

Principal examiner reports for teachers

Principal examiner reports for teachers summarise what candidates did well and what candidates needed to improve for this examination series only.

This report is to be used in conjunction with the question paper and mark scheme.

For guidance on teaching and learning we provide resources for many of our syllabuses.

Resource	Where to find it
Grade descriptions – Grade descriptions describe the level of performance typically demonstrated by candidates achieving the different grades awarded for a qualification.	School support hub Select: Subject > Resource finder > Syllabus and specimen materials
Schemes of work – Schemes of work are designed to support you in your teaching and lesson planning.	School support hub Select: Subject > Resource finder > Teaching and learning
Lesson planning – Guidance on how to plan a lesson.	Lesson planning
Resource plus – There may be additional resources such as teaching packs containing lesson plans, resources and worksheets and videos for aspects of your syllabus.	School support hub Select: Subject > Resource finder > Teaching and learning
Teaching tools	Teaching Tools
Exemplar candidate responses	School support hub Select: Subject > Resource finder > Teaching and learning
Learner guide – A guide for students to help them understand what the course involves.	School support hub Select: Subject > Resource finder > Teaching and learning
Community forums – Do you have a question or something to share? Our online forums are great way to keep up to date with your subject and the global Cambridge community.	Community forum on the school support hub
Access to scripts for this series.	Access to scripts service
Results analysis is available for some syllabuses.	Results analysis
Test maker is available for some subjects.	Test maker

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- [Digital mocks service](#)
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COMMERCE

Paper 7100/12 Multiple Choice
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Key messages

What candidates did well

- Candidates performed well on **Questions 1, 2, 3, 4, 6, 8, 9, 10, 11, 13, 15, 16, 18, 19, 20, 21, 22, 25, 26, 27, 29, 30, 31, 34, 35, 36 and 40.**

What candidates needed to improve

- Candidates performed less well on **Questions 5, 7, 12, 14, 17, 23, 24, 28, 32, 33, 37, 38, and 39**
- Candidates seemed less knowledgeable in new topics introduced in the revised syllabus. These are mainly topics related to supply chain and logistics.

Comments on specific questions

Question 5

- Option **A** was the common incorrect answer.
- The responses reflected confusion between the definitions and elements of the systems of supply chain and logistics. A supply chain is much wider in scope. It not only includes interlinking people, processes, and data, it also includes two core elements of logistics, which are transportation and warehousing.

Question 7

- Option **B** was the common incorrect answer.
- The question required analysis. The motive or aim of a business for using electronic data interchange (EDI) is to build a proactive, responsive and collaborative supply chain which is possible only with fast electronic exchange of trade documents and information. This smooth exchange helps in building better supplier relations.

Question 12

- Option **A** was the common incorrect answer.
- The question required evaluation. Though logistics services are often a commercial activity that is outsourced to an external business, it is a service. The question clearly mentioned 'contract manufacturing' which makes Option D as the only plausible answer.

Question 14

- Option **B** was the common incorrect answer.
- The question required little evaluation. Wholesalers purchase in bulk from the manufacturers or primary sector suppliers. They break that bulk and sell to (not buy from) retailers.

Question 17

- Option **B, C and D** were the common incorrect answers.
- The question required careful scrutiny of the graph. The intersection on the graph is very clear. After 2018, exports surpassed imports, which turned the deficit into a surplus.

Question 23

- Option **B** was the common incorrect answer.
- Sorting in a warehouse involves grouping or organising items/inventory. It is the voice picking technology (also called automated voice directing) that guides a person to a specific location in a warehouse. Voice picking helps in retrieving items which may have already been sorted and placed on specific shelves in a warehouse.

Question 24

- Option **C** was the common incorrect answer.
- Cash and Carry warehouses are not open to all types of customers. They provide goods only to retailers.

Question 28

- Option **A** and **B** were the common incorrect answers.
- Careful observation will show that the diagram gives no indication of a ship carrying containers, which are cargo carrying large metal boxes mostly placed on the deck of a cargo ship. There is now very little difference between a cargo liner and a container ship because almost all solid cargo using sea transport is carried in containers. However, liquid goods, such as oil, are stored in tanks located below a ship's deck with only their lids visible on deck, as illustrated in the diagram. A tanker is a specialised ship designed for this purpose.

Question 32

- Option **B** was the common incorrect answer.
- The question required careful reading and analysis. The important part of the question was that the insurance company was left with just 2000 customers and had no choice but to increase the premium to maintain a pool of \$800 000. Therefore, \$800 000 divided by 2000 amounted to \$400.

Question 33

- Option **A** was the common incorrect answer.
- The question required recall and application of the mark-up formula. 2% was an incorrect answer which candidates either did not have knowledge about the formula or made an incorrect calculation.

Question 37

- Option **B** was the common incorrect answer.
- Purchase of a gold necklace is not accompanied by an insurance policy from the retailer. There is no mention in the question that the customer immediately took an insurance policy for the gold necklace covering it for theft and damage.

Question 38

- Option **A** was the common incorrect answer.
- If buyers lacked confidence in the sellers, there would be no trade and commerce. Buyers only expect sellers to keep them informed of the most important details and sell to them in good faith.

Question 39

- Option **B** was the common incorrect answer.
- This question required understanding of the difference between ethics and law. In trade and commerce, an ethical business will conduct commercial transactions in a fair and honest manner even if it is not a legal requirement. For example, dispose of its waste in a responsible manner to avoid damage to the environment.

COMMERCE

Paper 7100/13 Multiple Choice
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Key messages

What candidates did well

- Candidates performed well in **Questions 1, 2, 3, 5, 6, 7, 8, 11, 12, 13, 14, 17, 18, 19, 24, 25, 27, 29, 30, 31, 33, 35, 36, 37 and 40.**

What candidates needed to improve

- Candidates performed less well on **Questions 4, 9, 10, 15, 16, 20, 21, 22, 23, 26, 28, 32, 34, 38 and 39**

Comments on specific questions

Question 4

- Options **A** was the common incorrect answer.
- Outsourced production expects good quality but the control on quality decreases because manufacturing is done by an external business.

Question 9

- Options **A** and **B** were the common incorrect answers.
- This question required understanding of the difference between public sector and public limited. It required analysis that public sector exists to lower prices of essential services for the public and not the opposite (make profit).

Question 10

- Options **A** and **C** were the common incorrect answers.
- The question reflected confusion between the terms, public corporation and public limited companies. A public corporation is a public sector government owned enterprise. It is funded by taxpayers who are also liable for the losses incurred by the enterprise. A public limited company is a private sector enterprise financed by shareholders who bear the losses.

Question 15

- Option **B** was the common incorrect answer.
- This question required careful evaluation. The primary reason for which a business would invest in a mobile app is to connect with customers (both, existing and potential) and engage with them. The service comes later after they have purchased the product.

Question 16

- Options **B** and **C** were the common incorrect answers.
- Credit note and sales invoice are incorrect answers.

Question 20

- A large number of candidates opted for the incorrect Option **A** which was 'hold a trade fair'.
- This analytical question focused on the import of essential raw materials which are scarce in a particular country. Customs duty is a restrictive trade practice. Increase in customs duty will further restrict the flow of raw materials into the country. Reducing the duty will make them more widely available for

producers and manufacturers in the country. In contrast, a trade fair is an action taken to boost exports of goods which are abundantly produced in a country.

Question 21

- Option **A** was the common incorrect answer.
- Communication was an incorrect answer.

Question 22

- Options **A** and **D** were the common incorrect answers.
- The question required careful scrutiny of the flowcharts and understanding of elements in the supply chain. Any supply chain will always have the raw material supplier as the first entity and customer as the last entity.

Question 23

- Option **C** was the common incorrect answer.
- Poor communication network is a technology risk.

Question 26

- Option **B** was the common incorrect answer.
- Regional distribution centre is usually a large-scale retailer's own warehouse for supplying its stores.

Question 28

- Option **D** was the common incorrect answer.
- Sponsorship does not involve sending advertisements.

Question 32

- Option **D** was the common incorrect answer.
- The question required evaluation. A senior, even at 65, is an experienced driver and therefore carries less risk than an 18-year-old inexperienced driver.

Question 34

- Option **A** was the common incorrect answer.
- 20% was an incorrect answer which candidates chose possibly due to a lack of knowledge about the formula or by making an incorrect calculation.

Question 38

- Option **B** was the common incorrect answer.
- The question was a mix of knowledge and analysis. Understanding of the term sustainability was necessary to answer it correctly. Offering greater choice to consumers is completely irrelevant.

Question 39

- A large number of candidates opted for the incorrect Option **C** which was 'reduce the customs duty for cocoa farmers.'
- Fair trade is an ethical practice which does not involve the government and its policies on international trade. Fair trade is an agreement, generally between the buyers such as large-scale producers, wholesalers and retailers in developed countries and their suppliers in developing countries. It is a commitment by these buyers to pay a fair price to suppliers to encourage them to pay a fair wage to their workers. Fair trade agreements are mostly prevalent in the international trade of farming products.

COMMERCE

Paper 7100/22 Written
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Key messages

What candidates did well

- Sound commercial knowledge and understanding was shown in many candidate responses.
- Many candidates demonstrated sound analytical skills.

Where candidates needed to improve:

- Many candidates answered the long answer questions generically and therefore did not apply their responses to the context of the question.
- Candidates needed to develop each knowledge point to show consequences and/or effects.
- Evaluations were either limited or non-existent. To evaluate, candidates should make a judgement based on weighing up the points for and against what they are asked to evaluate. The response should provide a verdict as to what extent the candidate agrees with the question. They should then come to a final decision as to what they judge to be the most important factor leading to their decision and provide justification.

Comments on specific questions

Question 1

(a) (i) Comprehensive responses

- Responses applied a valid method of appeal by looking at Figure 1.1.

Limited responses

- A sizeable proportion of candidates did not state a valid method of appeal to the advertisement shown in Figure 1.1.
- Many candidates named types of advertising rather than applying their answers by looking at Figure 1.1 shown on the paper.

(ii) Comprehensive responses

- Many candidates gave two valid sales promotion methods.

Limited responses

- Some candidates gave general advertising methods or examples.

(b) Comprehensive responses

- Comprehensive responses identified and explained two different advantages to Twenty20 of using social media advertising. A good example is seen below:

- 1 'Social media advertising is low cost compared to other advertising methods such as television. This will help to increase profits for Twenty20's ten coffee shops.'
- 2 It can promote Twenty20's food with appealing video images of cakes that can be purchased from their coffee shops.'

Limited responses

- Some candidates identified advantages, without explaining them.
- Some candidates repeated the same advantage using different wording.

(c) Comprehensive responses

- A question beginning with the command words 'Should this', 'Do you think' or 'Do you agree' means that the reasoning can be on either side as long as it is justified.
- Many answers justified their reasons with relevant points.
- Answers recognised that there would be pros and cons to Twenty20 selling ethically sourced coffee.

Limited responses

- Some candidates did not justify their reasons.

(d) Comprehensive responses

- This question required candidates to discuss two options for the expansion of Twenty20, namely, buying existing coffee shops and selling Twenty20 franchises to new businesses.
- Many candidates recognised that buying existing coffee shops would reduce competition, although it would also require an upfront investment. In discussing selling Twenty20 franchises, candidates recognised that the business would receive a royalty fee, although its reputation would be at risk if a franchisee had poor hygiene.
- Comprehensive answers showed good knowledge and analysis, applying their answers to the context of coffee shops and then making a justified recommendation on which option Twenty20 should choose to expand their business.

Limited responses

- Many candidates needed to develop their knowledge points with analysis; to show the causes and effects of the knowledge points made.
- Many candidates did not apply their answers to the context of Twenty20, for example, mentioning coffee latte drinks or baristas preparing coffee.
- Many candidates did not supply an overall decision on which of the two options they recommended.

Question 2

(a) (i) Comprehensive responses

- Most candidates knew that farming was concerned with the primary sector of production.

Limited responses

- Some confused primary sector with secondary sector.

(ii) Comprehensive responses

- Most candidates knew that wholesaling was concerned with the tertiary sector of production.

Limited responses

- Some candidates confused tertiary sector with secondary sector.

(b) Comprehensive responses

- The command words were 'State two ways' and required candidates to explain how transport would be used on or away from the farm.
- Many candidates gave two relevant ways.

Limited responses

- Some candidates explained why transport is needed by the farmer.
- Many candidates stated it was used to send the cattle to the local wholesalers or independent retailers, although there were few other relevant uses suggested.

(c) (i) Comprehensive responses

- Responses explained that wholesalers, in their role of breaking bulk, buy in large quantities from the producer and then split up these quantities into small quantities for the retailer to buy.

Limited responses

- Some answers repeated the wording of the question 'to break bulk' without fully explaining what it means.

(ii) Comprehensive responses

- Responses recognised that wholesalers, by buying ahead of demand, may not sell the stock leading to a loss for themselves.

Limited responses

- Some answers looked at preventing risk rather than focusing on risk-bearing.

(d) Comprehensive responses

- Responses produced well-argued answers to show the advantages and disadvantages to Rayan, the farmer, accepting a contract to buy all potatoes at a slightly lower price than charged to the local wholesalers and independent retailers. They mentioned points such as the delivery would be to one destination while at the same time recognising that there would be less income over the length of the contract.
- These responses produced a well-reasoned judgement.
- A good example is seen below:

'A national supermarket chain is a large-scale retailer with many branches operating in the country. If Rayan sells to the supermarket chain, he would have a guaranteed customer for four years. This allows Rayan to gain more business confidence. The supermarket will buy in bulk so preventing any unsold stock. There would be less need to use a wholesaler for warehousing. However, the contract is at a slightly lower price, which will mean a lower profit margin. Also, he would not receive the wholesaler benefits such as knowledge on market trends. In conclusion, Rayan should accept the supermarket offer as he will have a guaranteed market for four years giving the business certainty. He can then review the situation at the end of the contract with other supermarkets as well.'

Limited responses

- Some candidates did not produce two-sided answers and tended to discuss general descriptive points.

Question 3

(a)(i)–(iii) Comprehensive responses

- There was a good proportion of correct calculated answers to all three parts of Table 3.1.

Limited responses

- Some candidates incorrectly calculated the costs of sales and the net profit figures.

(b) Comprehensive responses

- Many candidates showed the correct formula for the calculation of revenue.

Limited responses

- Some candidates gave the formulae for gross profit or working capital.

(c) Comprehensive responses

- The most frequently given correct answers were to find cheaper suppliers or to buy in bulk.

Limited responses

- Some candidates did not realise they needed to supply an answer on the cost of sales and not sales.

(d) Comprehensive responses

- Responses justified their reasoning with developed explanation.
- A good example is below:

‘SP will have reduced costs compared to running a physical retail store as there will be no rent to pay. They will be able to target mothers who may not want to travel to shops as they will be busy at home. However, mothers are unable to touch the actual stroller to assess the quality and size. This might lead to increased numbers of strollers being returned by unhappy customers.’

Limited responses

- Some candidates identified one or two points without applying or developing their answers.

(e) Comprehensive responses

- This question covered the new topic of digital resale marketplaces.
- Comprehensive responses explained some of the pros and cons to SP in offering a digital resale marketplace with supporting analysis that it is likely to attract consumers who cannot afford to buy expensive new strollers but that it might also reduce SP’s sales of new strollers on their main website.
- Many answers evaluated that many consumers were more conscious of the environment when making purchases.

Limited responses

- Some candidates misdirected their answers by writing generally about online retailing without focusing on the key word ‘resale.’

Question 4

(a) Comprehensive responses

- Candidates had to include two elements for the definition of the term ‘logistics’.
- An example of a precise definition is below:

‘Logistics is the management of the flow of goods from being transported to the consumer.’

Limited responses

- There was a range of vague definitions provided.

(b) Comprehensive responses

- Many candidates identified a relevant document, such as a delivery note, that DD Ltd would use when delivering goods to its customers.

Limited responses

- Some candidates identified incorrect commercial documents such as invoices.

(c) Comprehensive responses

- Many candidates explained two advantages to customers receiving goods by road transport.

Limited responses

- Some candidates did not include a relevant second reason or repeated the same reason using different wording.

(d) Comprehensive responses

- Many candidates developed their reasoning with linked explanation points.

Limited responses

- Some answers did not include developed explanations or missed the focus of the question by concentrating on containers rather than on rail transport.

(e) Comprehensive responses

- Comprehensive answers explained and analysed the importance of insurance to logistics companies with a justified assessment of their importance based on the context and arguments presented.

Limited responses

- Some answers described one or two of the insurance risks without analysis or a justified assessment of the importance of insurance.

Question 5

(a) (i) Comprehensive responses

- Many candidates, using Figure 5.1, identified the year 2025 that had the highest value of imports.

Limited responses

- Some candidates gave the figure 1658, as the value of imports, instead of the year.

(ii) Comprehensive responses

- Many candidates identified, using Figure 5.1, two relevant trends.

Limited responses

- In answering this question, it was clear that some candidates did not realise that a trend is a general direction which something is developing or changing.
- These candidates were therefore unable to identify from Figure 5.1 the trends of increasing imports from 2021 to 2025 and exports fluctuating throughout the period.

(iii) Comprehensive responses

- The correct answer of \$232 000 was frequently given.

Limited responses

- Some candidates did not give the final answer after using the correct method.

(b) Comprehensive responses

- Many candidates gave the correct ways, namely, tariffs or quotas or embargoes, that a customs authority uses to enforce trade restrictions.

Limited responses

- Terms such as taxes or charges were too vague.

(c) Comprehensive responses

- Many candidates provided a full definition. Such responses included the necessary elements, namely, tasks carried out using its own resources.

Limited responses

- A common mistake was to confuse in-house production with exporting to other countries.

(d) Comprehensive responses

- Many candidates demonstrated good knowledge of the concept of outsourcing.
- Responses analysed benefits and drawbacks to this clothing company, with application points such as making t-shirts and sewing of cloth. These answers then made a supported reasoned evaluation based on the context and arguments presented.
- A good example is seen below:

‘Outsourcing is when a business hires a third part to produce goods for them. By outsourcing the company would have the benefit of using specialists to produce clothes such as dresses for them. As they are experts in clothing production, this would result in higher-quality clothes that would attract customers. Also, there will be cost savings, such as not having to buy machinery so they can free up resources to design new clothing designs. However, there may be less quality control as it is harder to monitor the manufacturing process which can lead to defective garments that might result in losses. In evaluation, whether it is the right decision to outsource will depend on

finding that the outsourced company is reliable to meet their orders to a high standard on a consistent basis and that are more efficient than your company in doing this.'

Limited responses

- Many candidates often had limited knowledge and understanding of outsourcing.
- Some candidates confused outsourcing with international trading.

COMMERCE

Paper 7100/23
Written

Key messages

What candidates did well

- Sound commercial knowledge and understanding was shown in many candidate responses.
- Calculation questions were generally completed well. Many candidates showed clear working, which made their methods easy to follow.
- Many candidates demonstrated sound analytical skills.

Where candidates needed to improve

- Many candidates answered the long answer questions generically and therefore did not apply their responses to the context of the question. For example, in answering **Question 4(e)**, many candidates did not apply their answers to the context of BC, a bicycle manufacturer, for example, mentioning bicycle handlebars and pedals.
- Candidates need to develop each knowledge point to show consequences and/or effect.
- Evaluations were either limited or non-existent. To evaluate, candidates should make a judgement based on weighing up the points for and against what they are asked to evaluate. The response should provide a verdict as to what extent the candidate agrees with the question. They should then come to a final decision as to what they judge to be the most important factor leading to their decision and provide justification.

Comments on specific questions

Question 1

(a) (i) Comprehensive responses

- Many candidates included two relevant elements in defining the term 'consumer'.

Limited responses

- Some candidates gave a partial definition of one element.

(ii) Comprehensive responses

- A question beginning with the command words 'Should this', 'Do you think' or 'Do you agree' means that the reasoning can be on either side as long as it is justified.
- Candidates justified their reasons with relevant points.
- Candidate responses recognised that there would be pros and cons of recycling old household appliances.

Limited responses

- Some candidates did not justify their reasons.

(b) (i) Comprehensive responses

- Many candidates knew that a warranty is a type of consumer protection.

Limited responses

- Some candidates confused a warranty with credit card protection.

(ii) Comprehensive responses

- Many candidates knew that the buying and selling of goods is trade.

Limited responses

- Some candidates suggested that the buying and selling of goods was known as commerce.

(c) Comprehensive responses

- Candidates identified and explained two different functions of a warehouse to a large-scale retailer.

Limited responses

- Some candidates identified warehousing functions without explaining them.
- Some candidates repeated the same function using different wording.

(d) Comprehensive responses

- Candidates explained and analysed the importance of electronic communication in commerce with a justified assessment of their importance based on the context and arguments presented.

Limited responses

- Some candidates described one or two of the examples of electronic communication without analysis or a justified assessment of their importance to commerce.

Question 2

(a) Comprehensive responses

- Many candidates identified and then explained a reason why businesses import raw materials.

Limited responses

- Some candidates identified a valid reason without explaining why businesses import raw materials.

(b) Comprehensive responses

- Many candidates correctly stated one of the other five aids to trade.

Limited responses

- Some candidates confused aids to trade with direct services.

(c) Comprehensive responses

- Candidates explained one advantage and one disadvantage of transporting coal using freight trains.

Limited responses

- Some candidates identified an advantage or a disadvantage of transporting coal using freight trains.
- Many of these responses did not explain or develop the advantage and disadvantage identified.

(d) Comprehensive responses

- Candidates who had good knowledge of public corporations were then able to analyse the benefits and drawbacks of this type of organisation to supply electricity.
- Responses were supported with application points such as use of energy and power stations.
- Responses then made a well-reasoned evaluation based on the context and arguments presented.

Limited responses

- Some candidates confused public corporations with public limited companies, which is a different type of organisation.
- Some candidates repeated the same one application point rather than providing a second one.

- Evaluation was limited or not attempted. Where attempted, candidates summarised points already made rather than making a judgement on whether this type of business organisation was the best type of enterprise to supply electricity.

Question 3

(a) (i) **Comprehensive responses**

- Many candidates were able to explain one advantage to an amusement park of offering a loyalty programme.

Limited responses

- Some candidates gave an advantage to customers instead of to the business.

(ii) **Comprehensive responses**

- Many candidates could explain one advantage to the amusement park of advertising in a national newspaper.

Limited responses

- Some candidates thought that national newspapers had a global audience.

(b) **Comprehensive responses**

- Candidate responses included the reason that a business would have less cash handling which meant that there would be a reduced risk of theft.
- Other relevant answers included the fact that a business should accept cash as it is legal tender and should be accepted anywhere.

Limited responses

- Some candidates did not justify their reasons.

(c) **Comprehensive responses**

- Candidates identified and explained two different advantages to a business of operating as a franchisee of a fast-food enterprise.

Limited responses

- Some candidates identified advantages without explaining them.
- Some candidates explained advantages of operating a business as a franchisor.

(d) **Comprehensive responses**

- Many candidates had knowledge that suppliers would provide goods, such as food supplies and spare parts for rides to a new amusement park.
- These answers analysed the importance of suppliers with a supported reasoned evaluation.

Limited responses

- Some candidates identified one or two points without applying, or developing, their answers.
- Some candidates misdirected their answers by writing generally about location factors without focusing on the key word 'suppliers' in the question.

Question 4

(a) **Comprehensive responses**

- For candidates to successfully answer the definition of the term 'speciality store,' they had to include two elements.

Limited responses

- Some candidates confused a speciality store with a multiple chain store.

(b) Comprehensive responses

- Many candidates were able to explain one reason why a clothing company should outsource its manufacturing.

Limited responses

- Many candidates often had limited knowledge and understanding of outsourcing.
- Some candidates confused outsourcing with international trading.

(c) Comprehensive responses

- Many candidates justified their reasons with relevant linked points.
- Candidates recognised that there would be pros and cons of increasing tariffs on imports.

Limited responses

- Some candidates did not justify their reasons.

(d) Comprehensive responses

- The correct calculation of the total number of bicycles was provided.

Limited responses

- Some candidates only calculated the 25% of bicycles sold in the home market leading to an answer of 375 000 rather than 6 million.

(e) Comprehensive responses

- Candidates showed good knowledge and analysis, applying their answers to the context of a bicycle manufacturer and then making a justified recommendation on which option BC should choose.

Limited responses

- Many candidates needed to develop their knowledge points with analysis; to show the causes and effects of the knowledge points made.
- Many candidates did not apply their answers to the context of BC, for example, mentioning handlebars and pedals.
- Many candidates did not supply an overall decision on which of the two options they recommended.

Question 5

(a) Comprehensive responses

- Many candidates were able to state one feature of a mortgage.

Limited responses

- Some candidates confused a mortgage as a form of collateral security.

(b)(i) Comprehensive responses

- Many candidates were able to describe a relevant banking service that could be used when depositing money when the bank is closed.

Limited responses

- Some candidates identified a relevant banking service without describing it.

(ii) Comprehensive responses

- Many candidates were able to describe a relevant banking service that could be used when making a verbal complaint about an error on a bank statement.

Limited responses

- Some candidates identified a relevant banking service without describing it.

(c)

Comprehensive responses

- Many candidates correctly calculated the correct answer.

Limited responses

- Some candidates calculated the replacement value of \$12 000 only.

(d)

Comprehensive responses

- Candidates explained and analysed the importance of wholesaling to a small-scale retailer with a justified assessment of their importance based on the context and arguments presented.

Limited responses

- Some candidates described one or two services offered by a wholesaler without analysis or a justified assessment of the importance to a small-scale retailer.