains detailed interconnected points with logical chains of reasoning.

Relevant points that could be included

- In just five years, Yorkshire Dental Practices Ltd has grown from one dental practice to 25. This inorganic growth has allowed the business to grow its market share much more quickly than it would have been able to if it had grown organically.

- The combined revenues from 25 practices make it more financially viable for Yorkshire Dental Practices Ltd to invest in the new digital booking system. It would have been too expensive for a single practice to introduce on its own.