

OXFORD CAMBRIDGE AND RSA EXAMINATIONS

LEVEL 4 CERTIFICATE IN MANAGEMENT CONSULTING **10331**

UNIT 3 UNDERSTANDING THE MANAGEMENT CONSULTING INDUSTRY

MONDAY 18 JANUARY 2016

11.00 AM

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	6	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		6	
2		7	
3		8	
4			
5			
TOTAL =			

1. Explain **three** communication responsibilities which a management consulting business has towards its clients.

1 _____

[3]

2 _____

[3]

3 _____

[3]

3. Explain **three** reasons why research is an important element of the management consulting cycle.

1 _____

[2]

2 _____

[2]

3 _____

[2]

- 4. A management consulting business which has historically provided IT-based consulting solutions is considering changing its strategic objectives to focus more on the provision of finance-based consulting solutions.

Analyse **three** possible negative effects of this change in strategic objectives on the management consulting business.

1 _____

[3]

2 _____

[3]

3 _____

[3]

5. A management consulting contract is likely to contain many legal terms.

What is meant by each of the following terms?

- 'ownership of work'

[1]

- 'conflict of interest'

[1]

6. A client is concerned that the agreed objectives for an ongoing management consulting engagement may not be achieved.

Explain **three** ways in which the management consulting business could manage this client's expectations.

1 _____

[3]

2 _____

[3]

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