

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 4 CERTIFICATE IN MANAGEMENT CONSULTING 10331

UNIT 5 BUSINESS ENVIRONMENT, STRUCTURE AND GOVERNANCE

MONDAY 19 JANUARY 2015 1.30 PM

TIME: 1 HOUR

INSTRUCTIONS TO CANDIDATES

Fill in all the boxes below. Use CAPITAL LETTERS.

CENTRE DETAILS

Centre Number	Centre Name

COMPUTER REF

1	1	5	1	0	3	3	1
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CANDIDATE DETAILS

Surname or Family Name	First Name	Initials of Other Forenames	DATE OF BIRTH							
			D	D	M	M	Y	Y	Y	Y

- Do **NOT** open the booklet until told to do so by the invigilator.
- Answer **ALL** questions.
- Write your answers in the spaces provided on the question paper.
- Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Use black ink.

INFORMATION FOR CANDIDATES

The number of marks is given in brackets at the end of each question or part question.

The total number of marks for this paper is **50**.

FOR EXAMINERS' USE ONLY			
1		7	
2		8	
3		9	
4		10	
5		11	
6			
TOTAL =			

Answer **all** questions.

1 The Ethical Food Society is a cooperative.

What is a cooperative?

(2 marks)

2 Explain **two** ways in which a business can integrate ethical behaviour into its employment practices.

1 _____

2 _____

(4 marks)

3 Identify **two** internal stakeholder groups in a public limited company.

1 _____

2 _____

(2 marks)

4 Other than a questionnaire, outline **two** ways in which a public limited company can gather feedback from its external stakeholders.

1 _____

2 _____

(6 marks)

5 What is meant by the term 'formal organisational structure'?

(1 mark)

6 Explain how the organisational structure of a hierarchical organisation is likely to differ from that of a flat organisation.

(8 marks)

7 Explain how the sector in which a business operates may affect its culture.

(4 marks)

8 Identify the primary role of the production function within an organisation.

(1 mark)

9 Outline **one** way in which the Consumer Protection Act affects how a business operates.

(3 marks)

10 Explain how the business cycle may affect the activities of a business.

(10 marks)

- 11 a) What is meant by the term 'corporate governance'?

(1 mark)

- b) A public limited company needs to provide increased assurances regarding the integrity of its financial reports.

Explain why implementing the main recommendations of best practice in corporate governance should help this company.

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